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**From:** Bernard Kelly <bkelly@bkp.com.au>  
**Sent:** Thursday, 26 September 2019 9:46 AM  
**To:** DPE PS STHL Mailbox  
**Cc:** John McInerney  
**Subject:** Short Term Rental submission  
**Attachments:** Submission on Short Term Rentals in Millers Point.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

As residents of Millers Point for three years, we are greatly concerned about the proposed regulations (or lack thereof) of STRA in our little suburb, the impact on our amenity that we should be able to enjoy in our homes and the adverse impact of the heritage qualities of the Millers Point precinct.

We fully endorse the submission of the Millers Point Community Resident Action Group submission. The sensible and practical regulatory suggestions are substantive and should be fully accepted.

As a resident of Millers Point, we are concerned that our little suburb is being overrun by short-term rental accommodation. As has been well documented in other locales around the world, particularly North America and Europe, unchecked STRA has had a highly adverse consequence for local communities in similar contexts. We don't want to see what has happened in parts of Barcelona, San Francisco, Venice and other major cities happen in Millers Point.

Being a medium-density housing environment, of mostly older building from the 19<sup>th</sup> century, quite simply the heritage and amenity implications are substantial and adverse. These are state heritage listed homes being used by people who have no concept of the heritage value of the building they are in, let alone the community and suburb. Longer term, heritage building fabric will be irrevocably damaged, which makes a mockery of the Conservation Management Plans. People who bought in Millers Point to live and build a new community are being terribly affected. The amenity of having weekly changeover of guests next door means noise, disruption, inappropriate behaviour and overcrowding which simply does not happen with long term residential arrangements, which are respectful, accommodating and neighbourly, something that STRA arrangements will never be able to replicate.

As an addition to the proposed regulatory framework proposed by MPCRAG, one additional item needs to be stressed to eliminate overcrowding and inappropriate room use. Under BCA definitions, habitable rooms are defined by the amount of natural light they receive and of course access/egress options. We believe these definitions should be incorporated into what rooms are allowed to be let (particularly for unattended STRA) so that only rooms that would sensibly be defined as a bedroom are used as such.

From a heritage perspective, we believe that any heritage listed property being presented for unattended STRA should have to undergo regular inspections of the property by either the NSW Heritage Council or LGA (in our case City of Sydney). This inspection will ensure the CMP is being adhered to, both in terms of the initial renovation undertaken, as well as ongoing maintenance and protection of heritage fabric.

We look forward to these submissions being accepted by the Government, who of course as former owners of Millers Point, have paramount responsibility for ensuring the birthplace of European settlement in Australia is properly protected and long term residents amenity and community is protected.

Yours sincerely

Bernard and Charley Kelly  
40 Argyle Place, Millers Point



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**From:** Candice murphy <candice.l.murphy@gmail.com>  
**Sent:** Thursday, 26 September 2019 8:23 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Air BNB

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

I am writing regarding the large number of homes in my neighbourhood which are being used as commercial operations through Air BNB. I don't understand why the government thinks it is ok for people to run property rental businesses but pay no tax. As a PAYE taxpayer I must be subsidising these businesses.

My street has many homes that are being used as AirBNB. We deal with garbage strewn across the footpaths, late night arrivals and departures, overflowing bins and groups using The Paddock for late night gatherings.

Candice Murphy  
86 Windmill St  
Dawes Point  
0452233118

Sent from my iPad

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**From:** Edith Ziegler <edith.ziegler@bigpond.com>  
**Sent:** Wednesday, 25 September 2019 11:16 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** STRA submission  
**Attachments:** Letter re Regulation of Airb&bs, etc..pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

The NSW Government has called for submissions regarding opinions on the new **Regulations and a Code of Conduct for AirBnb, etc.**

My admission is attached.

Yours sincerely,

Edith Ziegler

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Apt. 906, Highgate  
127 Kent Street  
Sydney NSW 2000  
61-2-92525135



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**From:** Cheryl Harris <cheryl\_m\_harris@hotmail.com>  
**Sent:** Tuesday, 24 September 2019 6:09 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** STRA Consultation - Response from Highgate, Kent Street

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Sir / Madam,

Re: STRA Consultation Submission

I live in Highgate, Kent Street which is a strata building and I am extremely concerned as to the prospect of short term rentals within the building.

There are unique implications for strata buildings which need to be taken into consideration that simply do not apply to non-strata flats and houses

Shared, communal areas such as the pool, spa, sauna and gym inevitably deteriorate when high numbers of transient, short term guests use them.

Incidents of damage, theft, assaults, unwanted attention and antisocial behaviour are likely to increase, with the culprit not easily traceable or held to account.

Security procedures are also likely to be tested to their limits by transient travellers which in turn puts additional pressure on Highgate concierge.

High value items in communal areas such as marble, statues, paintings, sofas and rugs are likely to be at risk of damage or theft leading to increased insurance claims and higher premiums that will be reflected in increased strata fees for all residents.

I fully appreciate that not all dwellings have the same level of communal facilities, fixtures and furnishings as Highgate which is why I feel that individual strata buildings should have the right to choose whether they allow short term rentals or not. The relevant considerations are detailed, subtle and unique to individual strata buildings and are best decided locally rather than at state level.

Yours faithfully,

Cheryl M Harris  
Highgate, Kent Street  
+61 (0)410 474 747

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**From:** Alisa Nicholson <[anicholson@cityofsydney.nsw.gov.au](mailto:anicholson@cityofsydney.nsw.gov.au)>  
**Sent:** Tuesday, 24 September 2019 4:59 PM  
**To:** DPE PS STHL Mailbox  
**Cc:** Andrew Thomas; Peter Failes  
**Subject:** City of Sydney FINAL submission (letter and response to discussion paper) on New regulatory framework for STRA released August 2019  
**Attachments:** CoS submission to DPIE - new regulatory framework for Short-term Rental Accommodation - Sept 2019.pdf; CoS response to DPIE - discussion paper questions for Short-term Rental Accommodation - Sept 2019.pdf  
**Importance:** High  
**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Tom

Please see attached City of Sydney **FINAL** submission (letter and response to discussion paper questions) on the new regulatory framework for short-term rental accommodation.

Should you wish to speak with a Council officer about the above, please contact Andrew Thomas, Executive Manager Development, on 9265 9333 or at [athomas@cityofsydney.nsw.gov.au](mailto:athomas@cityofsydney.nsw.gov.au)

Regards  
Alisa

Alisa Nicholson  
Executive Assistant to Graham Jahn AM, Director  
City Planning Development & Transport

**CITY OF SYDNEY** 

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Telephone: +612 9265 9823  
[cityofsydney.nsw.gov.au](http://cityofsydney.nsw.gov.au)

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**From:** Peter Failes <[PFailes@cityofsydney.nsw.gov.au](mailto:PFailes@cityofsydney.nsw.gov.au)>  
**Sent:** Wednesday, 11 September 2019 5:50 PM  
**To:** DPE PS STHL Mailbox <[STHL@planning.nsw.gov.au](mailto:STHL@planning.nsw.gov.au)>  
**Subject:** City of Sydney draft submission (submission letter and response to discussion paper questions) on New regulatory framework for STRA released August 2019

Hi Tom,

As per your email below, please find attached the City of Sydney's draft Submission (a submission letter and response to discussion paper questions) on the Short-term Rental Accommodation New Regulatory Framework – Released August 2019.

As requested, we will forward to you the City's final submission once Council has endorsed it, by email again if the exhibition page is closed.

Could you please only publish on the Department's website the final submission (not this draft) when that is submitted.

Please return an acknowledgement of the email receipt.

Peter Failes  
Senior Specialist Planner  
Strategic Planning & Urban Design



Telephone: +612 9265 9426  
[cityofsydney.nsw.gov.au](http://cityofsydney.nsw.gov.au)

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**From:** Thomas Partalis <[Thomas.Partalis@planning.nsw.gov.au](mailto:Thomas.Partalis@planning.nsw.gov.au)> **On Behalf Of** DPE PS STHL Mailbox  
**Sent:** Tuesday, 3 September 2019 4:02 PM  
**To:** Peter Failes <[PFailes@cityofsydney.nsw.gov.au](mailto:PFailes@cityofsydney.nsw.gov.au)>  
**Subject:** RE: Request for extension

Hi Peter,

Thank you for your email relating to requesting an extension to submit feedback on the proposed STRA regulatory framework.

We understand that Council will need to endorse your submission prior to providing the feedback. The Department will be happy to accept a draft version of Council's submission during the exhibition period, by the 11<sup>th</sup> of September. We can then accept the final version once council has endorsed it.

Please don't hesitate to contact us if you have any further questions.

Thanks  
Tom

**Short-term Rental Accommodation (STRA) Team**

Housing Policy | Policy and Strategy  
GPO Box 39, Sydney NSW 2001  
E: [sth@planning.nsw.gov.au](mailto:sth@planning.nsw.gov.au)  
W: <http://www.planning.nsw.gov.au/STHL>



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**From:** Peter Failes <[PFailes@cityofsydney.nsw.gov.au](mailto:PFailes@cityofsydney.nsw.gov.au)>  
**Sent:** Tuesday, 3 September 2019 2:36 PM  
**To:** DPE PS STHL Mailbox <[STHL@planning.nsw.gov.au](mailto:STHL@planning.nsw.gov.au)>  
**Subject:** Request for extension

Hello,

Could the City of Sydney please have a 1 week extension to make a submission on the exhibition of the proposed amendments for short-term rental accommodation?

We have prepared a submission and it is moving through our final approval process.

Please contact me on 9265 9426 if you'd like to discuss.

Peter Failes  
Senior Specialist Planner  
Strategic Planning & Urban Design



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Telephone: +612 9265 9426  
[cityofsydney.nsw.gov.au](http://cityofsydney.nsw.gov.au)

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Regards  
Alisa

Alisa Nicholson  
Executive Assistant to Graham Jahn AM, Director  
City Planning Development & Transport

**CITY OF SYDNEY** 

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Telephone: +612 9265 9823  
[cityofsydney.nsw.gov.au](http://cityofsydney.nsw.gov.au)

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Peter Failes  
Senior Specialist Planner  
Strategic Planning & Urban Design



Telephone: +612 9265 9426  
[cityofsydney.nsw.gov.au](http://cityofsydney.nsw.gov.au)

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**Sent:** Tuesday, 3 September 2019 4:02 PM  
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Thanks  
Tom

**Short-term Rental Accommodation (STRA) Team**

Housing Policy | Policy and Strategy  
GPO Box 39, Sydney NSW 2001  
E: [sth@planning.nsw.gov.au](mailto:sth@planning.nsw.gov.au)  
W: <http://www.planning.nsw.gov.au/STHL>



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Peter Failes  
Senior Specialist Planner  
Strategic Planning & Urban Design



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**From:** Gary Ferguson <gaf3@bigpond.com>  
**Sent:** Tuesday, 24 September 2019 11:31 AM  
**To:** DPE PS STHL Mailbox  
**Cc:** 'Paul Upham'  
**Subject:** Short Term Rental

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

To whom it MUST be of Concern.

I am the owner of an apartment that currently has strict policies applicable to owners utilization of their properties restricting use for Short Term Accommodation.

I fully support and endorse the current policy, that effectively ensures that our building does not become a ""Resort""

The behavior metric of Short Term occupants, being Holiday Makers or Travelers are completely opposite to long term owner / normal occupancy behavior and therefore if permitted will create challenges to the long endorsed principal that " One must be allowed quite enjoyment of one's property"

Beyond the personal issues, the fair and reasonable sharing of the added management costs of a building places unfair burden on those not benefiting from commercial exploitation of the ""Common Property and Facilities"" paid by all contributing Strata members.

IF within a Strata holding a 75% + majority determine a policy, then THAT POLICY must be allowed to prevail. Externally generated laws or regulations MUST not over-ride existing rules.

In my specific circumstances, I have an apartment in a very well managed complex of over 200 units that prohibit Short Term Rentals. I am firmly of the opinion that should Short Term Rentals be forced upon the overwhelming wishes of unit holders their will be unfair loading of extra operating costs, and facility usage beyond design parameters which must result in a diminution in values.

We currently enjoy the benefit of having and no doubt paying for the facilities we have. This is reflected in the prestigious reputation our property enjoys.

You must not allow for a minority to impact on the wishes of the majority. Facilitation of " Opt Out" provisions must be provided within any regulation / law you are considering.

Regards

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:38# 2# 45:#Nhqv#Vw#P khw# Sr lq# QVZ #5333#Dxvw#

P re l# 374<# 364# 95:#



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**From:** Iain Rush <Iain.Rush@cessnock.nsw.gov.au>  
**Sent:** Monday, 23 September 2019 12:33 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Final Submission to Short-Term Rental Accommodation - Cessnock City Council  
**Attachments:** Cessnock City Council \_ Final Submission to Discussion Paper \_ Short-Term Rental Accommodation.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Good afternoon,

Please see attached, Council's final submission to the short-term rental accommodation proposed legislative framework.

Regards,

**Iain Rush** Senior Strategic Planner  
62-78 Vincent St | PO Box 152 | Cessnock NSW 2325  
p 02 4993 4155

[www.cessnock.nsw.gov.au](http://www.cessnock.nsw.gov.au)

**Integrity, Respect, Teamwork, Accountability and Excellence**

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**From:** Suzie Hatherly  
**Sent:** Thursday, 19 September 2019 3:10 PM  
**To:** Tessa Parmeter  
**Cc:** DPE PS STHL Mailbox  
**Subject:** FW: ASTRA Response  
**Attachments:** ASTRA Response 18sep19.pdf; ASTRA Cover Letter NSW Submission 18sep19.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

One for logging/saving please.

Thanks!  
Suzie

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**From:** Diana Holy <diana.holy@customerservice.nsw.gov.au>  
**Sent:** Thursday, 19 September 2019 3:03 PM  
**To:** Sandy Chappel <Sandy.Chappel@planning.nsw.gov.au>; Suzie Hatherly <Suzie.Hatherly@planning.nsw.gov.au>  
**Cc:** Alanna Linn <Alanna.Linn@customerservice.nsw.gov.au>; Lachlan Malloch <lachlan.malloch@customerservice.nsw.gov.au>  
**Subject:** FW: ASTRA Response

Hi Sandy and Suzie,  
Just checking if you received this submission?

Thanks,  
Diana

---

**From:** Rob Jeffress <[rob.jeffress@gmail.com](mailto:rob.jeffress@gmail.com)>  
**Sent:** Wednesday, 18 September 2019 3:57 PM  
**To:** Alanna Linn <[Alanna.Linn@customerservice.nsw.gov.au](mailto:Alanna.Linn@customerservice.nsw.gov.au)>  
**Cc:** John Tansey <[John.Tansey@customerservice.nsw.gov.au](mailto:John.Tansey@customerservice.nsw.gov.au)>; Diana Holy <[diana.holy@customerservice.nsw.gov.au](mailto:diana.holy@customerservice.nsw.gov.au)>  
**Subject:** Re: ASTRA Response

Hi Alanna, Diane and John,

Please find attached ASTRA's response to the Questions.

As I've mentioned in the covering letter, the questions have led to a comprehensive and at times challenging review process for us as we've worked to consider the wide range of views across our membership.

This process has also raised other important questions and led to valuable debate on matters such as:

Maximum Guest Numbers  
Terms & Conditions  
Trust Accounting  
Licensing Requirements

the 21 day exclusion (which we support)  
Industry representation  
Instant Bookings

We have also naturally considered the importance of education and training as a means to raise standards and preempt issues, as part of a wider investigation of how the new regulations and registry systems might best be implemented and managed.

We have made notes of all items and will continue the work of finalising these as we finalise these now.

Rather than dilute the focus from the Responses sought - or have them canvassed publicly with our response, I hope we might have the opportunity to present them to you as items for further discussion and consideration.

Finally I must give credit to ASTRA's regulatory team for their passionate interest, time and the quality of their individual contributions to this response.

Thank you again for the extra time we were given. We're looking forward to taking a breath and would appreciate it if you could confirm your receipt.

Rob

Rob Jeffress  
Chair ASTRA

On 10 Sep 2019, at 3:24 pm, Alanna Linn <[Alanna.Linn@customerservice.nsw.gov.au](mailto:Alanna.Linn@customerservice.nsw.gov.au)> wrote:

Hi Rob

Thanks for your email to John about the ASTRA submission to the STRA consultation.

We appreciate the work involved in responding and are able to provide an extension as requested - making it due on 18 September 2019.

Thanks very much  
Kind regards  
Alanna

Alanna Linn  
Director, Regulatory Policy  
Better Regulation Division | Department of Customer Service  
p 0436 658 933 e [alanna.linn@customerservice.nsw.gov.au](mailto:alanna.linn@customerservice.nsw.gov.au) | [www.customerservice.nsw.gov.au](http://www.customerservice.nsw.gov.au)  
Level 5, McKell Building, 2-24 Rawson Place, NSW 2000

Please note, I work Monday-Wednesday only. My job-share partner, Diana Holy, works Wed-Fri and

can be contacted at [diana.holy@customerservice.nsw.gov.au](mailto:diana.holy@customerservice.nsw.gov.au) or 0407 604 600

-----Original Message-----

From: Rob Jeffress <[rob.jeffress@gmail.com](mailto:rob.jeffress@gmail.com)>  
Sent: Tuesday, 10 September 2019 8:37 AM  
To: John Tansey <[John.Tansey@customerservice.nsw.gov.au](mailto:John.Tansey@customerservice.nsw.gov.au)>  
Cc: John Gudgeon <[jalgudgeon@gmail.com](mailto:jalgudgeon@gmail.com)>; Drj <[zsuzsanna@drjinvestments.com](mailto:zsuzsanna@drjinvestments.com)>  
Subject: ASTRA Response

Good morning John,

While we're delighted to be preparing responses for you, we're finding ourselves running behind with our response.

Rather than racing to finalise our submission and preempt the balance of work required to explore differing views from our members and other STRA organisations, I hope you might be able to offer us an extension.

As volunteers, an extra weekend would be ideal and a few days after that for Zsuzsanna, John Gudgeon & I to distill the rest of the input for our Board to confirm.

Many thanks in advance for your consideration Rob

\*\*\*\*\*

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**From:** Gayle Devine <devinebodies@optusnet.com.au>  
**Sent:** Wednesday, 18 September 2019 9:22 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** STRA Discussion paper

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

I would like to make comment to the new proposal.

The addition of short term visitors adds to the cost of operating and maintaining a strata building and increases the cost of living of all residents.

This is attributed to new occupiers not knowing or in most cases not caring about by-laws and guidelines. Any recourse available to the owners corporation is negated as the short term tenants have departed before any action is possible.

Every strata must have the right to adopt its own STRA position. This should be determined by special resolution i.e. 75% vote.

The New Regulatory Framework Discussion Paper does not consider and make allowances for the diverse range of vastly diverse residential types in NSW.

Self-regulation by the STRA industry will not work. STRA must be regulated by an independent government body.

Regards

Gayle Devine

809/127 Kent Street Sydney

1005/32 Bridge Street Sydney

201/45 Shelley Street Sydney.

Sent from my iPhone

---

**From:** Felicity Richards <Felicity.Richards@esc.nsw.gov.au>  
**Sent:** Tuesday, 17 September 2019 3:32 PM  
**To:** DPE PS STHL Mailbox  
**Cc:** Elizabeth Rankin  
**Subject:** Eurobodalla STRA Submission due Wednesday 18 September 2019  
**Attachments:** Eurobodalla STRA Submission\_FINAL.PDF

**Categories:** Tessa Submissions, council submission

Good Afternoon,

Please find attached Eurobodalla Shire Councils Short Term Rental Accommodation submission.

Eurobodalla was granted an extension to the submission process due Wednesday 18<sup>th</sup> September.

We look forward to the Departments response.

Regards

Felicity

**Felicity Richards**

Tourism and Planning Officer

Monday – Thursday  
t 02 4474 1020



vulcan street moruya nsw 2537 | po box 99 moruya nsw 2537  
[www.esc.nsw.gov.au](http://www.esc.nsw.gov.au)

**Eurobodalla Shire Council acknowledges the traditional custodians of the land on which we work.**

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---

**From:** carol ladd <carol.ladd@bigpond.com>  
**Sent:** Tuesday, 17 September 2019 3:28 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** STRA Discussion Panel

Dear Sir/Madam,

I am writing to express my opinion and concerns regarding the new Regulations and Code of Conduct for AirBnb.

It is apparent to me that these regulations are far too broad sweeping, and do not address the concerns of those of us who live in Strata buildings. We feel it is our right to manage our building in a manner that best serves both Owners and Residents, and any changes are currently determined by special resolution requiring a 75% vote. Currently our bylaws do not permit any rentals under a 3 month period. There is a spirit of community in our building which I think is unusual for city living and both Owners and Renters share our amenities in a caring and responsible way.

If short term AirBnb rentals are permitted, against the specific wishes of the larger community, it will change entirely the character of our building. It will also place a burden on all the shared facilities and Concierge staff, and we will have to bear the excess costs of this burden. I believe this legislation is undemocratic and unfair for those of us who choose to live permanently in Strata communities, and that our views should be taken into consideration.

Sincerely,  
Carol Ladd  
#1103, 127 Kent Street  
Miller's Point, NSW 2000



---

**From:** Gamini Iddawela <giddawela@me.com>  
**Sent:** Monday, 16 September 2019 6:37 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Opinion on proposed STRA

Dear Sir/madam,

My wife and I are the owners of Unit 802/127 Kent Street, Millers Point, NSW 2000.

We bought this property for our retirement living having considered the mix of owner occupiers and investors and related outgoing for this building.

Whilst we are in support of new and affordable ways of providing short term accomodations by new age disrupters like AirBnb, it is very important that impact this may bring upon owner occupiers and longer term tenants of Strata properties. Strata living by nature is high density living which is likely to be adversely impacted by allowing short term stayers unless such lettings are properly managed and regulated. Recent constructions of Strata apartments in transport corridors and major town centres of NSW are occupied by multitude of citizens such as young families, professional couples and retirees. Allowing self regulated short term stayers in such properties will undoubtedly adversely impact the peaceful living of longer term stayers of these properties.

Therefore, taking the power away from Strata body corporation may leave the quiet enjoyment of the properties by longer term residents. The needs of the short term stayers and the way they look after common facilities such as gyms, meeting rooms, visitor parking and general wear and tare due to higher volumes of foot traffic to Strata buildings.

Therefore, we appeal you to allow Strata Committees to decide what measures they can adopt to their own buildings as the owners themselves can agree on their way forward with short term stays under AirBnB type arrangements.

Regards,

Gamini and Vasitthi Iddawela

0447219790

Sent from my iPad

---

**From:** Judy Hyde <judy.hyde01@gmail.com>  
**Sent:** Monday, 16 September 2019 11:20 AM  
**To:** DPE PS STHL Mailbox  
**Cc:** Paul Upham; Philip Bruce  
**Subject:** Protection of Strata dwellers in NSW with STRA

Dear Sir/Madam,

I am writing with grave concerns about the proposed STRA (Short Term Rental Accommodation) Regulatory Framework Discussion Paper recently released for comment.

I live in a Strata building in Sydney and am deeply troubled by the changes the proposed regulations will make to my quality of life.

Strata buildings are most similar to Company Title buildings in that the separation of residents is a wall only, not a block of land. However, under the proposed regulations, Strata buildings do not have the same capacity to operate their buildings for the benefit of residents as those under Company Title. Company Title buildings are permitted to restrict STRA, whereas Strata buildings are not, and this is inequitable.

The shared property of Strata apartments are improved and maintained by the residents for their own use, not for that of STRA that places additional wear and tear and reduction in privacy, increase in garbage, and costs of providing access and concierge services to STRA people. STRA will increase the cost of living for other Strata residents as well as dramatically reduce amenity.

All other aspects of Strata life are determined via a 75% vote of residents. This is the condition under which residents bought into Strata dwellings.

Furthermore, it is self evident from recent problems within the building industry that self-regulation of housing industries is dangerous, and residents are left bearing the costs of the inherent failures of these systems. The cost of regulating STRA MUST be borne by the Government for the protection and safety of the public.

It is essential that Strata buildings are permitted to continue to regulate the management of their buildings according to the wishes of the residents,

Dr Judy Hyde

---

**From:** George Bijak <georgebijak@gmail.com>  
**Sent:** Sunday, 15 September 2019 9:02 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** STRA Discussion Paper - opinion

**Categories:** Tessa Submissions, non Air BNB run

It is a fundamental private ownership right, above & beyond any State regulations, that Strata must be able to determine by a majority of owners' vote, the terms & conditions of their private building's use - including the short term letting via AirB&B and the like intermediary.

George Bijak  
2106/127 Kent Street  
Millers Point NSW 200

---

**From:** Trevor <trevor@rawnsley.com.au>  
**Sent:** Friday, 13 September 2019 3:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** RE: ARAMA's submission to the public consultation about the NSW short-term rental accommodation regulatory framework  
**Attachments:** Submission - Final Short Term Rental Accomodation in NSW - September 2019.docx  
**Categories:** Tessa Submissions, non Air BNB run

Director, Housing and Infrastructure Policy  
NSW Department of Planning, Industry and Environment  
GPO Box 39  
SYDNEY NSW 2000  
Email: [sth@planning.nsw.gov.au](mailto:sth@planning.nsw.gov.au)

Please find ARAMA's submission attached. Please contact the writer if you need any further information.

Kind regards  
Trevor

**Trevor Rawnsley**  
**CEO and Company Secretary**  
M 0417 197 687 | [trevor@arama.com.au](mailto:trevor@arama.com.au) | [www.arama.com.au](http://www.arama.com.au)  
PO Box 4953, GCMC Bundall, Qld 9726  
**Australian Resident Accommodation Managers' Association**  
ARAMA National Ltd ABN 21 618 111 238



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The information is accurate, no warranty or accuracy or reliability is given and no liability is accepted for errors or omissions or loss or damage

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Director, Housing and Infrastructure Policy  
NSW Department of Planning, Industry and Environment  
GPO Box 39  
SYDNEY NSW 2000  
Email: [sth@planning.nsw.gov.au](mailto:sth@planning.nsw.gov.au)

Please find ARAMA's submission attached. Please contact the writer if you need any further information.

Kind regards  
Trevor

**Trevor Rawnsley**  
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M 0417 197 687 | [trevor@arama.com.au](mailto:trevor@arama.com.au) | [www.arama.com.au](http://www.arama.com.au)  
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**From:** ElectorateOffice BaulkhamHills <ElectorateOffice.BaulkhamHills@parliament.nsw.gov.au>  
**Sent:** Friday, 13 September 2019 2:31 PM  
**To:** 'ali.javam@hotmail.com'  
**Subject:** RE: Submission to Short Term Rental Accommodation Discussion Paper

Dear Mr Javam,

Thank you for your email regarding the Short Term Rental Accommodation (STRA) draft Code, draft amendment regulations and STRA property register.

The proposed regulatory framework intends to ensure local communities enjoy the economic benefits of STRA, while managing potential adverse impacts.

Submissions closed on Wednesday, 11 September, and the NSW Government is now in the process of reviewing submissions.

Kind regards

**Office of The Hon David Elliott MP**

Member for Baulkham Hills  
Suite 1, 25-33 Old Northern Road  
Baulkham Hills NSW 2153  
Phone: (02) 9686 3110 | Fax: (02) 9686 3212  
<http://www.davidelliott.com.au>

**From:** Ali Javam  
**Sent:** Wednesday, 11 September 2019 1:49 PM  
**To:** ElectorateOffice BaulkhamHills  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear MP Elliott,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

## STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

## Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

## STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Ali Javam  
28 Springfield Cres  
Bella Vista, Nsw 2153

---

**From:** ElectorateOffice BaulkhamHills <ElectorateOffice.BaulkhamHills@parliament.nsw.gov.au>  
**Sent:** Friday, 13 September 2019 2:31 PM  
**To:** 'ali.javam@hotmail.com'  
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Member for Baulkham Hills  
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Specifically, I want to comment on the following:



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Thank you for reading my submission.

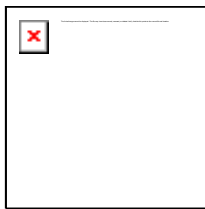
Regards,  
Ali Javam  
28 Springfield Cres  
Bella Vista, Nsw 2153

**From:** Ministerial Services <MinisterialServices@customerservice.nsw.gov.au>  
**Sent:** Thursday, 12 September 2019 10:26 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** FW: Short term letting  
**Attachments:** STR-Discussion-Paper-Draft-Reg-SUB-190909-tnl2.pdf

**Categories:** Tessa Submissions, non Air BNB run

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**From:** [digital@dpc.nsw.gov.au](mailto:digital@dpc.nsw.gov.au) <[digital@dpc.nsw.gov.au](mailto:digital@dpc.nsw.gov.au)>  
**Sent:** Wednesday, 11 September 2019 5:59 PM  
**To:** Webform Anderson <[webform@anderson.minister.nsw.gov.au](mailto:webform@anderson.minister.nsw.gov.au)>  
**Subject:** Short term letting



<b>Title</b>	Mr
<b>First Name</b>	Alex
<b>Last Name</b>	Greenwich
<b>Phone</b>	
<b>Email</b>	<a href="mailto:sydney@parliament.nsw.gov.au">sydney@parliament.nsw.gov.au</a>
<b>Street Address</b>	
<b>Suburb</b>	
<b>State</b>	nsw
<b>Postcode</b>	
<b>Subject</b>	Short term letting
<b>Type of Enquiry</b>	comment
<b>Message</b>	Please find attached a copy of Alex's letter to the planning minister on the government's planning framework for short term letting
<b>Attachments</b>	STR-Discussion-Paper-Draft-Reg-SUB-190909-tnl2.pdf - <a href="#">Download File</a>
<b>I would like a response</b>	Yes
<b>I would like to receive regular updates from the NSW Government</b>	No

\*\*\*\*\*

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Thursday, 12 September 2019 8:13 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, non Air BNB run

Submitted on Thu, 12/09/2019 - 08:12

Submitted by: Anonymous

Submitted values are:

#### Submission Type

I am making a personal submission

## Name

#### First name

Faith

#### Last name

Harper

#### Name withheld

No

## Info

#### Email

[faith.healy.harper@gmail.com](mailto:faith.healy.harper@gmail.com)

#### Suburb/Town & Postcode

Suffolk Park 2481

#### Submission

I bought into a block of 7 units that are very close together with the understanding that it was residential only at 44 Armstrong st. 5 were owner occupied and 2 permanent rentals.

One women who is on the strata committee started airbnbng a year ago. She moves out when airbnb moves in you can see her site Beach Villa Suffolk park she has one car space the overflow park on the street. The unit directly opposite me sold about 8 months ago to a person from Brisbane, he is also on the strata committee he now has the other airbnb women managing his property just for airbnb purposes again they don't use their garage if renters park on the street. So now I have to put up with a steady stream of strangers moving in and out plus laundry

deliveries and cleaning people. What was once a nice place to now leaves me concerned about security, noise and privacy. If the owners live on site and want to rent a room I have no issue with that if they have adequate parking but turning a small residential block in holiday let's is unjust. Thank you Faith

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Thursday, 12 September 2019 8:00 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, non Air BNB run

Submitted on Thu, 12/09/2019 - 07:59

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

David

**Last name**

Ransom

**Name withheld**

No

## Info

**Email**

[davidransom@journalist.cim](mailto:davidransom@journalist.cim)

**Suburb/Town & Postcode**

Wangi Wangi

**Submission**

The problem is obvious, the solution difficult.

There is little doubt that Australia, like many communities the world over, is being impacted by what amounts to mini-motels springing up in urban areas. The associated problems are manifold - constant noise from revellers not just from AirB&B occupiers but friends and visitors, parking and traffic congestion, the constant noise of next door comings- and- goings as one group of AirB&B visitors replaces another. This is tailored to create hostility, and detract from our reputation for being a welcoming and friendly people. As well legitimate accommodation houses are suffering from unfair competition as are prospective long-term renters looking for affordable accommodation.

As for the solution.

Strict conditions are one thing, policing them another. To work, the legislation must come with strict penalties and regular spot checks.

How strict the conditions - whatever it takes to prevent someone establishing a mini hotel in a residential area.

**I agree to the above statement**

Yes

---

**From:** Ski Kaos <bruce@skikaos.com.au>  
**Sent:** Thursday, 12 September 2019 3:41 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Minister,

**See below our comments on part of the short-term rental accommodation regulations.**

This submission is in regards to holiday lettings in Jindabyne NSW, postcode 2627 not the postcode where our office is located.

We book a lot of holiday apartments at & near the snow.

I am strongly in favour of the overall plans to allow short term rental accommodation BUT severely object to the proposed limit of 2 people per bedroom in cases where higher limits are already allowed for DA approved holiday apartments.

This seemingly minor condition (max 2 per bedroom) appears to have been sneaked in on the sly and with little thought applied at all. Such an added restriction would DECIMATE the existing (already DA certified) holiday accommodation market in Jindabyne.

At present Jindabyne Holiday approved apartments are allowed MORE beds than this. The current bed limits were imposed about 15 years ago and at the time were very controversial – holidaymakers were mostly appalled at the limits imposed back in 2003. The vast majority of holidaymakers want accommodation near the snow to be as cheap as possible. The public WANT the option to have at the bare minimum:

- 10 people in a 4 bedroom unit
- 8 people in a 3 bedroom unit (eg: 2+2+4)
- 6 people sleep in a 2 bedroom unit (eg: 2+4 in 2 bedrooms)
- 4 people in a 1 bedroom (2+2 in sofa bed)
- 3 in a studio (tribunk).
- Etc

The proposed 2 person limit appears to have been added on a whim (very sloppy policy drafting). It makes no consideration for different areas, no consideration for existing holiday accommodation. Even more shockingly it makes no reference or consideration at all to:

- studio apartments
- apartments with loft(s) that exist purely for sleeping
- no thought at all given to fold out sofa beds often found in living rooms

When the local council imposed the present restrictions on holiday apartments back in (I think 2003) they introduced a formula based on the square meters of each bedroom. Back then it was considered poor policy within the industry as the local Government policy drafters didn't survey a single tourist accommodation business, and more shockingly they did not even ask a single holiday maker to ask what THEY want before imposing the rules. They arrogantly decided they knew what the public wanted and were 100% wrong. I was trying to tell them over the phone (as they did not ask for any public submissions) but they insisted they knew what was best for people despite admitting they had personally never needed such accommodation for their own personal or family holidays!

Whist there is certainly a market at the snow for people prepared to pay the very high cost of max 2 adults per bedroom, the vast majority of people want a higher density than this in Jindabyne and nearby areas. The present system is already strict (It allows beds per bedroom based on a formula), but 2 beds per bedroom will make a Jindabyne snow holiday prohibitively expensive for the vast majority of holiday makers. It will also decimate the value of exiting holiday-DA approved apartments by limiting their beds far more than under their existing approved numbers.

There is no point in adding such a restriction knee-jerk state-wide! The local community is not opposed to the present bed limits (which are more generous than 2 per bedroom).



It is ironic that the new policy proposes to allow MORE short term accommodation (and more competition) but it conversely imposes a NEW SEVERE limit of ONLY 2 beds per bedroom. So in Jindabyne and surrounding areas used for budget snow accommodation it will have the opposite effect!! This 2 bed limit will perversely reduce the beds allowed in existing holiday-DA-approved apartments in Jindabyne. It is ironic as it will allow more properties to accept short term bookings BUT restrict those that have existing DA approvals.

**FIRE SAFETY?** Note that its absurd to suggest there are fire safety reasons for max 2 per bedroom – there is no basis for this. The more in a bedroom the more people can wake up and alert others and escape. Having 4 people in a sizeable bedroom does not add any fire safety risk at all, in fact it lowers it. You'd have to really CRAM in beds so much as to prevent the bedroom door being opened properly in order to lower fire safety. Only 2 per room is a massive overkill in that regard and gives no consideration for how large a bedroom is. Limiting bed numbers in regards to fore safety stemmed from the Childers backpackers fire where many people died. But in the Childers fire it was a case of a dozen or more beds crammed into rooms where bunks were blocking the fire escape; notably it was also an old wooden building with illegally poor fire safety systems. It is crazy to limit beds to only 2 per bedroom based on any supposed fire safety concerns. Maximum only 2 per bedroom is a massive overkill in regards to trying to assert fire safety as an issue.

I realise that 2 per bedroom may be a good idea in essentially residential areas where overcrowding is not desired by residents, but in Jindabyne we have an existing tourist town where there are already DA approved holiday apartments – these should not be restricted beyond present bed limits by this policy.

As a seller of holiday accommodation at the snow I can expertly assert that most people who go to the snow do NOT want such an extreme limit as 2 beds per bedroom imposed on them – regulations are already in place in regards to bed numbers and new lower limits should not be imposed here.

Regards,  
Bruce Doig

**Ski Kaos** [www.skikaos.com.au](http://www.skikaos.com.au) **Phone 02-9908-8111**  
**Address: 15/230 Ben Boyd Rd Cremorne 2090**

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 10:27 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 22:27

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

David

**Last name**

Winspear

**Name withheld**

No

## Info

**Email**

[davidswinspear@gmail.com](mailto:davidswinspear@gmail.com)

**Suburb/Town & Postcode**

davidswinspear@gmail.com

**Submission**

To whom it may concern,

I broadly support the reforms, however I have one proposal which is that the cap on the max number of nights a peppery be advertised be limited to Sydney Metro and not include tourist areas in greater Sydney such as the upper blue mountains. My rationale is that these tourist regions rely heavily on tourists being able to source short term rental accommodation and that the cap will decrease supply and be at risk of adversely impacting the local economy. Alternatively, you could provide councils in those regions the flexibility to provide individual exemptions.

Thank you

David

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 9:57 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 21:57

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Donald

**Last name**

Maughan

**Name withheld**

No

## Info

**Email**

[donaldmaughan@hotmail.com](mailto:donaldmaughan@hotmail.com)

**Suburb/Town & Postcode**

Suffolk park 2481

**Submission**

As president of the Suffolk park progress association I have witnessed the impact of short term holiday let ( Sthl) in our community

Not only is it a disruption of the domestic harmony of neighbours , noise and parking as well as threatening interaction if a neighbour to a STHL approaches a late night party house to keep the noise down late at night.

I know of families who have severe personal problem because of being located in streets where STHL are located When a house is purchased and turned into a STHL and the permanent resident who has been removed this adds to the fragmentation of the community loose volunteers, neighbour support, security

In short STHL is destroying our community and contributes nothing to the maintenance of community service It must be limited

Donald

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 9:01 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 20:50

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Franki

**Last name**

Lee

**Name withheld**

No

## Info

**Email**

[franki.lee@optusnet.com.au](mailto:franki.lee@optusnet.com.au)

**Suburb/Town & Postcode**

Eastwood 2122

**Submission file**

[submission franki-lee.docx](#)

**Submission**

I would suggest that Government should include solutions to provide owners corporations greater powers to make and enforce by-laws dealing with the issues. It is understandable that each strata building is different. Hence, these issues can only be dealt with properly by way of by-laws specific to a particular building which the owners desire. I am proposing

1. That the Strata Schemes Management Act 2015 be amended to allow owners' corporations (by a majority vote) to make a by-law that prohibits entirely the use of a lot for STRA in the building.

or

2. That the Strata Schemes Management Act 2015 be amended to allow owners' corporations (by a majority vote) to

make a by-law that approve the use of a lot for STRA; and  
3. That the Strata Schemes Management Act 2015 be amended to allow owners' corporations (by a majority vote) to make a by-law that revoke the approval of the use of a lot for STRA after breaches of by-laws and related regulations.

Other comments on STRA are found in the attached document.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 8:57 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 20:56

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Breannan

**Last name**

Dent

**Name withheld**

No

## Info

**Email**

[breannan.dent@penrith.city](mailto:breannan.dent@penrith.city)

**Suburb/Town & Postcode**

Penrith

**Submission**

Thank you for the opportunity to comment on the proposed State Environmental Planning Policy (Short Term Rental Accommodation) 2019 (STRA SEPP) and the associated integrated reporting framework.

Penrith City Council (PCC) appreciates the need to provide a legislative framework to regulate STRA to improve outcomes for renters and the community. PCC supports the proposed introduction of a standard land use definition, permissibility and development approval pathways.

PCC supports the delayed commencement of the STRA SEPP to align with the commencement of the mandatory Code of Conduct.

PCC is concerned that the Code of Conduct methodology for the proposed registration system is unclear, as responsibility for design and implementation has been given to the industry. Timeframes and accountability for



implementation of the registration system should be defined and monitored.

PCC is concerned that the current approach will continue to produce negative results for the community. Council believes that using a complaints based process to identify non-compliances is inadequate to respond to health, safety, amenity and noise issues in the interim, particularly for complying development.

In order to make the complaints process more robust, PCC recommends that the operators of STRA are required to obtain consent. This would mean neighbours could be informed of the change of use and of where to find relevant material such as the Code of Conduct and compliance information.

PCC recommends that STRA only be provided within 800m of the following, as defined by “A Metropolis of Three Cities”:

- Metropolitan Cluster
- Health and Education Precinct
- Strategic Centre, or
- Tourist attractions, including event facilities.

This approach is intended to improve social and environmental outcomes and support the local economic benefits of STRA, while providing affordable accommodation options.

It is recommended that STRA be regarded as exempt development only where the host is present. Where no host is present, STRA should be:

- defined as a serviced apartment or other short stay form of accommodation, or
- required to progress through the development assessment process, as is required for other forms of tourist and visitor accommodation.

Penrith City Council also asks for the opportunity to provide further, more detailed comment after the exhibition period has ended. To confirm whether this is possible and if you have any further questions regarding this matter, please contact Breannan Dent, Planner on 4732 8001 or at [breannan.dent@penrith.city](mailto:breannan.dent@penrith.city).

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 8:23 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 20:22

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Alan

**Last name**

Doble

**Name withheld**

No

## Info

**Email**

[adob1974@bigpond.net.au](mailto:adob1974@bigpond.net.au)

**Suburb/Town & Postcode**

Ocean Shores, NSW, 2483

**Submission**

Introducing restrictions on short term holiday letting makes no sense to me.

A property owner is entitled to let their property to long term tenants for 365 days of the year, if they wish. A property owner who wishes to use their property themselves for part of the year is not able to do so. Instead, they may attempt to offer the property for short term holiday accommodation. If they do so, it is most likely they will find there are lengthy periods of the year, outside main holiday periods, when their property will remain empty. In other words, it would only be the luckiest of property owners who would approach 365 days STHR lettings in a year. I contend, these owners are providing a better economic service to their region than are long term leasers. They are encouraging more visitors to the region, and are making it possible for those visitors to sample the facilities of the holiday region at affordable cost.

Hence, short term holiday rentals should be actively encouraged by the Councils in noted holiday regions, such as the Byron Shire. If the Councillors were to restrict short term letting, then as far as I can see, they would be acting against the interests of the region they have been elected to represent!

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 7:40 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 19:40

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Colleen

**Last name**

Abela

**Name withheld**

No

## Info

**Email**

[patison11@bigpond.com](mailto:patison11@bigpond.com)

**Suburb/Town & Postcode**

Rouse Hill 2155

**Submission**

I strongly support the right of a Body Corporate to decide whether or not short-term letting is allowed in their complex. Short-term letting should not be allowed if the majority of owners oppose it.

Short-term letting in a residential building often causes issues of noise, security and damage. It is very hard to police, because the tenants are often gone before anything can be done, and then new ones arrive who often cause the same problems.

The potential for damage is great, as many of these short-term tenants have little consideration for the other residents. It often causes great expense to the other residents to fix issues, and may mean greater insurance premiums and higher levies.

The problem is greater in small apartment blocks, where short-term letting can have a greater impact on existing residents.

People buy into apartment blocks knowing what the short-term letting rule is. The Government should not over-rule the wishes of the majority of owners.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 6:49 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 18:44

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Eacham

**Last name**

Curry

**Name withheld**

No

## Info

**Email**

[lpender@brickfielderge.com](mailto:lpender@brickfielderge.com)

**Suburb/Town & Postcode**

2000

**Submission file**

[stayz-submission-on-nsw-government-stra-regulatory-framework---11.09.2019.pdf](#)

**Submission**

Dear Director,

Please find attached a submission from Stayz on the NSW Government's short-term rental accommodation draft regulatory framework.

This submission provides a background to our company, Stayz, and presents our perspective on four of the features

of the NSW Government's draft regulatory framework that we believe require further clarification and development, in particular the:

1. Draft planning instruments
2. Draft Code of Conduct for the Short-term Rental Accommodation Industry
3. Proposed industry-led STRA property register
4. Commencement timeframe and 12-month review of regulatory framework

In Appendix A we have summarised our responses to the questions posed in the Discussion Paper. In Appendix B we present recently commissioned data showing the STRA sector's size and economic contribution to NSW and its tourism regions for the 2017-18 financial year.

Our aim through this submission and in our further engagement with the NSW Government is to raise the policy and regulatory issues that require detailed attention and the solutions that we think are best suited to deliver on the Government's policy aims. In doing so, we have sought to provide value to your deliberations and a starting point for our further engagement with the Department and the NSW Government.

We look forward to hearing from you.

Kind regards,

Eacham Curry, Director of Government & Corporate Affairs at Stayz

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 6:45 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 18:45

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Bryce

**Last name**

Wearne

**Name withheld**

No

## Info

**Email**

[bryceiwearne@gmail.com](mailto:bryceiwearne@gmail.com)

**Suburb/Town & Postcode**

north parramatta

**Submission**

I would like to add my voice to the opposition on the 2 persons/12 persons per dwelling rule. I own a rural property which allows for a maximum of 14 people in a 6 bedroom house. The property is isolated and I have never had any complaints from neighbours or guests about the number of people staying there or anything related to the number of people staying there such as noise. The property was originally purchased for the purpose of family gatherings and is, I believe, ideally suited to the purpose. The size of the property is one of the main attractions for short-term rent and this rule would adversely affect the value of the property.

As a sidenote, two persons per bedroom would seem to contradict the idea of babies and small children sleeping in the same room as their parents which would seem unsafe or rooms left needlessly empty.

**I agree to the above statement**

Yes



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 5:58 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Potential Duplicate, council submission, Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 17:57

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Gordon

**Last name**

Clark

**Name withheld**

No

## Info

**Email**

[gordon.clark@shoalhaven.nsw.gov.au](mailto:gordon.clark@shoalhaven.nsw.gov.au)

**Suburb/Town & Postcode**

Nowra 2541

**Submission file**

[draft-stra-submission---shoalhaven.pdf](#)

**Submission**

As agreed with Douglas Cunningham from the Department, please find attached Council's draft submission on the proposed regulatory framework for short term rental accommodation.

This submission has not yet been reported to the elected Council for consideration and endorsement. This will occur in due course and following this we will forward Councils final submission.

If you have any queries regarding the detail of Councils submission please contact me.

Regards  
Gordon Clark  
Strategic Planning Manager  
Shoalhaven City Council

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 5:54 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 17:52

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Alex

**Last name**

Greenwich

**Name withheld**

No

## Info

**Email**

[sydney@parliament.nsw.gov.au](mailto:sydney@parliament.nsw.gov.au)

**Suburb/Town & Postcode**

2010

**Submission file**

[str-discussion-paper-draft-reg-sub-190909-tnl.pdf](#)

**Submission**

Please find attached a copy of my submission to the minister about the proposed short term letting regulatory framework.

**I agree to the above statement**

Yes

---

**From:** Peter Failes <PFailes@cityofsydney.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 5:50 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** City of Sydney draft submission (submission letter and response to discussion paper questions) on New regulatory framework for STRA released August 2019  
**Attachments:** DRAFT CoS submission to DPIE - New regulatory framework for STRA - Sept 2019.pdf; DRAFT CoS response to DPIE discussion paper questions for STRA - Sept 2019.pdf  
**Categories:** Rob submission 3.0, council submission, non Air BNB run

Hi Tom,

As per your email below, please find attached the City of Sydney's draft Submission (a submission letter and response to discussion paper questions) on the Short-term Rental Accommodation New Regulatory Framework – Released August 2019.

As requested, we will forward to you the City's final submission once Council has endorsed it, by email again if the exhibition page is closed.

Could you please only publish on the Department's website the final submission (not this draft) when that is submitted.

Please return an acknowledgement of the email receipt.

Peter Failes  
Senior Specialist Planner  
Strategic Planning & Urban Design



---

Telephone: +612 9265 9426  
[cityofsydney.nsw.gov.au](http://cityofsydney.nsw.gov.au)

---

**From:** Thomas Partalis <Thomas.Partalis@planning.nsw.gov.au> **On Behalf Of** DPE PS STHL Mailbox  
**Sent:** Tuesday, 3 September 2019 4:02 PM  
**To:** Peter Failes <PFailes@cityofsydney.nsw.gov.au>  
**Subject:** RE: Request for extension

Hi Peter,

Thank you for your email relating to requesting an extension to submit feedback on the proposed STRA regulatory framework.

We understand that Council will need to endorse your submission prior to providing the feedback. The Department will be happy to accept a draft version of Council's submission during the exhibition period, by the 11<sup>th</sup> of September. We can then accept the final version once council has endorsed it.

Please don't hesitate to contact us if you have any further questions.

Thanks  
Tom

**Short-term Rental Accommodation (STRA) Team**

Housing Policy | Policy and Strategy  
GPO Box 39, Sydney NSW 2001

E: [sth1@planning.nsw.gov.au](mailto:sth1@planning.nsw.gov.au)

W: <http://www.planning.nsw.gov.au/STHL>



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**From:** Peter Failes <[PFailes@cityofsydney.nsw.gov.au](mailto:PFailes@cityofsydney.nsw.gov.au)>  
**Sent:** Tuesday, 3 September 2019 2:36 PM  
**To:** DPE PS STHL Mailbox <[STHL@planning.nsw.gov.au](mailto:STHL@planning.nsw.gov.au)>  
**Subject:** Request for extension

Hello,

Could the City of Sydney please have a 1 week extension to make a submission on the exhibition of the proposed amendments for short-term rental accommodation?

We have prepared a submission and it is moving through our final approval process.

Please contact me on 9265 9426 if you'd like to discuss.

Peter Failes  
Senior Specialist Planner  
Strategic Planning & Urban Design



---

Telephone: +612 9265 9426  
[cityofsydney.nsw.gov.au](http://cityofsydney.nsw.gov.au)

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\_\_\_\_\_

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**From:** Peter Failes <PFailes@cityofsydney.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 5:50 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** City of Sydney draft submission (submission letter and response to discussion paper questions) on New regulatory framework for STRA released August 2019  
**Attachments:** DRAFT CoS submission to DPIE - New regulatory framework for STRA - Sept 2019.pdf; DRAFT CoS response to DPIE discussion paper questions for STRA - Sept 2019.pdf  
**Categories:** Rob submission 3.0, council submission, non Air BNB run

Hi Tom,

As per your email below, please find attached the City of Sydney's draft Submission (a submission letter and response to discussion paper questions) on the Short-term Rental Accommodation New Regulatory Framework – Released August 2019.

As requested, we will forward to you the City's final submission once Council has endorsed it, by email again if the exhibition page is closed.

Could you please only publish on the Department's website the final submission (not this draft) when that is submitted.

Please return an acknowledgement of the email receipt.

Peter Failes  
Senior Specialist Planner  
Strategic Planning & Urban Design



---

Telephone: +612 9265 9426  
[cityofsydney.nsw.gov.au](http://cityofsydney.nsw.gov.au)

---

**From:** Thomas Partalis <Thomas.Partalis@planning.nsw.gov.au> **On Behalf Of** DPE PS STHL Mailbox  
**Sent:** Tuesday, 3 September 2019 4:02 PM  
**To:** Peter Failes <PFailes@cityofsydney.nsw.gov.au>  
**Subject:** RE: Request for extension

Hi Peter,

Thank you for your email relating to requesting an extension to submit feedback on the proposed STRA regulatory framework.

We understand that Council will need to endorse your submission prior to providing the feedback. The Department will be happy to accept a draft version of Council's submission during the exhibition period, by the 11<sup>th</sup> of September.

We can then accept the final version once council has endorsed it.

Please don't hesitate to contact us if you have any further questions.

Thanks  
Tom

**Short-term Rental Accommodation (STRA) Team**

Housing Policy | Policy and Strategy  
GPO Box 39, Sydney NSW 2001

E: [sth1@planning.nsw.gov.au](mailto:sth1@planning.nsw.gov.au)

W: <http://www.planning.nsw.gov.au/STHL>



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**From:** Peter Failes <[PFailes@cityofsydney.nsw.gov.au](mailto:PFailes@cityofsydney.nsw.gov.au)>  
**Sent:** Tuesday, 3 September 2019 2:36 PM  
**To:** DPE PS STHL Mailbox <[STHL@planning.nsw.gov.au](mailto:STHL@planning.nsw.gov.au)>  
**Subject:** Request for extension

Hello,

Could the City of Sydney please have a 1 week extension to make a submission on the exhibition of the proposed amendments for short-term rental accommodation?

We have prepared a submission and it is moving through our final approval process.

Please contact me on 9265 9426 if you'd like to discuss.

Peter Failes  
Senior Specialist Planner  
Strategic Planning & Urban Design



---

Telephone: +612 9265 9426  
[cityofsydney.nsw.gov.au](http://cityofsydney.nsw.gov.au)

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\_\_\_\_\_

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 5:41 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run, council submission

Submitted on Wed, 11/09/2019 - 17:40

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Patricia

**Last name**

McCarthy

**Name withheld**

No

## Info

**Email**

[pmccarthy@ncc.nsw.gov.au](mailto:pmccarthy@ncc.nsw.gov.au)

**Suburb/Town & Postcode**

Newcastle 2300

**Submission file**

[city-of-newcastle-submission-stra.pdf](#)

**Submission**

See attached City of Newcastle submission.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 5:17 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 17:17

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Caroline

**Last name**

Roberts

**Name withheld**

No

## Info

**Email**

[info@berrygetaways.com.au](mailto:info@berrygetaways.com.au)

**Suburb/Town & Postcode**

Berry NSW 2535

**Submission**

I am a senior Property Manager at Berry Getaways which has been a very successful Short Term Holiday Rental accommodation business for over 10 years, employing 3 full time staff and one part time staff member. We have stringently adhered to the accommodation code of conduct which was set by Industry leaders such as Stayz, HomeAway, VicAia etc. We currently manage 50 high end holiday rental properties and have strict terms and conditions in place with regards to guest numbers, noise policies and requirements for owners to provide a safe property for guests to stay in and we are proud of the fact we rarely have complaints from neighbours about noise issues and guests about problems at any of our houses.

The proposed change to allow a maximum of 2 guests per bedroom, or maximum of 12 guests per dwelling, whichever is less, would almost ruin our business and the general holiday rental industry in the Shoalhaven.

We have a number of properties that are able to accommodate up to 12 guests, however most of these properties

would have at least one bedroom in the dwelling that could sleep up to 6 people in bunk beds or single beds with roll away trundles. To remove the option of hosting 2 or 3 families in our holiday rentals using the existing bedding configurations, which is the clientele we are trying to attract, would not only halt an enormous number of bookings, it would no longer be financially viable for our landlords to retain their properties, therefore a number of them would have to sell them which in turn would see a downturn in the local tourism economy if we see holiday rentals disappear. In the last financial year we handled approximately 1500 holiday bookings which would have generate approximately 15000 to 20000 people through the local businesses and economy.

The problem we can also foresee is if a large group are unable to secure a large house to accommodate up to 16 or 18 guests, they will simply book two smaller houses and all congregate and entertain at one of the dwellings. This goes against our terms and conditions and we would see an increase in complaints from neighbours due to noise and therefore guests losing their bonds for breaking the terms and conditions.

We can see what you are trying to achieve however most of the industry changes should be fore metropolitan areas and not regional areas. You would simply kill the industry, create a loss of jobs in an area where there is already exceptionally high unemployment.

A number of the properties we manage are on acreage, are very large properties with amenities to suit and accommodate a couple of families getting away for a special celebration like a 70th birthday with 3 or 4 generations of family in one house. These changes would see so many of these happy times ruined by more rules and regulations.

I would be happy to talk to anyone further about these changes and how it would affect our business.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 5:09 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 17:08

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

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Shannon

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**Suburb/Town & Postcode**

Mullumbimby New South Wales 2482

**Submission file**

[letter-nsw-department-of-~byron-councils-submission-on-the-short-term-rental-accommodation-reforms.pdf](#)

**Submission**

submission from Byron Council, Ms Shannon Burt uploaded

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 4:57 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 16:56

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

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No

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**Suburb/Town & Postcode**

Katoomba

**Submission file**

[bmcc-stra-reforms-submission-september-2019.pdf](#)

**Submission**

See attachment

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 4:57 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 16:55

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Committee for Sydney

**Last name**

Committee for Sydney

**Name withheld**

Yes

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Sydney 2000

**Submission file**

[cfs-submission-to-the-nsw-department-of-planning-on-short-term-holiday-letting-in-nsw.pdf](#)

**Submission**

Please see the attached document.

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 4:57 PM  
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**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 16:56

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

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**Suburb/Town & Postcode**

FORBES

**Submission**

My first question is - Is the advisory committee members a fair balance of the stakeholders?

Question 1. All holiday rentals should be subject to the new rules. I think Tasmania has led the way . If a house or housing was approved for me to live in then the regulation should be completely adequate for guests. Smoke alarm regulation should meet the same standards as the housing regulations stipulate.

Question 2. Heat alarms for residences above garages sounds like a good idea

Question 3. as do the the ideas for bush fire prone land. Flood prone land is a huge variable. In my domestic area the statistics are every 50 years there may be a flood.

Question 4. I am supportive of compulsory simple registration. That has been achieved in South Australia and Tasmania. Registration which does not need to employ a fleet of public service workers at great cost to the STRA.

The government does not have a great track record in the business world and has off loaded many great assets for a



negligible price. eg: The department of land titles, Electricity, gas.

Question 5. The platforms have provided for a complaint section, plus local councils have implemented a voice for independent redress. For the commissioner of Fair trading to be another layer ... seems a wasted use of the commissions limited resources that we read so much about. I think I am talking reality here.

Question 6. I have been on the booking platform for 9 years. They seem adequate to me. My next door neighbours are also more than adequate. In that time I have had 2 complaints out of many bookings and have dealt with them to my neighbours satisfaction. My neighbours also tell me how much they enjoy speaking to my guests.

Question 7. Yes

Question 8. A Strike rate assessed by the platform or local council is fair and reasonable. A commissioner is a waste of a valuable resource for more important matters.

Question 9. That may be something to consult with the various platforms, Destination NSW and local council.

Question 10. Yes industry platform review and local council

Question 11. Let local council decide the penalties pertinent to their region. We must not slide into revenue raising.

Question 12. Yes

Question 13. The internet platforms, all other short term rental businesses and private hosts

Question 14. All should come under the same regulation. That way you don't have traditional stake holders trying to force other STRA people out to protect their own interests. Too much territorial argy bargy goes on in this world - look at how the medical world behaves eg: the college of surgeons.

Question 15. As outlined above. I believe in a level playing field and I believe free trade is an essential catalyst in a robust business world.

Question 16. The platforms and local council

Question 17. The small registration fee of all participants say \$100 should raise enough revenue.

Question 18. Equal fee per number of rentals

Question 19. Not sure - Let council decide.

Question 20. It's been done else where in the world and in other states, I am sure it is not rocket science

Question 21. I would say \$100/ unit of rental ie a fair and adequate algorithm

Question 22. Historically government does not have a very good record of good stewardship. Utilise someone that does.

Question 23. Data collection, tourist analysis, feedback from the community, information that leads to the development of sensible rule and governance.

Question 24. Registration with an independent holiday rental body. HRIA

Question 25. Same body as above

Question 26. Yes - \$200/ rental property

Question 27. Pass

Question 28. Consultation with the registering body eg: HRIA

Question 29. Input from Destination NSW and local councils

I am sorry I can't answer any more questions I have to get the submission in by the deadline 4 more minutes. Kind regards, I hope this has been a help I think the information should be publically available as I believe in transparency.

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
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**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 16:53

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

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Anna

**Last name**

Mccall

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**Suburb/Town & Postcode**

Killcare nsw

**Submission**

To Whom It May Concern,

As the licensee of Beach Retreats Central Coast I would like to make this submission in behalf of 24 property owners, 15 cleaning staff and other local businesses including boat and yach chartered, cafes and restaurants, retail outlets and community events. The short term holiday letting industry has been in existence on the Central Coast for longer than I can remember so well over 40 years. I as a 12 year old would clean holiday properties for my summer income.it is nothing new and brings not only financial security to small coastal towns but also diversity, vibrancy and new business.

Although some things have changed with the introduction of new booking portals the fundamentals have not

changed and it is interesting that after so many years of successful holiday lettings taking place that this is even up for discussion.

I would suggest that there are fewer holiday rental noise complaints than the average residents gatherings. Will we soon be required to lodge a "I am going to have a gathering at my house register"

I believe with the added transparency of the various booking portals that misbehaviour by guests has actually declined significantly in recent years and continues to do so - probably far more effective than any bad guest register which is very easy to circumnavigate.

The majority of hosts and guests do the right thing. When travelling I believe there should be an element of self responsibility. There are risks involved with travelling - take away all the risks it becomes a bit boring and sterile.

As a guest if I book a small house up amongst the treetops (which is the reason I booked I want to get away from the city and into the trees) I understand there is a risk of fire albeit a small one and I take on this risk. It is unlikely a fire will start in a bedroom it is more likely to start in the kitchen and there is already a smoke alarm in the hallway - covered.

Balance is important

A register fine it will be good for data anyway

A code of conduct fine formalise it - I would suggest the transparency measures already in place are far more effective.

Current smoke alarm requirements are adequate why change

How many short term holiday guests have been caught out in flood or fire? I would suggest many travelers around the world have been caught out in larger numbers as guests we are aware of the risks and we choose to travel anyway.

In short I think a lot of this submission and discussion is not necessary brought about by a few people who make a lot of noise with no real understanding of the positive impact short term holiday letting actually has across NSW. Is it just a waste of tax payers money. The proposed planning changes are too stringent and not required.

Thank you for your time

Yours Sincerely

Anna McCall

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 4:54 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 16:53

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

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**Suburb/Town & Postcode**

Wangi Wangi 2267

**Submission**

Submissions relating to proposed changes to the Short Term Rental Accommodation Industry

**Introduction**

Advent of online accommodation booking services

Just because someone dreams up an idea on how to make money by inundating the community with online booking platforms does not mean we should embrace this idea and legalise it .

These online booking platforms have circumvented the law and are designed for one thing, to make money for themselves and the hosts.

Like a giant pyramid scheme the online booking platforms promise that everyone can make money just by following

their system. Easy money and they only take a small bit of every dollar you get. But like any pyramid scheme eventually the money goes to the top, to the people who thought up this idea.

What I am worried about is if STRA is allowed to flourish and neighbourhoods and communities have been hollowed out by STRA how hard it will be to rebuild community spirit, to bring back normality to neighbourhoods? Long standing Planning Laws have been implemented to regulate the use of land and property, part of this is to protect residential areas and limit what land can be used for.

No-one should be able to build a holiday resort or a hotel in a R2 low density residential area let alone changing a large house into a quasi-hotel with no onsite management or security, but this is happening now and will happen even more if it is legalised.

If planning laws are changed to allow businesses to encroach into residential areas where previously they were not allowed substantial compensation must be provided to the affected residents. The residents though would rather just have their quiet enjoyment of life back.

Many people move to quiet residential areas to retire or just provide a quiet, safe environment to bring up their children and enjoy the serenity, the feeling of community and a neighbourhood where everyone knows each other and everyone feels safe, this is what living in a small village is like.

This is of course turned upside down when an investor buys the house next door and decides to maximise profits and set up an un-hosted STRA quasi-hotel next door.

The concept of AirBnB and the likes started off as what seemed like a reasonable idea with sharing unused parts of your own house, I believe that the hosted traditional B&B works well in communities and should be still allowed. With the online proliferation of the hosted AirBnB and as the money started to flow the idea expanded into people renting out their entire home un-hosted and then to investors buying houses purely to set up unsupervised quasi-hotels in residential areas. The online booking platforms have pushed the expansion all in the name of money and expanding their agenda. The greed took over.

Some investors have found this so profitable they have multiple investment properties listed as STRA. Can you imagine what will happen to neighbourhoods and communities if un-hosted STRA is actually legalised and the green light is given to these investors? Every desirable village and community could be inundated with STRA to the detriment of those communities.

Local Councils have been unable to enforce their local environmental planning regulations because they have been overwhelmed and they simply do not have the resources or funding to prosecute each illegal Short-term rental.

Let us remember that this all began by the pushing of a concept that is still currently in breach of planning legislation in many areas. Just because a lot of people are doing this does not make it right and definitely it does not mean it is best for our communities. I believe that the opposite is true.

These un-hosted STRA businesses are profiting on the misery of the neighbours who have no say and are often ignored by managing agents and hosts. Most guests simply do not care, they have paid their money and expect to get their monies worth. They are gone after a few days and the neighbours have another group to deal with and suffer through.

From reading the Draft Legislation and Code of Conduct I see that this will encourage more investors to enter this very lucrative market. Why would an investor long term rent to a family and put a roof over their head and make small return when they can short term rent out an entire house and make many times that amount of money? They also use this property themselves when they want to and pick up some tax deductions along the way. It is all about the money and greed.

This legislation will increase the gap of the rich and the poor. The rich will buy up more properties for STRA and the poor will struggle to afford to rent a property long term. I fear for the younger generation who are unable to afford to buy a house to live in now, how will they ever be able to afford one if investors push up prices even more. It will be unaffordable to buy a house unless they short term rent it for high returns adding to the problem. This is undermining the great Australian dream of buying a home for your family to live in.

This is what is already happening to many properties in my small village community and if this legislation is enacted I can see this will escalate. Some Real Estate agents are already advertising and promoting to potential buyers on how much money investors can make by buying up waterfront houses and the most desirable properties and short term

renting them even though it is still currently illegal to do this in many parts of Lake Macquarie.

Investors are already breaking the current council regulations. I have been told by Council that they have been investigating 450 short term rentals in the Lake Macquarie area that there have been complaints about, that was six months ago. Some investors that have complaints against their property used as STRA have temporarily let their properties for three months and have listed them again for short term rental after that period. If the gate is opened and STRA is legalised it will be much harder to put the genie back into the bottle.

If hosts, owners and booking platforms are circumventing the law now why would they change their behaviour just because new laws are introduced. Past behaviour is a very good indication of future behaviour, especially where money can be made. Again I say this industry is driven by money and greed.

All over the world people are rallying against the erosion of neighbourhoods and communities caused by online booking platforms disrupting normal neighbourhoods turning houses into hotels, over tourism. In Australia too we see areas like Margaret River in WA and Hobart in Tas, and Byron Bay in NSW where local people are struggling to afford to live in the local community because of the rise of STRA. Homelessness in Hobart is a huge problem except if you want to rent a STRA by the night. The Tas Government at one stage even started paying Hotels to give the homeless somewhere to stay. So the world has been turned upside down with homes being turned into Hotels and Hotels being used to house the homeless.

In Australia, country motels are struggling to run a business as there is an unfair playing field and competition from online booking platforms promoting unauthorised STRA accommodation which do not have the costs, levies and taxes of a business. In NSW the government seems to want to legislate and regulate these STRA which I believe are not compatible with a normal quiet R2 residential area. I believe the proposed code of conduct is completely unworkable.

The only way to properly manage STRA is to have an on site Host or Manager, onsite 24 hours a day 7 nights a week. Why do the neighbors of these STRA properties have to be the default STRA Police to firstly suffer through disruptions to their usually quiet enjoyment of life then, to determine if it is serious enough to make a complaint, decide whether to attempt to ask the renters to cease their behaviour or to call the owner or host, then to convince the managing agent, owner or platform that it is serious enough to need action. To be put into potential danger when the manager does not attend the premises but makes a phone call or a text message to the STRA and asks them to cease the behaviour. To then hear the anger and yelling from the large group next door as they argue about what they are going to do next. To then decide if you should contact the Police or to just lock all the doors and windows and hope for the best. To have the managing agent tell you that you over reacted. This has all happened to me and much more. We tend to go away on weekends now. Home does not feel the same anymore.

No wonder neighbours of STRA suffer anxiety, stress, Post Traumatic Stress Disorder, a loss of the sense of control over their own home and amenity. With new renters arriving every few days full of energy "on holiday" it is very draining. I believe this impact has not been addressed at all.

Why would a developer bother to go through proper planning regulations and council approvals to build a motel or a resort when they can avoid red tape, have less restrictions and not have to pay for staff and security. Just buy a house, list it on an online booking platform and walk away. Have a managing agent fob off any issues with the neighbours and they all rake in the money. All this to the detriment and misery of the poor suffering neighbours.

On looking at the list on the STRA advisory Committee Members it appears that there is little representation by community groups or representations by persons who are directly affected by STRA. I cannot see a group that represents owners of Torrens title houses that are affected by party houses that are STRA. From the outside it appears that many of the representatives have a vested interest into allowing the legislation to be introduced.

There has been very little promotion or advertising that the draft legislation and code of conduct is open for public submissions. It appears that it is being pushed through by stealth, without proper community consultation, or research on community impact, and neighbourhood impact.

The fact is until you have an unhosted STRA next door to you it is difficult to understand the stress and the impact that this will have on your once quiet daily life. It is not just the noise. After having a number of bad experiences

with large numbers of unruly guests next door, it becomes stressful each time a new group of people arrive next door. It is the fear of the unknown, it is post traumatic stress.

Imagine this, you have lived a peaceful and quiet existence in your own home for 16 years. You love the area, your neighbours are fantastic and the community spirit of the small village is delightful. The house next door is sold and the new owner is not from the community and he sets it up as a STRA. This is a business to him, he admits that. No he does not want to retire to the community, he admits that, it's all about the money.

Below is a review and response to the review by a managing agent (names withheld) of a nearby illegal STRA

Review by {.....}.

Terrible

Response from the managing agent

January 2019

A very disappointing stay with ..... group. Multiple noise complaints from neighbours. We spoke personally on the 30th Dec & trusted they understood their responsibility to respect the neighbours and surroundings was paramount. Sadly this understanding did not translate to their actions. Guests set off illegal fireworks on the property on New Years Eve. During their stay an issue arose with the gas supply which was reported in the afternoon on the 30th Dec. By 5pm the issue was resolved by our ..... staff attending the property and increasing the gas bottle supply yet the guest claimed they were without gas & hot water for 24hrs. We acted as soon as we were notified and thus do not accept these claims. Departure proved to be a nightmare. With an incoming booking arriving at 2pm and the current guests confirmed with a 10am departure, our cleaner arrived at 10:20 to begin the process of turning a 4 bedroom house around for our new booking. The cleaner found the front door open which they deemed odd (and a security breach of the property to us) so entered the house calling out hello. All occupants were asleep. Once awake they became abusive and threatening, demanding the cleaner leave 'their' house and claiming he would be bashed if he stayed on site. Our office staff was contacted by the cleaner who was now forced to wait. .... eventually spoke with ..... after several calls and texts. .... claims she was offered a 12noon checkout. There is no evidence of this in text or any written correspondence from our office. We run a sophisticated communication system from start to finish and confirmed at all stages of communication that departure was strictly 10am. .... group was advised to vacate immediately which they refused spending another 2 hours at the property causing our owner extra costs of wait time by the cleaner. This also only provided a 2 hr turnaround window for our incoming guests placing extreme pressure on the cleaning team. The house was not damaged but grime and filth from days of partying had built up in all areas of the property. 8 bath towels have been completely destroyed requiring replacement. Council otto bins were full (general waste and recycling) plus 8 x large garbage bags of rubbish and 3 x garbage bags of recycling. Excess rubbish has cost us over \$200 to remove and dump. Whilst we wish our guests to enjoy themselves, especially over the festive season, we expect groups to be mindful and respectful of the property inside & out, their surroundings, neighbours, letting agent and any member of staff who attends the property. The treatment of our cleaner was uncalled for. The breaches of the lease agreement which ..... agreed to & signed prior to arrival have caused extra costs and forced our team to respond to several varying complaints from neighbours placing our staff in difficult and unnecessary positions. We warn all future hosts to be wary of such guests.

If neighbours were given an opportunity to review the property and managing agent and owner

I would state:-

The renters partied for four days straight with loud doof doof music playing most of the time. They started a wood bbq which they placed near an outdoor deck which proceeded to fill the house with smoke. The noise was so intolerable that the direct neighbours left the house for as much time as they could. Complaints were made with the owner, property manager, some were unanswered some were responded to a day later. Still the partying continued, they were less offensive for one night then let it rip on the last night. Neighbours could not enjoy the outdoors each night and had to lock the doors and go inside. With the direct neighbours seen leaving the premises the renters got louder and partied harder. The renters lost their bond, the neighbours had four days of misery. Happy New Year!

At 2pm the next renters arrived, a few days later the next lot arrived, they were louder and more aggressive than the first. We were abused and felt threatened on our own deck by a "family group" They were loud and aggressive for four days constantly yelling at each other, there goes the quiet neighbourhood.

No wonder neighbours feel anxious and stressed whenever new short term renters arrive, you never know what you are going to get.

Economic Benefits to owners and STRA business not to the community and neighbours.

My experience of living next door to a STRA unsupervised house has been horrendous to say the least. I see the people arrive with car loads of food and drink. Because we live in a scenic area they usually do not leave the premises for the entire stay. We have spoken to some and suggested local places to eat and drink but their response is, "Oh no we have brought everything with us." In some areas there may be some economic benefits but in small towns STRA takes money out of the hands of legitimate accommodation providers and places it into owners/investors and the booking platforms. Many of these owners of STRA in our community do not live in the community and have no ties to the community except they use the STRA for their own use when they want to.

#### Unreasonable Impacts on Neighbours

How do you define unreasonable impacts on neighbours? According to the 2016 Census my village of Wangi Wangi has an average of 2.7 persons per household. This is a small village with many retired people and small families. The average age in Wangi Wangi is 53 years old. It is a quiet village until STRA comes next door. Living on a peninsular noise travels near the water. Just the fact that the 5 Bedroom house next door is a STRA would be an unreasonable impact on the neighbours.

If a 6 bedroom house next door is a STRA the house is being used at 100% capacity as often as possible for the investor to maximise their profits. They fill every bedroom. 6 couples/12 people can arrive in six cars causing parking problems in the narrow street. Because of the steep driveway access none of the "guests" bother to park on the premises. They all park on the narrow street which happens to be the local bus route. The people arrive in an excited mood everyone is on holidays, in a holiday mood, wanting to spend time on decks and outdoor areas most of the time, drinking, talking, laughing yelling, screaming all the activities that you expect in a Holiday Resort, Hotel, or a caravan park. Except that in a hotel, holiday park, caravan park or Resort onsite management and security would constantly monitor, address any issues, shut down unruly behaviour and noise, evict guests if necessary.

With STRA the neighbours cop it all. The neighbours are not on holidays they are just trying to live their normal lives, trying to sleep and work, look after kids and grandkids. Some people work shift work and night work. Neighbours want a normal home life, they want to sit on their own out door deck and entertainment areas and have a quiet meal with their family or have some friends over occasionally. This becomes an impossibility when the house next door is a STRA. Even if there is 6 or 8 people in "holiday mode" sitting talking, laughing on a deck 3 metres away, strangers looking at you as if you are invading their space it impacts on the neighbours. The short term renters we have experienced next door stay for an average of 3 or 4 nights, then they leave and the next group arrive. This time it could be 8, 12, 15. Add some visitors and all of a sudden there is 20 or 30 people next door.

If an above average size family lived in a six bedroom house with 2 adults and 3 children, both or one parent would work 8 hours per day five days per week, the children would attend school and activities during the week and some of the weekend, sometimes friends come over, occasionally they have a party for a special event. There is a spare bedroom for guests and maybe a home office. They would have 2 cars which they park in the garage. The total use of the house would be somewhere around 25% to 50% use of the property, this is normal neighbourhood living. I would say that just by the fact that the house is rented as a STRA the neighbours have unreasonable impacts of noise and disturbance of our quiet enjoyment of life.

From my experience of living next to an unhosted STRA for the last 8 months I would say it is impossible to ensure neighbours can enjoy the amenity of their own home without full time onsite management or a host on the STRA property.

#### State wide Planning

This cannot be a one size fits all policy. Every community has a different culture, a different make-up, different types of dwellings from units to separate houses to rural properties. Different communities have different expectations. Some communities like Port Stephens and The Gold Coast have always been holiday areas, but also in those areas there is the local community that must be protected. Other communities like ours are quiet villages with a large proportion of retired people. The Local Councils are in the best position to know the culture and expectations of their ratepayers. A statewide policy that changes the fundamental rights of people and allows what are basically unsupervised hotels next door to low density residential houses is absolutely absurd.

I suggest that everyone on the planning committee have an unhosted STRA next door to them for the 12 month trial



period so that they can appreciate the impacts that the neighbours have to put up with. This of course is not possible but I ask you to walk a mile in my shoes. Think about how you would feel if you were living a quiet life in your own home and all of a sudden your life is impacted on by the house next door or both houses, one on each side, became an unhosted STRA.

I believe a much greater weight should be given to any submissions of directly affected neighbours to unhosted STRA as they have lived through and have experienced what it is you are proposing to legalise. I believe most people don't actually understand the full impact of living next door to an unhosted STRA until it happens to them and I believe if this is legalised it could quite easily happen to you all.

#### Obligation to neighbours

Without onsite management who will Police the obligations to neighbours?

How will it be determined if noise is affecting neighbours only by neighbours having to complain? Why should the onus be on the neighbours? The STRA has already been imposed on them with no regard from the host.

There seems to be no obligations by the host to the neighbours except to give them contact details for normal hours. Hosts should be required to be in attendance and contactable 24 hours per day. The host needs to be obliged to respond in a timely manner to complaints from neighbours and the community. To shut down parties, to evict unruly guests. To pay compensation to affected neighbours. All that seems to happen now is that the renters lose their bond, the owner claims on insurance and the neighbours suffer through it.

What evidence is needed to satisfy the commissioner of offences? If video or sound recordings are required are those in breach of privacy laws? If it is against privacy laws will an exemption in law be provided to neighbours of STRA so they can gather evidence to prove a disturbance has occurred? Do the neighbours have to put themselves in further potential danger to gather evidence and further aggravate the renters?

Why should the neighbours have to be the STRA Police? If a complaint is made by the neighbours, say an elderly retired couple, and the complaint is against the 12 renters next door, will the testimony of the now 12 sober renters be taken over the poor suffering couple? The only solution is to ban unhosted STRA, have an on site manager or host, not just a 24 hour phone number to ring.

The code of conduct as proposed is completely unworkable. There is so much emphasis placed on the neighbours to supervise, complain, convince the commissioner then to have findings made to later have them appealed and dismissed as trivial is a complete joke.

A levy should also be attached to any fine, penalty and adverse Tribunal Finding to fund a Neighbours and Community Compensation Fund. This fund could be similar to the Victims Compensation Tribunal to compensate Neighbours and the Community for any adverse effects. Also, to neighbours for devaluation of their property and amenity, loss of enjoyment of life, depression, anxiety, pain and suffering,.

If this legislation is implemented it should be at no cost to the government with a user pay system. Registered hosts and booking platforms should be required to register and pay taxes in Australia. There should be a substantial levy to hosts, enablers, booking platforms, owners, being a percentage of the daily fee say 30% of the per day accommodation. Fees charged to go to a fund to offset the administration costs of managing the registers, to fund tribunals and to offset costs of the commissioner and his investigation team. To fund enforcement officers similar to council rangers who could be called in to deal with minor complaints and refer serious breaches of noise and criminal matters to Police.

Without these the neighbours become the default complainants and Police. Owners may say any problems ring me, neighbours should not have to monitor, complain, prove disturbances are occurring. They are stressed enough just being invaded every few days by STR that have paid a lot of money, who feel entitled with the following attitude, "I have paid a lot of money to stay here and I'm not going to go inside and shut the door and be quiet."

They leave, the next lot arrives and here we go again with the same issues. Many neighbours of STRA myself included tend to now move out of their own homes on the weekends just to regain a bit of sanity. Why should I be forced out of my own home? Short term renters have also cheered when I have left my house.

My adult children cannot afford to buy a property in our local neighbourhood. The cost of long term rental has increased over the last year as the number of STRA properties have increased. There are less suitable long term rentals available for families to rent as the larger houses are bought for STRA so the hosts can put more beds in and charge higher per night rates. Houses that are four bedrooms are being converted to six bedrooms for the same reason, more beds more people in the STRA, more money for the owners.

#### Maximum Occupancy

The maximum occupancy of guests should be limited to 6 persons and no visitors in R2 low density residential areas. It needs to be remembered that these houses are in residential areas, not holiday resorts.

A maximum occupancy of 12 guests and no restrictions on visitors, with a turnover every few days is not conducive to residential living and peaceful enjoyment of one's home for those houses around the STRA. Any more than 6 persons, by the very nature of the number of people will introduce noise and disruption to everyday residential living and introduce "party conditions".

Even if 6 persons are constantly staying in the STRA it is more than the average household in Australia. Why because a property is a STRA should more than double the amount of an average family be allowed to stay in a house in a residential area simply because it has 6 bedrooms? If two families want to holiday together then they should stay somewhere that is zoned as a holiday accommodation area, a resort, a caravan park, or in two residential houses, this way residential properties would not be overloaded and there would be less impact on neighbours.

This limit could be increased on application in relation to homes in rural areas where the impact on neighbouring properties would not be so great.

#### Home Owners Or Investors

I submit that only your principle place of Residence be allowed to be a STRA. By allowing investors to have multiple STRA renting by the day it is effectively running an unauthorized unsupervised hotel business activity in a residential area. If a local resident with ties to the area rents out part of their principle place of residence they would be much more aware and responsive to any impacts to their neighbours. An investor who buys a property solely for the purpose of getting the highest return as a STRA is less likely to care about impacts to the community and the neighbours, because to them its all about the money.

This proposed legislation makes it easier for STRA investors to make more money, because returns of STRA are much higher than long term rentals. This will affect long term rentals as there will be less long term rentals available for families and residents of communities. The costs of long term rentals will increase. This will have a profound impact on housing affordability and homelessness.

The NSW government should be encouraging home ownership and helping families to buy themselves a home to live in, not making it harder for families to get into the property market as this legislation will do. By restricting STRA to the principle place of residence the playing field for first home buyers and young families struggling to enter the property market would be much more even.

#### Number of Days

I submit that 60 days should be the maximum number of days a property can be used for STRA. This is more than enough to cover holiday periods and enable home owners to rent out their homes while on holidays and travelling. There should be no exemption for longer periods of 21 days and each day should count towards the yearly cap.

#### Exempt or Complying Development

Every STRA should be complying development. Properties should be independently inspected and certified for the following:-

1. That the appropriate fire and safety standards have been met;
2. That there is sufficient, adequate and accessible on-site parking to accommodate the guests;
3. Houses used as STRA must erect privacy screens and noise minimising structures to lessen the impact on neighbouring properties; and
4. That the property is registered.

I live next door to a STRA house with a short steep driveway, I have noticed that visitors to the property prefer to park on the street. If my neighbouring property had a maximum occupancy of 10 (which it would if the maximum occupancy was enacted) this could possibly mean 5 or more cars parked on the street. In a narrow village street that

is also a bus route this has an impact on the whole community. Busses struggle to get past, residents struggle to find a carpark near their own home. All this plus you want to allow visitors to the STRA as well. This is a huge impact to neighbours.

As the STRA is being used as a holiday let it is important that the neighbours retain quiet enjoyment of their home. I have, and others I know, have experienced anxiety, stress, hypersensitivity and loss of sense of security by the constant flow of strangers to the STRA. After having gone through some very bad experiences with short term renters next door with each new lot of renters arriving there is a sense of dread and feelings of helplessness. It is post traumatic stress and fear of the unknown. What are these people going to be like? Will it be a small group, a family, a bucks party, a hens weekend, a boys weekend away, a full on party with drinking games and loud doof doof music all day and night?

With a Torrens Title home, with gardens and outdoor areas, guests to the property are easily seen and heard. It is my submission, that the host should be required to minimise the impact the use of the property as a STRA has on neighbours, by installing privacy screens in outdoor entertaining areas and also erecting structures to minimise noise impact. Noise limiting devices that entertainment venues have to shut off power if noise limits are exceeded.

It is my submissions that each STRA needs to be registered and the host given a licence number. Each Torrens Title STRA should have a sign erected outside the property stating the following:-

1. The registration number of the short-term rental;
2. A 24 hour contact number;
3. The maximum occupancy allowed on the premises at any one time. (It is my submission that if the maximum occupancy was 6 this requirement would not be necessary).

It is my submission that Torrens Title STRA affect more than just the neighbouring property. Un-hosted short-term rental houses impact many neighbouring houses not only houses directly bordering the subject premises. In steep country, around gullies and valleys, especially in quiet residential areas, sound travels and disturbs people to a far greater extent than on flat country. Also, as many of the homes in my area are waterfront, sound travels over the water which again has a greater impact than on flat country. For instance you only need to hear a dog barking down the street or across the gully to know it affects far more than just the "directly neighbouring premises".

#### Exclusion Register

There appears to be little or no personal contact with hosts of un-hosted short term rentals. Access is usually by way of a lock box or a code on entry.

Therefore I fail to see how an exclusion register can be policed.

How, will the exclusion register be enforced if visitors are permitted onto the property?

The booking may be made in the name of the one person who is not on the exclusion register and the remaining guests may be all listed on the exclusion register. Even if every guest staying or visiting a short-term rental was registered as an occupant with official identification and checked against the register how would that be policed? Who is going to do this? One person could book in at 2pm and the other 11 guests could arrive later. Will there be spot checks by the host? My experience is that the host / owner does not come near the STRA until after the premises is vacated. Even when complaints are made the host / owner just sends a text message or makes a phone call to the guest.

How will underage guests be policed from not booking the premises? For example, schoolies.

#### Self-Regulation

It is a conflict of interest for the industry to self-regulate the short-term rental regulations. This has already been proven with the current failure of the Building Industry to self-regulate. This is like putting the lunatics in charge of the asylum. The register should be administered and enforced by the respective Councils and State Government. The register should be a public record, how else can affected residents and neighbours see if the house next door has been prohibited or if the house down the road that is constantly having parties is a STRA?

There should also be a substantial levy imposed on owners, hosts, and booking platforms to support the administration, enforcement, monitoring and costs of short-term rentals sufficient to cover the costs of the complaints process and registration, monitoring, enforcement costs. I suggest a team of enforcement officers or rangers who can monitor and be called to troublesome STRA properties. Perhaps a user pay system could be implemented similar to where there are concerts or sporting events, where the organisers of these events must pay

for a certain number of Police to be supplied in order for these events to be allowed to operate.

#### Complaints System

It should not be for the neighbours to police the STRA. The only way this can be avoided and complaints minimised is to have an on-site host. The onus should not be placed on the neighbour to collect evidence, potentially place themselves in a dangerous situation and make a complaint because their home-life is being disturbed.

#### Not a one size fits all Policy

This should not be a State wide one-size fits all policy. Councils need to have more control over their LGA and property owners living in residential areas, who have made probably the biggest investment of their lives need to be considered and protected. Councils are in the best position to know how STRA affects each suburb differently and should be able to make changes to how STRA are allowed in different parts of their local area.

#### Serious impacts on Neighbours

There needs to be studies conducted into how these houses impact on the mental health of neighbours. I have personally suffered from loss of peace and enjoyment, powerlessness, hypersensitivity, stress, anxiety, depression and symptoms of post-traumatic stress disorder as a direct result of living next to a STRA. These are matters that impact on the health of communities and need to be considered in the Code of Conduct particularly in relation to Torrens Title un-hosted entire house short term rentals.

This also needs to be considered in relation to the complaints system. Outside enforcement, monitoring, and patrols would take some of the stress away from the neighbours who are basically left alone to suffer through disturbances and be the STRA Police, a position they don't want to be in and shouldn't have to be in.

#### Compensation for Neighbours

How will home owners who find themselves with a STRA next door or across the road be compensated? If you are unable to sell your house or the value is depreciated because this new legislation has allowed STRA to set up next door is the NSW Government going to pay compensation for this? Is the NSW Government going to set up a compensation fund for affected neighbours for pain and suffering, loss of amenity, loss of enjoyment of life, health issues that develop like anxiety, post traumatic stress disorder, or do those affected have to resort to civil action against the Government, Owners and Hosts.

#### STRA Social Impacts

Before any implementation of STRA is considered perhaps a list of all addresses of the STRA for the last 12 months could be supplied from the represented booking platforms that are on the committee and then a study and survey of all direct neighbours of these STRA be conducted so that a realistic assessment of any impacts can be gained. This would be an unbiased assessment of real people who have experienced living next to a STRA. This would give some accountability and balance.

Without this type of research and consultation by allowing STRA the NSW Government I believe is forcing an unwanted social experiment on the unsuspecting neighbours of any future STRA that spring up once it is enacted. If the NSW government is not willing to do this then you may find yourself living with a STRA next door to you or maybe even have one each side of your family home.

#### **I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 4:48 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 16:47

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Brian

**Last name**

Harrison

**Name withheld**

No

## Info

**Email**

[oharriso@bigpond.net.au](mailto:oharriso@bigpond.net.au)

**Suburb/Town & Postcode**

Elizaabeth Bay, 2011

**Submission**

Although making a personal submission, as treasurer of Encore, I am aware that this submission represents the view of all 7 other committee members. I am disappointed with the 21 day loophole in the proposed legislation that allows STRA to proceed. In other words someone can book accommodation through ABNB or another entity to stay in an unhosted unit for up to 21 without it even affecting the 180 day cap.

There are many arguments against short term rentals- increased noise, reduced security, loss of use of residents amenities due to overcrowding, increased costs, no supervision and therefore no control of the number of people staying in a unit.

STRA is detrimental to the hospitality industry. It has been banned in Japan and should be banned here. Finally I believe that all owner occupiers in units, in a democratic, country, should have the final say in how their unit is managed .

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 4:42 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 16:41

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Elizabeth

**Last name**

Kerley

**Name withheld**

No

## Info

**Email**

[liz@templebyron.com](mailto:liz@templebyron.com)

**Suburb/Town & Postcode**

Byron Bay

**Submission**

Byron Bay has become over run by tourists!

We need restrictions for short term rental - like Air BnB accomodation in Byron Bay, otherwise we will become like the Gold Coast - a party town!

Byron Bay needs locals living in this town to maintain the spirit of Byron Bay's community.

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 4:36 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run, council submission

Submitted on Wed, 11/09/2019 - 16:34

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Alex

**Last name**

Adkins

**Name withheld**

No

## Info

**Email**

[alexanda.adkins@snowymonaro.nsw.gov.au](mailto:alexanda.adkins@snowymonaro.nsw.gov.au)

**Suburb/Town & Postcode**

Cooma 2630

**Submission file**

[stra-submission---signed.pdf](#)

**Submission**

Please see submission attached on behalf of Snowy Monaro Regional Council. We look forward hearing from you in due course.

**I agree to the above statement**

Yes



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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 4:26 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 16:26

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Christopher

**Last name**

Finn

**Name withheld**

No

## Info

**Email**

[chris.finn@kennedyslaw.com](mailto:chris.finn@kennedyslaw.com)

**Suburb/Town & Postcode**

2535

**Submission**

Dear Sirs

I write to express my concern over several of the proposed changes to the short term rental accommodation (STRA) planning framework of the New South Wales Government.

My wife and I have run a short term rental accommodation property on the New South Wales south coast now for almost two years, and have run it safely without incident. It is professionally managed through Berry Getaways, who are excellent agents and have always adhered to the accommodation code of conduct set by industry organisations. These set guidelines of allowing no more than two adults per bedroom, and we adhere to that.

Both my managing agents and we are always supportive of continued safety measures and improvements to STRA.

However, we have concerns and express our absolute opposition to some of the recommended safety standards at 4.24 of the STRA planning framework proposal. In particular, the proposal that:

- That there be no more than two guests per bedroom; and
- A maximum of twelve guests in any dwelling (whichever is the lesser).

Our property is a large property with seven bedrooms and so can easily accommodate 14 adults. Why should we be penalised for having a large property and an ability to accommodate more than twelve guests when we have done so without incident, completely safely for a long period of time. ?

Second, one of our bedrooms is a bunk bedroom that can accommodate 4-5 children – and it is specifically set up to accommodate children. The proposed change allowing only two guests (as opposed to two adults) per bedroom would unfairly prejudice us and, importantly, would have enormous negative impact on the income stream from our property which is set up to accommodate several family groups which is the clientele the house has attracted without incident in the past.

We strongly urge that reconsideration be given to these proposed recommended safety standards in terms of the maximum amount of persons per bedroom and per dwelling.

thank you

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 4:23 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 16:22

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Bob

**Last name**

L

**Name withheld**

No

## Info

**Email**

[much.bobness@gmail.com](mailto:much.bobness@gmail.com)

**Suburb/Town & Postcode**

2018

**Submission**

My submission is a brief one. I am a home owner with an apartment in the city. I have been stung before when I leased my property to a tenant, who then rented the property out as a short term rental (unknown to me until later). I believe the proposed reforms should consider this innocent class of people who try to do the right thing, rent their property according to the applicable laws and by-laws, and yet are punished when a third party (the tenant or sub-tenant) does the wrong thing.

In my case, while my tenant was in breach of the tenancy agreement, I was punished by the Owners Corporation with threats of being taken to the NSW Civil and Administrative Tribunal (NCAT), fines, shamed at Owners Corporation meetings and ultimately received a stern letter from the Building Manager forcing me to terminate my tenant.

I ask that the Department of Planning, Industry and Environment (the Department) draft a carve out or exception for

home owners who have 'clean hands' and acted in good faith when renting their property to a tenant, so that if their tenant is later found to be in breach of the laws or by-laws, the Owners Corporation are required to give the owner a couple of opportunities to rectify the breaches with their tenant. If this is unsuccessful, then a reasonable period of time (perhaps 8 weeks) could be formally provided to the owner to find a new tenant, while the current tenant continues to rent the property. If the tenant terminates before the end of 8 weeks and is outside contract, then I propose the owner could access the difference in rent (minus agency fees) from a public pool of funds that is collected from major "home sharing" agencies such as Stayz and Airbnb. This is because they indirectly caused the lawful tenancy agreement to end, and would help minimise the financial impact on 'mum and dad' investors and home owners.

Please do not punish innocent home owners. Especially with falling apartment prices in Sydney (and NSW more broadly) which dissuade the sale of property, the Department should move quickly to protect a potentially vulnerable class who rely on rental income to meet their mortgage repayments.

I can be contacted by email on [much.bobness@gmail.com](mailto:much.bobness@gmail.com)

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 4:18 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 16:18

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Christine

**Last name**

He

**Name withheld**

No

## Info

**Email**

[ch98@bigpond.com](mailto:ch98@bigpond.com)

**Suburb/Town & Postcode**

2000

**Submission**

Dear MInister

Airbnb provides flexibility to those who need to rent in a short term. Sharing economy is here to stay, just like Uber, Airbnb, car next door and Airtasker etc.

This is an outcome of both the advancement of information technology and human economic behaviour. Times have changed, so should regulations and rules of the state.

Although it is not banking nor the stock market where heavy regulations must be in place. STRA should be regulated

but only to a certain degree, for tax and public safety purposes.

Any artificial or we shall call non-economical regulations and rules against STRA will only slow down/put a drag on the growth of the market/industry, but lose any financial benefits of the homeowners and the state. The STRA industry will eventually and inevitably catch up to the rest of the world.

In my opinion, the platform of Airbnb brings people from the world to Sydney particularly in center of Sydney where boosted economic, employment rate of New South Wales. STRA properties should be registered with the local council and/or building management to allow regulators and managers to provide policing services to the community.

STRA owners and service providers should pay a premium/surcharge/levy for the extra services provided by the relevant authorities/entities.

There are bad tenants everywhere which you can't judge that bad people are from short term tenancy such as Airbnb. I come across a few recently cases that long term tenants planted drugs in the accommodation because they are long term tenants. They think the chance of being caught were rare. In regards to disrespectful/bad guests throwing parties and damaging property or unreasonable owners providing unacceptable conditions of listings (small numbers compared to the industry volume), these issues should be referred back to the platform provider and its insurers. That's their job being a responsible middle man and they financially benefit from doing so. After all, there is no guarantee that long term tenants would not damage property, carry out illegal activities on the premises.

Ultimately it is an economical issue. Economical problems should be resolved by economical policies.

Kind Regards

Christine He

**I agree to the above statement**

Yes

---

**From:** Dorelle Pinch <dorellepinch@gmail.com>  
**Sent:** Wednesday, 11 September 2019 4:18 PM  
**To:** DPE PS STHL Mailbox  
**Cc:** Dorelle Pinch  
**Subject:** Dorelle Pinch Submission on Short Term, Rental Accommodation  
**Attachments:** Dorelle Pinch Submission on STRA.docx

**Categories:** Rob submission 3.0, non Air BNB run

Please see attached submission on STRA which I was unable to send via the planning portal.

Could you please contact me on the above email address if you have any difficulties in opening it.

Regards,  
Dorelle Pinch

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 4:07 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 16:04

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Mark

**Last name**

Grunwald

**Name withheld**

No

## Info

**Email**

[almark@powerup.com.au](mailto:almark@powerup.com.au)

**Suburb/Town & Postcode**

CASUARINA 2487

**Submission file**

[sth1-submission-cassra.pdf](#)

**Submission**

Please see attached submission on behalf of the CASUARINA, SEASIDE AND SALT RESIDENTS ASSOCIATION

**I agree to the above statement**

Yes



---

**From:** David McAndrew <mcandrew.dkla@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

Being Self Funded retirees (wife and myself), the small amount of additional income from being an Airbnb Host does help ends meet, let alone the opportunity to meet new People and show off our local area (Gunnedah).

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
David McAndrew  
1888 Kelvin Rd  
Kelvin, Nsw 2380

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**From:** Christine Refalo <urjachristine@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** rob submission 2.0, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb as an over 60's Australian it is a way I can subsidise my other part time income. It is also a way I can personally share with travellers who visit this regional area.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick

and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Christine Refalo  
401 McCabes Rd  
Bundagen, Nsw 2454

---

**From:** Christine Refalo <urjachristine@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** rob submission 2.0, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb as an over 60's Australian it is a way I can subsidise my other part time income. It is also a way I can personally share with travellers who visit this regional area.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Christine Refalo  
401 McCabes Rd  
Bundagen, Nsw 2454

---

**From:** Amy Leiper <mymleiper@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** rob submission 2.0, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because... we have a self contained unit under our deck. The money we make from hosting helps our family make ends meet. We claim all income from the apartment and pay tax on this. We keep tabs on everyone who stays with us and ensure they are not an annoyance to our community. Since starting hosting four years ago, we have found those who stay to be respectful of our house rules and our neighbourhood.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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#### Code of Conduct

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Amy Leiper  
128 Queenscliff Rd  
Queenscliff, Nsw 2096



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**From:** Fang Hsu <clairanita@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** rob submission 2.0, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Fang Hsu  
90 Forest Rd  
Arncliffe, Nsw 2205

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**From:** Donatella Parisini <info@donatella.com.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** rob submission 2.0, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I am a single mum with 2 teens, already have 2 jobs but the council and life bills are unbearable, this is my way to survive, to have another income due to the higher life cost in Byron Bay. I work hard to maintain my property, to manage and to give a great service to my guests. The love I put into my place is recognised by the beautiful reviews I keep having and have DA approval in my property, I pay taxes insurance it's all open in the air in my books.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Donatella Parisini  
154 Alcorn St  
Suffolk Park, Nsw 2481

---

**From:** Gina Bennett <bouncingback@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** rob submission 2.0, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because after living and working extensively overseas, I enjoy meeting travellers and introducing them to the scenic beauty of Nambucca Heads. I have been involved in tourism and hospitality in various forms since taking a redundancy from the public service 11 years ago. Early retirement and limited job prospects in regional Australia has meant living on a very limited budget. Listing my house on airbnb has given me such much-needed financial support. So many benefits!

Until recently I also provided a personal private taxi service taking locals to the Coffs Harbour airport or taking elderly residents to medical appointments. It was a small but much-appreciated business that was unfortunately destroyed by excessive NSW State Government fees that dictated I pay the same authorisation fees as a metropolitan taxi doing 20,000 bookings a year. I barely did 50 in a year! Ms Pavey - you were the Transport Minister overseeing the debacle Point-To-Point Commission. Please don't further threaten my livelihood and keep in mind that airbnb generates many personal and community economic benefits.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

Having lost my private taxi business and its small source of income it would be a travesty to have the same draconian government interfere with the little bit of earnings I scrape on airbnb. I rent my spare room for \$53 - on average 1-3 nights per month. The house is safe for me, my friends, family, guests and is fully insured. The costs I incur for home ownership and maintenance are already substantial and regulated by local council.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy". But I have personally seen how this regulation designed to protect powerful interests - accommodation providers not the taxi industry in this example - can decimate small struggling operators in country Australia.

I do not support the Government's approach and strongly object to parts of the current proposals are unfair. Once again this government is falling well short of its electoral commitments. I'm sick of it interfering with my entrepreneurial efforts be be self-supporting and not on welfare!

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

These costs are simply a revenue-raising measure to partially pay the running costs of yet another regulatory body. As with my private taxi business they are sure to be prohibitive and escalate over time. And will the fee structure be as unrealistic and unfair on small regional home-sharers as the poorly-drafted transport regulations?

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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#### STRA Property Register

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Gina Bennett  
2 Woods Ln  
Nambucca Heads, Nsw 2448

---

**From:** Brian Single <brian.single7@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I am a local of the Nelson Bay area & unlike other so called 'locals' I enjoy encouraging people to visit the area & share it's rich natural beauty with them.

By being welcoming of guests & sharing my local knowledge, visitors are more likely to spend more time & money in our community.

The money I make from being a local Airbnb host is spent in the local community.

From my perspective, the most important outcome from my hosting on Airbnb is - it makes people happy.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Brian Single  
119 Stockton St  
Nelson Bay, Nsw 2315



---

**From:** Cathy McBride <cathy.mcbride@mail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** [SUSPICIOUS MESSAGE] Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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Thank you for reading my submission.

Regards,  
Cathy McBride  
105 Campbell St  
Surry Hills, Nsw 2010

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 3:00 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 14:58

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Geoff

**Last name**

Davis AM

**Name withheld**

No

## Info

**Email**

[hgd@eagle.net.au](mailto:hgd@eagle.net.au)

**Suburb/Town & Postcode**

Milsons Point NSW 2061

**Submission file**

[stra-submission.pdf](#)

**Submission**

See Attachment

**I agree to the above statement**

Yes

---

**From:** Cherie Hawke <cherie11888@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I don't have enough money to pay the bills. I need to supplement my income to survive. My husband has cancer & we are on a limited budget.

We have battled all our life & paid taxes all our life. I have a right to earn money. We don't have any savings. I don't want to go on Centrelink.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism. Coffs is a tourist town and depends on tourists, and there is many times in the year where there is not enough accommodation. We can't have NSW government legislating an accommodation monopoly for just a limited few businesses !

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

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Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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- Mandate smoke alarms – either battery operated or hard-wired
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STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

If you have excellent reviews, you are already letting market work. You don't need to be regulated, or have a Code of Conduct, because market chooses you because of excellent conduct, super cleanliness, & consideration of neighbors (noise) etc.

Plus, there is the privacy issue. I am entitled to function with my own privacy & anonymity. If a customer wants to book in & pay the money, THEN they get the address, contact details etc. Otherwise, they don't get the information. This information should not be freely available in a register.

There are a lot of private businesses operating in Australia, where there is absolutely no requirement to be on a register. They are simply as 'c/- the accountants office', or a trading company/name.

Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform. (Again, I stress that the if you have excellent reviews, you are already letting market work. You don't really need to be really need to have a Code of Conduct, because the market chooses you because of excellent conduct, super cleanliness, & consideration of neighbors (noise) etc.)

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

All towns depending on tourism to survive should be able to trade 365 days a year. Tourist's are fundamental to town's survival There should be no 'day caps' on amount of days you can use homesharing on AirBnB/Stayz etc in a calendar year. If there is a 'day cap' imposed on me, it should be imposed on every accommodation business i.e. resorts, hotels, council caravan parks, backpackers, B & B's etc.

With this legislation, everyone should be treated equally, including councils. Any talk of a 'day cap' should apply to every caravan site, tent site, and cabin in council caravan parks ..... otherwise we are furthering another very large monopoly accommodation business in our town. The caravan parks are effectively now built like resorts. As well, local resorts and hotels are now advertising on AirBnb/Stayz and many other similar platforms. Where do you draw the line ?

Council also should have no legislative or other type of right to limit days with 'day cap', or charge a toll or otherwise interfere in my accommodation, because they have a huge conflict of interest because of their ownership of all the numerous caravan parks in our area....most of which are now like resorts. (Plus, they are waiving fees to developers.)

Strata title should & must be a separate issue. Ideally, with each strata title block voting to look after their own patch. Or at worst, separate legislation dealing only with strata title issues.

Thank you for reading my submission.

Cherie Hawke

Email: [cherie11888@gmail.com](mailto:cherie11888@gmail.com)

Regards,

Cherie Hawke

19 Anniversary Pl

Coffs Harbour, Nsw 2450

---

**From:** Glenys Rae <glen.rae4@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism. I love showing my visitors from overseas around my town.

Living alone and being able to host international visitors from all over the world has been a blessing for me, whilst, at the same time, providing guests with the experience of living in an authentic, Australian family home. This promotes positive connection with people from all over the world, who then pass on their experiences when they return home. Overall, this promotes tourism by word of mouth.

I'll never forget my very first guests who where from India, living in America. That were apprehensive about coming to Australia because they'd heard we were a racist country. I was saddened to hear that we perceived this way, but so thrilled to be able contribute in my own small way, via the Airbnb experience, that we Australians are welcoming, warm-loving people. They went home with a very different opinion and shared this with their family & friends. Powerful!

I am a 60 year old widow and have struggled to find full time employment in my country town. I am not eligible for the aged pension for another 7 years, so Airbnb has been a lifeline for me, enabling me to keep paying my mortgage.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no

requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Glenys Rae  
5 Flora Parade  
Tuncurry, Nsw 2428

---

**From:** Antonella Biscaro <anto@mygivingcircle.org>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** rob submission 2.0, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because it supplements our family income.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Antonella Biscaro  
464 Main Arm Rd  
Main Arm, Nsw 2482

---

**From:** danielle lewand <dlewand@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** rob submission 2.0, Air BNB run

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Thank you for reading my submission.

Regards,  
danielle lewand  
95 S Pacific Cres  
Ulladulla, Nsw 2539

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 2:50 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** rob submission 2.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 14:49

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

David

**Last name**

Shaw

**Name withheld**

No

## Info

**Email**

[dshaw\\_201@yahoo.com.au](mailto:dshaw_201@yahoo.com.au)

**Suburb/Town & Postcode**

Sydney

**Submission**

Hi

I am making this submission as Chairman of the strata Committee for the Trafalgar Apt building at 361 - 363 Kent Street Sydney.

Our concern is with the monitoring and control of the fire safety requirements. It would be helpful if the legislation allowed for the following

1/ All short term rental apts be required to be registered with building management. This would then allow us to incorporate a check on the new fires safety requirements for those designated short term rent apts, when our annual fire safety audit is undertaken by our external fire safety provider.

2/ We further propose that the legislation provide for the requirement that all registered short term stay apts,

produce to building management a fire safety sign off document issued by a certified fire safety provider. This will in the first instance satisfy the fire safety concerns, with our annual fire safety audit providing ongoing confirmation of fire safety compliance

**I agree to the above statement**

Yes

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**From:** glen mead <glen@glenmead.com.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** rob submission 2.0, Air BNB run

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Environmental Planning and Assessment (STRA) Regulation 2019

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#### Code of Conduct

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Thank you for reading my submission.

Regards,  
glen mead  
125 Hubbards Rd S  
Mayers Flat, Nsw 2423

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 2:39 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** rob submission 2.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 14:39

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Errol

**Last name**

McLachlan

**Name withheld**

No

## Info

**Email**

[errolmclachlan@hotmail.com](mailto:errolmclachlan@hotmail.com)

**Suburb/Town & Postcode**

2267

**Submission**

I have read the submission of Nicky Burgess and would endorse her sentiments. My wife and I have been personally impacted by the use of a property two houses from ours, and seen the effect it has had on Nicky and her husband, Chris Cummins. We have also recently utilised such accommodation (travelling for 10 weeks through mainland Italy, Malta, Sicily, Sardinia, Corsica and southern France). We accept that STRA is here to stay and is a world-wide phenomenon, however it needs to be appropriately regulated and such regulation enforced.

The issues I feel must be adequately addressed are:

1. Number of days allowed per annum. A reasonable balance between an owner's right to income, guest utilisation of STRA and mitigation of potential impact on neighbouring residents would be 60 days. Most STRA will be weekend use, so such a limit would enable most weekends to be accessed for the owner and by guests. Periods outside the limit could be used for longer term letting by the owner, or personal use.



2. Number of guests allowed. We have witnessed very poor behaviour when a large number of guests (up to 12) used the property, and it caused disruption to the whole neighbourhood. Nicky and Chris were most severely impacted - regular use of the property for STRA purposes has had a noticeable affect on their health and well-being. We would submit that the number of guests be limited to six, including any visitors to the site while being used by the paying guests.

3. Parking. Off-street parking should be mandated to ensure no traffic issues arise.

4. Control of poor behaviour. A process of stepped penalties for proven poor behaviour should be introduced, with the final step involving a ban on guests using STRA. An owner should also face restriction on the ability to let their property if guest behaviour is unsatisfactory. Ideally, there should be an on-site presence either by the owner personally, or their representative. Otherwise neighbours will be required to access police support when their home-life is disrupted.

**I agree to the above statement**

Yes

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**From:** Ambrose Nnakwu <bookings@eulara.com.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Ambrose Nnakwu  
12 The Links Rd  
Leura, Nsw 2780

---

**From:** Brett Kenyon <brettkenyon@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Regards,  
Brett Kenyon  
2 Kidman St  
Coogee, Nsw 2034

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 2:36 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission, non Air BNB run

Submitted on Wed, 11/09/2019 - 14:35

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Angela

**Last name**

Dunlop

**Name withheld**

No

## Info

**Email**

[sgbca@bigpond.com](mailto:sgbca@bigpond.com)

**Suburb/Town & Postcode**

south golden beach 2483

**Submission**

11th September 2019

Submission on Draft STRA SEPP

South Golden Beach Community Association (SGBCA) is greatly concerned about the proliferation of Short Term Rental Accommodation (STRA) in Byron Shire.

The NSW Government continues to push Byron Shire as a desirable tourist destination. The exponential increase in domestic and international tourists of more than 2.1 million annually has impacted heavily upon our Shire. Some of the detrimental effects include negative traffic and parking impacts, dangerous pot-holed roads, poorly maintained infrastructure such as public toilets and parks and gardens which Byron Council is unable to maintain due to lack of

funds. There is no means of obtaining funds from tourists to assist in the up-keep of the shire given that NSW Govt. is resistant to the introduction of a bed tax. Many cities across the world rely heavily on a bed-tax to assist in reducing the impact associated with tourism.

As a result in the increase of tourists, investors and property speculators are cashing in on profits to be made by STRA at the expense of the amenity of our neighbourhoods.

Consequently, Byron Shire has been swamped by STRAs, particularly in residential precincts. These STHAs are not registered as commercial businesses and do not pay Council to operate their businesses. The reduction in permanent housing supply caused by property developers renting whole houses for short periods has increased property values across the shire. The inability to find affordable housing is forcing residents to move outside the Shire away from their friends and family or to find sub-standard housing in unapproved illegal accommodation such as garages, sheds and caravans. The sense of community has diminished as many neighbourhoods largely exist of short-term renters. Many of these tourists have little respect for the amenity of the permanent residents or, indeed, the natural environment. Currently Council is unable to effectively manage the adverse impacts of these non-hosted properties.

Permanent residents who have bought or rent a property in an urban area have a right to expect a degree of peace and quiet instead of being negatively impacted by party houses operating on a continual basis next door.

Byron Shire has a relatively small rate base and the concentration of non-hosted STHAs is totally out of proportion to permanent dwellings. SGBCA feels that a 90 day threshold for STRA is an equitable and workable compromise. This would be a deterrent to property investors who wish to rent out their properties year-round and would free up housing stock for permanent residents. We are seriously concerned about the potential loophole wherein a booking for 21 or more consecutive days will not count towards the limit when a host is not present. A host will then be able to book out as many 21 day periods as they wish and these days will not be included in the annual limit. This means the true extent of short-term letting can never be monitored or measured.

We do not have faith in a self-regulated system to protect our villages and towns. This takes the power away from local councils to monitor non-compliance for their residents. Council needs to have powers to police host, online platforms and letting agents instead of NSW Fair Trading.

Yours Sincerely  
Angela Dunlop  
Secretary, SGBCA

**I agree to the above statement**

Yes

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**From:** Avner Silberman <avner@avvi.org>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because its a way to help pay flights when we visit our family overseas.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive. This is an unreasonable requirement, which works against the sharing economy and for the government coffers.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick



and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Avner Silberman  
205 Boyce Rd  
Maroubra, Nsw 2035

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**From:** Evangelos Pappas <evpappas1@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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#### STRA Property Register

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Evangelos Pappas  
65-67 Coogee Bay Rd  
Randwick, Nsw 2031

---

**From:** Amy Wilson <amy.wilson@trinityac.nsw.edu.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it is an enjoyable small business venture that i can do alongside my career.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Amy Wilson  
386 Percy St  
East Albury, Nsw 2640

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**From:** Cheree Mcdonald <chereemcdonald@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Cheree Mcdonald  
786A Jenolan Caves Rd  
Good Forest, Nsw 2790

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**From:** Angela Emslie <angnz27@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it gives me an added income as a single parent (who does not and have never claimed any form of benefit) which means I don't have to work so much in a full time job and allows me to spend more time with my son.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Angela Emslie  
48 Banks St  
Monterey, Nsw 2217

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**From:** Charlie Driver <drivercharlie@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it's great having visitors be able to share the marvellous location we get to live in.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

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#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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#### STRA Property Register

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Charlie Driver  
3 Myamba St  
Gerringong, Nsw 2534

---

**From:** Andrew Mashman <amashman@liberatedvision.com.au>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

Our property via Airbnb is meeting a specific need for family and travelling groups that is not well serviced by other venues and this has a very positive impact for Bathurst and the region.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation,

registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Andrew Mashman  
3151 Sofala Rd  
Wiagdon, Nsw 2795

---

**From:** Carsten Koehler <carsten\_koehler@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I herewith provide my feedback on the Government's proposed regulations.

I am an Airbnb host because it helps me to pay my mortgage and I like to meet people from different walks of life. I recommend my favourite cafes, restaurants and shops to my guests and in that way support the local business community.

I usually only rent out one or two rooms on air Bnb with me living in the same house. But I might want to rent out my entire house if my partner and I move to Europe for a year or so. Why would I not be allowed to do so (without enormous red tape and huge additional costs)? It is my property!

I am very concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home. That is despite the government having stated to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Parts of the current proposals are in my view unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting. For instance, battery operated (not hard-wired) smoke detectors should suffice.

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register.

Thank you for reading my submission.

Regards,  
Carsten Koehler  
60 Parkham St  
Surry Hills, Nsw 2010

---

**From:** Alexis Garnaut-Miller <alexisgmiller@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it gives an opportunity for students, teachers and friends to access low-cost, safe, friendly, supportive accommodation in our local area. It also gives my family an opportunity to meet new people from all walks of life and places on the planet.

As free people, we should be fairly free to choose whom we invite into our living space and in turn receive an exchange of culture, kindness and nominal financial contribution for sharing spaces. This is the true meaning of a global community these days.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

## STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Alexis Garnaut-Miller  
18 Kenny St  
Wollongong, Nsw 2500



---

**From:** Edward Wong <edwon3281@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because its more flexible as a landlord and provides for affordable holiday accommodation for NSW visitors and helps our tourism industry.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick

and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Edward Wong  
285 Pyrmont St  
Ultimo, Nsw 2007

---

**From:** Anitra Thomas <thomasanitra06@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because... As a retired, and often lonely person in my own home, living alone I find the process of airbnb adds to my quality of life. its like having a part time job run from home. It gives me interesting people to talk to. it gives me a little extra income. Many guests are backpackers into the local area looking to find a share house and pick blueberries. So I consider I am contributing to the local economy, and providing cheaper accommodation for those with limited means. It helps me to pay for my most expensive yearly bills. Council rates and car rego.

I understand that many Councils regard sharing ones home as an ancillary use of such.

If my house is approved to be safe for me and my family to live in, it's safe for my guests.

Airbnb has provided me with a very effective carbon monoxide and smoke sensor which I installed. If the Govt decides to create costly barriers in order to share ones living space with others, then it will deprive many of both modest income and cheaper temp accommodation for a variety of guests.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform. Airbnb provides hosting insurance on their platform..

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same -we need to move into the future. There is room for all forms of accommodation from tents to luxury pads. There needs to be fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Anitra Thomas  
46 Nightingale St  
Woolgoolga, Nsw 2456

---

**From:** Catherine Dopper <cathdopper@me.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Catherine Dopper  
44 Hoolihan Cl  
Kelso, Nsw 2795

---

**From:** Diane Brooks <brooks2ndhand@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Diane Brooks  
11 Shire Ave  
Dubbo, Nsw 2830



---

**From:** Danielle Jackson <danielletheajackson@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

Wage growth has been stagnant for years, especially for the standard worker (unless you are a CEO). Yet the cost of living and inflation continue to rise. The rising discrepancy between flat wages and higher costs of living means your average Aussie worker needs to make extra dollars on the side to survive. Targeting the standard Joe Bloggs on the street isn't fair. Why aren't Apple and High Net Worth individuals (who are frequently revealed to pay zero or low tax, eg: James Packer) being targeted?

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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## STRA Property Register

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Danielle Jackson  
6 Short St  
Bethungra, Nsw 2590

---

**From:** Allan Jackson <jackjoall@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host, I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it allows me to live with and support my 95-year-old mother in her own home. Plus it allowed me to continue to pay my mortgage when made redundant until I found another job.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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As the NSW Government considers how best to regulate home-sharing, the message of hosts across NSW remains the same - we want to work with you and have a say in developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home-sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Allan Jackson  
1 Goodsell St  
St Peters, Nsw 2044

---

**From:** Catherine Watson <cath@citysleepz.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Catherine Watson  
1 Bowman St  
Drummoyne, Nsw 2047

---

**From:** Dominika Gruia <dominikagruia@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Dominika Gruia  
5 Northland Rd  
Bellevue Hill, Nsw 2023



---

**From:** Anne-maree white <annie.express1@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Anne-maree white  
17 Ophir St  
Bathurst, Nsw 2795

---

**From:** Bee Leo <beehongleo@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Bee Leo  
6 Field Pl  
Wahroonga, Nsw 2076

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**From:** fiona djatschenko <fionabruyn@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because... i enjoy sharing my home with others

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I definitely oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for

holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform. this is the easiest and most cost effective form of insurance for owners and guests

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
fiona djatschenko  
271 Martins Rd  
Rydal, Nsw 2790

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**From:** Elise McSweeney <elisemcsweeney@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Elise McSweeny  
33 Collingwood St  
Manly, Nsw 2095



---

**From:** Anthony Campbell <anthony.campbell.72@outlook.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Anthony Campbell  
361 Pacific Hwy  
Belmont North, Nsw 2280

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**From:** Alex Sheralie <jamie19920506@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Alex Seralie  
2-4 Cunningham St  
Haymarket, Nsw 2000

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**From:** Anya Grichina <anya.grichina@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it helps to pay the mortgage and is an opportunity to meet people from all over the world.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Anya Grichina  
42 Roseby St  
Marrickville, Nsw 2204

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**From:** ASSAAD KAZZI <ackazzi@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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#### Environmental Planning and Assessment (STRA) Regulation 2019

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- Mandate smoke alarms – either battery operated or hard-wired
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#### STRA Property Register

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I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
ASSAAD KAZZI  
210 Longueville Rd  
Lane Cove, Nsw 2066



---

**From:** Adrian Gallo <adrian.gallo@aol.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Adrian Gallo  
38 Francis St  
Marrickville, Nsw 2204

---

**From:** Brendan Hill <brendanhillunicef@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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#### STRA Property Register

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

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Thank you for reading my submission.

Regards,  
Brendan Hill  
3 Bridge St  
Balmain, Nsw 2041

---

**From:** David Black <dblack50@optusnet.com.au>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
David Black  
182A Flood St  
Leichhardt, Nsw 2040

---

**From:** Brendan Carpenter <brendan.carpenter@ironbarkam.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Brendan Carpenter  
8 MacLeay St  
Potts Point, Nsw 2011



---

**From:** Ben Moffitt <drazzymate@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

I'm struggling to repay my mortgage :(

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

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Thank you for reading my submission.

Regards,  
Ben Moffitt  
581 George St  
Sydney, Nsw 2000

---

**From:** Brook Ball <ultimateecolakemacquarie@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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I host on Airbnb because...

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I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Specifically, I want to comment on the following:

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Thank you for reading my submission.

Regards,  
Brook Ball  
44 Lakeview Parade  
Pelican, Nsw 2281

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**From:** Diana Read <dee.read196@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

Please read the first 3 paragraphs of personal wording. As an Annandale Airbnb host I would like to appeal to you directly Jamie, by providing my feedback on the Government's proposed regulations. I have included personal details as well as relying on wording provided by Airbnb which I have read and with which I agree.

I host on Airbnb because I could not survive financially without it. I pride myself on being independent and secure. But mostly, I thrive on sharing my home with guests from all around the world. I have been welcomed in this way myself over a longish life and now can return the favour by living the way I see contributes to harmony in the world. In nearly 4 years of hosting, I have never had a negative experience and have maintained an unbroken Super Host status. Local businesses benefit through my suggestions to guests, people have a better, warmer experience of Sydney and Australia and I make just enough money to pay my bills - services and rates, and afford the cinema regularly (about \$12,000 a year)

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home. In fact it would make it impossible for me to continue and this would be very worrying. I am nearly 70 with a long life ahead, and existing on small savings, drawing from a small Super fund and a small UK Pension. And from here - Airbnb words help me underline my genuine concern for my future.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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#### STRA Property Register

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I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Diana Read  
196 View St  
Annandale, Nsw 2038

---

**From:** Gary Opit <garyopit@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Gary Opit  
269 Jones Rd  
Wooyung, Nsw 2483



---

**From:** Andrew Collins <andrewdcollins@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Andrew Collins  
1398 Middle Arm Rd  
Middle Arm, Nsw 2580

---

**From:** Bin Zhang <etcjxia@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Bin Zhang  
162 Gale Rd  
Maroubra, Nsw 2035

---

**From:** Elaine Taylor <eta4174.et@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Elaine Taylor  
12 Teal Pl  
Sussex Inlet, Nsw 2540

---

**From:** Francesca Niranjani <francesca@weddingwows.com.au>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Francesca Niranjan  
13 Brighton Ave  
Brighton-le-sands, Nsw 2216



---

**From:** David Saffioti <david.saffioti@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

I don't oppose the legislation! Going by what a house costs in other parts of Australia it is already at least twice as expensive as it should be in Sydney and you need to do more to stop the housing market being a Ponzi scheme - That means all forms of investment in housing be it local or international. Denmark (Copenhagen) are the leaders here. Have a look at their legislation.

Thank you for reading my submission.

Regards,  
David Saffioti  
81 Courallie Ave  
Homebush West, Nsw 2140

---

**From:** Dan Heslop <danheslop@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because the income provided allows me to go to university, something I previously was bit in a position to do.

I also love sharing my home with people from around Australia and the world under the controlled yet informal and relaxed Airbnb business model. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Dan Heslop  
17 Lake St  
Wentworth Falls, Nsw 2782

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**From:** Emily Woo <emilywoo2331@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

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Thank you for reading my submission.

Regards,  
Emily Woo  
39 Hewitt Ave  
Wahroonga, Nsw 2076

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**From:** Danielle Helms <dannyella@aol.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
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Regards,  
Danielle Helms  
2 South St  
Edgecliff, Nsw 2027

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**From:** Alan Wolf <aswolf000@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Alan Wolf  
112 Warners Ave  
Bondi Beach, Nsw 2026

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**From:** Alex elfes <byblos65@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Regards,  
Alex elfes  
327 S Dowling St  
Darlinghurst, Nsw 2010

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**From:** angela lei <angie.angiela@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
angela lei  
93 Auburn Rd  
Auburn, Nsw 2144

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**From:** Christian Ramirez <cramirez480@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Christian Ramirez  
47 Francis St  
Bondi Beach, Nsw 2026

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**From:** Christopher Brierley <chrisbbrierley@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
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Regards,  
Christopher Brierley  
447 Darling St  
Balmain, Nsw 2041

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**From:** Cathryn Dorahy <rcleggett26@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because I like the idea of sharing my wonderful city. Over the six years of hosting and being a guest, I have met wonderful people from all over the world.

As a host I get to share the passion for the things and place I enjoy. Many of my guests frequent the businesses suggested and refer on to other visitors to Wollongong.

The income from my Airbnb also assists in allowing me to have a reasonable income in retirement. I am not dependant on the government for a pension or newstart.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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21 Mailer Ave  
Wollongong, Nsw 2500

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**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Ellen Viccars  
44 Vulcan St  
Kingscliff, Nsw 2487

---

**From:** Fiona Melia <haircafe@optusnet.com.au>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

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Thank you for reading my submission.

Regards,  
Fiona Melia  
2 Marine Parade  
Merimbula, Nsw 2548

---

**From:** Bronwyn Murphy <bronmurphy73@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Bronwyn Murphy  
76 Carpenter St  
Umina Beach, Nsw 2257

---

**From:** Barry McIntosh <cptbarry74@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Barry McIntosh  
17 Pacific St  
New Brighton, Nsw 2483

---

**From:** Glenn Langley <ourworldz@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it helps to pay for the costs of maintaining the property for my stepfather as he is in full time nursing care.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the bills. I also recommend our local attractions, favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to AirBnB his home, and we may have to sell it.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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Thank you for reading my submission.

Regards,  
Glenn Langley  
43 Leo Dr  
Narrawallee, Nsw 2539

---

**From:** Elaine Ball <elaineball4@outlook.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Elaine Ball  
9 Jerilderie St N  
Tocumwal, Nsw 2714

---

**From:** Coral Jones <bcozitis@icloud.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I enjoy meeting new people and supporting them to enjoy our local area, and this in turn helps me to keep a beautiful property that's a joy to share.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Coral Jones  
Myocum  
Myocum, Nsw 2481

---

**From:** conrad vanecek <conrad@jewelphotography.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
conrad vanecek  
34 Purser Ave  
Castle Hill, Nsw 2154

---

**From:** alan morris <alan.morris@8hotels.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
alan morris  
221 Darlinghurst Rd  
Darlinghurst, Nsw 2010

---

**From:** Edwina Bishop <weenbishop@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Edwina Bishop  
77 Clinton St  
Orange, Nsw 2800

---

**From:** Elvis Merkaj <merkaj\_elvis@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Elvis Merkaj  
361 Sussex St  
Sydney, Nsw 2000

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**From:** Elise Valentine <elise@seasaltproperty.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Elise Valentine  
189 Ocean View Rd  
Ettalong Beach, Nsw 2257

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**From:** Damon gregson <damon.gregson@essentialenergy.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Damon gregson  
29 Macwood Rd  
Smiths Lake, Nsw 2428

---

**From:** Barry Liddle <barryliddle2@me.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Barry Liddle  
7 Flinders St  
Surry Hills, Nsw 2010

---

**From:** clint allan <clintrallan@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
clint allan  
106 Brighton Blvd  
North Bondi, Nsw 2026

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**From:** Anna Pisaniello <superbaggio65@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Anna Pisaniello  
Addison Rd  
Manly, Nsw 2095

---

**From:** Dean Young <wwpoint808@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

This is Dean Young. I'm a father of two children. It has been 9 years since I moved to Sydney. Here are a few thoughts about the coming State Environment Planning Policy (Short-term rental accommodation 2019). Please take some time to read this letter. And it will be much appreciated!

The first time I heard about airbnb was from my friend Zack. I was planning to travel around Europe and had a struggle of finding a place to stay. After he told me about this app, I then checked properties in Sydney. I was surprised that so many properties were listed around my location. After I went back from my trip, I started to think about the possibility of posting my apartment on airbnb. The short-term rental was actually something I wanted to try one year ago. Because I tell you why. Because long-term rental wouldn't perform well anymore in Sydney. For the past 9 years, god knows how many residential buildings were being built throughout Sydney. Long-term rental returns wouldn't increase because of the high pressure of competition. For those who bought the residential apartment in Sydney in recent years like me, long-term rental returns wouldn't even cover the monthly mortgage. The worst situation was last year, long-term rental returns even dropped. In this case, I had to try short-term rental to achieve more returns.

After I have tried airbnb for half a year, I calculated my returns were around 5% higher than long-term rental returns. I then started to manage my other two apartments as well. Now I have 3 listings, and my returns continuously went up to 18% higher than long-term returns. I could then use this method to support my family and my two children. Honestly, most of my income has come from airbnb now. If the Policy of 180 days was officially made, I wouldn't be able to live and support my children. And think about it, not just me, my cleaner also my friend Ray will lose her cleaning job as well. What would happen to her family then?

Please take my concerns into consideration and please evaluate the situation by facts, I think some countries are not suitable for airbnb, but definitely not Australia especially not Sydney. Large tour population will bring plenty of tourists to Australia, house owners need another option when long-term rental doesn't perform well, and mostly I pay tax for short-term rental income. It should be considered as full reasonable. Please

Regards,  
Dean Young  
Wentworth Ave  
Haymarket, Nsw 2000

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**From:** Claire Davis <davisce@tpg.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Claire Davis  
82 Del Rio Dr  
Copacabana, Nsw 2251

---

**From:** Donna Ross <katoomba1@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it is a reliable source of income. I was commuting to Sydney, travelling 4 hours a day, before being made redundant. Now I do seasonal tax consulting, seasonal contract bookkeeping, contract cleaning and Airbnb hosting. Being able to host makes paying bills easier and also ensures that visitors to the area are hosted by someone who has an interest in making sure the guest has a good experience and is provided with detailed local knowledge about the best restaurants, pubs, entertainment and walks.

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Regards,  
Donna Ross  
18 Leichhardt St  
Katoomba, Nsw 2780



---

**From:** Cate Simpson <catesimmo@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Cate Simpson  
68 Edgell Ln  
Buckaroo, Nsw 2850

---

**From:** Chuang Wang <chuangw528@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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I host on Airbnb because...

Sharing economy is a new trend of social development, meanwhile it has greatly relieved my financial pressure. I believe it also provides many flexible job opportunities.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

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I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation,

registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Chuang Wang  
46 Savona Dr  
Wentworth Point, Nsw 2127

---

**From:** Anna Kudric <amkudric@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Anna Kudric  
PO Box 2136 Taren Point NSW  
Taren Point, Nsw 2229

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**From:** Allissa Ward <allissa@sydneyexecutiverentals.com.au>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Allissa Ward  
56-58 Harbour St  
Mosman, Nsw 2088



---

**From:** DAINA BYRNE <dainabyrne@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
DAINA BYRNE  
2 Langley Ave  
Cremorne, Nsw 2090

---

**From:** Belinda Catanzariti <belcat36@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Belinda Catanzariti  
11 Davidson Pl  
Griffith, Nsw 2680

---

**From:** Anthony Dorn <tony@dorn.com.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because my wife and I want to make enough money to help cover our living costs as it is difficult to find work in our area for people in their late 50s and we would prefer not to have to rely on government assistance.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Anthony Dorn  
66 Phillip Dr  
South West Rocks, Nsw 2431

---

**From:** Alejandro Pelaez <chiquipelayo@yahoo.es>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Alejandro Pelaez  
136 Campbell Parade  
Bondi Beach, Nsw 2026



---

**From:** Clare rushby <clarerushby@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Clare rushby  
299 Riverbank Rd  
Pimlico, Nsw 2478

---

**From:** Christiane Shepherd <christiane.shepherd@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage, the bills and in my case to support my children by helping them enter the home market and being available to babysit grandchildren. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Christiane Shepherd  
104 Whistler St  
Manly, Nsw 2095

---

**From:** Erik Bellendir <erik@bellendir.net>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Erik Bellendir  
5 Abbott St  
Coogee, Nsw 2034

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**From:** Donna Gallagher <donaleeg39@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Donna Gallagher  
Ocean View Dr  
Central Coast, Nsw 2260



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**From:** Christine Gallagher <cgallag29@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I became a host to survive. Unfortunately like the many groups in our society who through no fault of their own find themselves in financial crisis. My case. I am one of a great number of older women who ended up on their own, retiring with negligible super, no savings & still paying a mortgage. Unlike those who just spent all their money each week & remained renters we did try to provide for our future. As usual Australia rewards those who didn't even try by giving them rent assistance. We who did try get no help in keeping a roof over our heads in old age. We are & have always been prepared to work to pay our way. Just don't make everything too complicated for us. I am 72

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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STRA Property Register

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#### Code of Conduct

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Christine Gallagher  
13 Gray St  
Port Macquarie, Nsw 2444

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**From:** Carrie Kearsley <kearsleycd@outlook.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because there are very little hotels, motels or other accommodation in the area, this area has seen enormous growth and there is very little temporary accommodation available to host the workers and skilled employees that are currently working in the area in large numbers. All of which need somewhere to stay whilst the works are completed, and so they area can continue to grow as per the government planning required.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills.

I also recommend all the local businesses as well as the whole of Sydney to people using the accommodation. The house location is great for travelling by car. We are located near the Hawkesbury region with the quaint traditional Aussie towns of Richmond and Windsor. These towns are sat on the Hawkesbury river for water sports and a traditional ride on the steam/paddle boat. The house is 15 minutes drive from the updated Raging Waters, water park which would be a huge must for all ages! We are close to the Blue Mountains which is a 45 minute drive up to see the beautiful scenery and enjoy long walks.

Down the other side of the mountain is Bilpin great for fruit picking and popular for apple picking, apple pies and cider tasting.

We are 1 hour from the central coast were you will find quiet clam beaches to visit and relax. Rather than the big waves of Manley and Bondi. 2 hours drive from the Hunter Valley for huge range of vineyards, wine & cheese tasting. As for the city, Sydney can be accessed easier by train which is approximately 1 hours journey. There are 2 train lines to the city within 3 km of the house. One is the brand new west connects. The closest is 1km away from the house and drops you right in the centre of the city. From here you can access quick links to other famous areas such as Manley, Bondi, Watson's bay etc..

In the town Alone there are cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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#### STRA Property Register

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Carrie Kearsley  
2 Naismith St  
Colebee, Nsw 2761

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**From:** Carolyn Dunn <ccinstitutions@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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## Code of Conduct

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Thank you for reading my submission.

Regards,  
Carolyn Dunn  
49-51 Foamcrest Ave  
Newport, Nsw 2106

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**From:** Colin Walker <cfwalker@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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#### Environmental Planning and Assessment (STRA) Regulation 2019

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Thank you for reading my submission.

Regards,  
Colin Walker  
59 Hollingworth St  
Port Macquarie, Nsw 2444



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**From:** Angela wang <angwan94@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it is more flexible than longterm rent

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Angela wang  
211 Pacific Hwy  
North Sydney, Nsw 2060

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**From:** Andrew Edmonds <andrew\_edmonds@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Andrew Edmonds  
26 Huntley Dr  
Blacktown, Nsw 2148

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**From:** Francine Gray <francine@graybuilt.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Francine Gray  
14 Emerald St  
Narrabeen, Nsw 2101

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**From:** Alfonso Unda <alfonso.unda@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Alfonso Unda  
14 MacIntosh St  
Mascot, Nsw 2020



---

**From:** Gavin Rawlings <rawlings.gavin@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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Thank you for reading my submission.

Regards,  
Gavin Rawlings  
6 Berambing Crest  
Berambing, Nsw 2758

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**From:** Anthony Soligo <soligoanthony@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Anthony Soligo  
13 Pur Pur Ave  
Lake Illawarra, Nsw 2528

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**From:** conchita breadner <conchita.breadner@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
conchita breadner  
2-10 Jenkins St  
Collaroy, Nsw 2097

---

**From:** Eleni Isaias <eleniisaias65@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Eleni Isaias  
30 Norton St  
Glebe, Nsw 2037



---

**From:** Christine McDonald <tidda7@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Christine McDonald  
40 Redmond St  
Leichhardt, Nsw 2040

---

**From:** Emma Grover <emmajanagergrover@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Emma Grover  
23 Killarney St  
Mosman, Nsw 2088

---

**From:** Anthony Murphy <amur2306@bigpond.net.au>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because my only other income is a NSW Police Pension. The extra income I have received through house sharing has enabled me to support my adult children through recent and ongoing significant health and welfare issues. As a result, my children have not been dependant on Government assistance. I also pay tax on the extra income I receive. If the NSW Government was introduce onerous, unfair and unaffordable regulations on shared accommodation, it would result in myself and my family becoming more reliant on Government assistance.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Anthony Murphy  
8 Tropic Lodge Pl  
Korora, Nsw 2450

---

**From:** Alba Boer-Cueva <albaboercueva@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it helps me to pay my mortgage and my bills (including rising electricity prices and health bills). As a casual academic teacher and PhD candidate, I very much depend on the income I make on AirBnB.

I'm not alone. The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it impossible due to red tape and costs for me to share my home.

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Thank you for reading my submission.

Regards,  
Alba Boer-Cueva  
119 Lord St  
Newtown, Nsw 2042



---

**From:** Ann vandenBosch <boschjamo@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Ann vandenBosch  
14 Francis Ave  
Wollongbar, Nsw 2477

---

**From:** Fiona Ellis <onthebeachfreshwater@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
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**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Fiona Ellis  
69 Evans St  
Freshwater, Nsw 2096

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**From:** ASHLEIGH TINKLER <brenttinkler83@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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ASHLEIGH TINKLER  
160 Elizabeth Dr  
Vincentia, Nsw 2540

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160 Elizabeth Dr  
Vincentia, Nsw 2540



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**From:** Carrol Brien <carrolbrien@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
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**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Carrol Brien  
151 Wilson St  
Newtown, Nsw 2042

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**From:** Donna Cross <donna.e.cross@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Donna Cross  
9 Robert St  
Forster, Nsw 2428

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**From:** aram atkinson <aramva@optusnet.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Regards,  
aram atkinson  
Coward St  
Sydney, Nsw 2018

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**From:** Anthony Davis <anthonydavis.4@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
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17-25 Wentworth Ave  
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**From:** Deanne Barrett <byronhinterlandviews@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
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Deanne Barrett  
137 Stewarts Rd  
Clunes, Nsw 2480

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**From:** Akiko Kawasaki <akiko1k@hotmail.com>  
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I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Akiko Kawasaki  
27-29 George St  
North Strathfield, Nsw 2137

---

**From:** Charmaine Aarons <charlieaarons@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I need someone else to share with to pay rent. I have lived in shared housing for most of my adult life mostly with long term housemates who I have maintained ongoing friendships with. When my last housemate left after sharing for over 4 years, I thought I would try something different and have been enjoying the new faces and experiences that Airbnb guests bring to my home. What has surprised me is the number of locals who come to stay because they live in the country and have a few days work, or a meeting to attend in the city, or the commonest, for me, are the grandmothers who live interstate and want to stay near their grandchildren but cannot be accommodated in the grandchildren's home. I of course also have overseas travellers who simply like home comforts while on the road.

So while as an Airbnb host it helps me economically with paying the rent and the bills, I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism. I also suggest many other activities and sites that are not always covered in the major tourist brochures. And as I am now retired it enables me to meet new people who have also become my friends.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for me if I have to pay hundreds or thousands of dollars for a permit to simply share my home. For other hosts who share their home for a few weeks a year, it will probably make hosting uneconomical.

For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems.

Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which respect the ancillary use of my home for home sharing; mandate smoke alarms – either battery operated or hard-wired and require evacuation or emergency plans and guest education, which I have to say Airbnb are excellent at prodding hosts to ensure that these things are in place.

### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Charmaine Aarons  
15 James St  
Leichhardt, Nsw 2040



---

**From:** April ding <auburnstwillongong@outlook.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
April ding  
55 Auburn St  
Wollongong, Nsw 2500

---

**From:** Ana Zambrano <anakogarah@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Ana Zambrano  
14 Barton St  
Kogarah, Nsw 2217

---

**From:** Diana James <dianajames6@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it is a pleasant very controlled way to rent out my part of my house for half of the year. I am retired and need to have an income to allow me to continue to live in my home in Byron Bay. AirBnB allows me to preapprove guests, set house rules and make sure my home is cared for, guests respect the neighbours and behave well.

I have previously rented long term through a real estate property manager and this was highly unsatisfactory as the house was damaged and the renters were not controlled. It was difficult to evict them even though the damage and disrespect of neighbours was obvious. My neighbours are really happy now the house is part rented on AirBnB.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Diana James  
12 Ruskin St  
Byron Bay, Nsw 2481

---

**From:** Carolyn van Wamel <carolynvanwamel@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because as an over 55 year old female it allows me to supplement my income. It also provides ongoing financial support as I spent most of my life as a married woman supporting my husband and home and have no to very minimal superannuation when I retire. It helps me live in my own home.

Women and others like me depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Carolyn van Wamel  
75 Shortland Esplanade  
Newcastle, Nsw 2300



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**From:** Anne Orr <anneorr54@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Regards,  
Anne Orr  
4 Langley Cl  
Coffs Harbour, Nsw 2450

---

**From:** Anne Orr <anneorr54@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Anne Orr  
4 Langley Cl  
Coffs Harbour, Nsw 2450

---

**From:** Bob Watson <thejettyterrace@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
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Regards,  
Bob Watson  
327 Harbour Dr  
Coffs Harbour, Nsw 2450

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Bob Watson  
327 Harbour Dr  
Coffs Harbour, Nsw 2450



---

**From:** Byron Anderson-Lister <byronl@pobox.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we have a holiday apartment that caters for guests who want that getaway close to Sydney. Specifically its located in a building and location designed for holidaying.

As an Airbnb host, hosting as an economic lifeline to help us pay the mortgage and the bills on the property. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

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Thank you for reading my submission.

Regards,  
Byron Anderson-Lister  
13 Cornelius Pl  
Kellyville, Nsw 2155

---

**From:** CAROLYN CONDIE <catcondie1@tpg.com.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
CAROLYN CONDIE  
74 Raye St  
Tolland, Nsw 2650

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**From:** Anita Fletcher <signatureimage@live.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Anita Fletcher  
728 Darling St  
Rozelle, Nsw 2039

---

**From:** Donald Recsei <don@actionmandirect.net>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Donald Recsei  
10 Shelley Dr  
Byron Bay, Nsw 2481



---

**From:** Anna Stackpool <astackpool@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Anna Stackpool  
18 Golf Parade  
Manly, Nsw 2095

---

**From:** Daniel Terry <dterrydb@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Daniel Terry  
172 Fisher Rd N  
Cromer, Nsw 2099

---

**From:** Alison Foreman <foreman.alison@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Alison Foreman  
181 Boorowa St  
Young, Nsw 2594

---

**From:** Courtney Peate <courtneypeate@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Courtney Peate  
240 Duranbah Rd  
Duranbah, Nsw 2487



---

**From:** Anne Last <calast@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I am keen to provide affordable accommodation in a rural setting.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Anne Last  
Rawilla Rd  
Muttama, Nsw 2722

---

**From:** Alexandra Blackman <alexandra@digitalrehab.com.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host we wanted to provide our feedback on the Government's proposed regulations.

My husband and I host on Airbnb because we need the income. Being on the aged pension we must supplement our income to pay the bills. We do not regard this as a business but a necessary additional income in order to live. If the Government chooses to regulate and force us to make changes to our home, we will stop hosting as we have no financial resources to either pay a registration fee or undertake further changes to our home.

Our hosting on Airbnb is irregular with the total income being well under \$5,000 p.a..

Ours is a small home and we offer clean and comfortable accommodation for two people within our home. We offer a continental breakfast in our dining room only. There are no separate cooking facilities available to guests. We live on the premises. This is our primary residence.

We see ourselves as providing a service as well as earning a little from our efforts. We live in a desirable rural environment where there is a dearth of accommodation from hotels, motels and the like whilst being a major wedding region.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the bills. We also recommend our favourite cafes, restaurants and shops, so small businesses get a boost from local tourism.

We are deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will remove any economic benefit for us to share our home.

We understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally we support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, we want to comment on the following:

STRA State Environmental Planning Policy

We oppose the requirement for costly compliance development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

We oppose the unprecedented requirements to introduce red tape to make costly alterations to our home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling. For the vast majority of hosts, this means there are no

requirements to alter a home to be compliant with regulations. Put simply, if our home is approved to be safe for us and our family and friends to live in, it's safe for our guests. We support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of our home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

We oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated and ultimately rejected. In South Australia there are no fees and no registration or licensing systems, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

We support the Code of Conduct which overall is reasonable and representative of the home sharing community and provides strong protections for hosts and guests from vexatious or frivolous complaints. We ask that the Government amend the Code to allow hosts such as ourselves to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading our submission.

Regards,  
Alexandra Blackman  
20 Wilsons Ln  
Exeter, Nsw 2579

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**From:** Ben Stitt <ben.stitt@pharmacare.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Ben Stitt  
21 Burrawong Rd  
Avalon Beach, Nsw 2107

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**From:** David Phillips <dave@daves.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
David Phillips  
113 Penguins Head Rd  
Culburra Beach, Nsw 2540



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**From:** Christopher Upjohn <chris@satellitelive.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Christopher Upjohn  
53 Rochford St  
Erskineville, Nsw 2043

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**From:** Andrea Moffatt <amoffatt41@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Andrea Moffatt  
2324 Bells Line of Rd  
Bilpin, Nsw 2758

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**From:** Brian Rodrigues <brianrodrigues123@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because as self funded retirees this not only provides income, but opportunity to meet people.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Regards,  
Brian Rodrigues  
40 Firenze St  
Glenwood, Nsw 2768

---

**From:** Clint Priest <clint.priest@icloud.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Clint Priest  
3 Pantowara St  
Balcolyn, Nsw 2264



---

**From:** Benjamin Powell <ben\_powell88@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Benjamin Powell  
114 Clarence Rd  
Blackheath, Nsw 2785

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**From:** Gabriel McCarthy <gabriel.peter.mccarthy@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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Regards,  
Gabriel McCarthy  
122 W Botany St  
Arncliffe, Nsw 2205

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**From:** Frances Graham <frangraham2@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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I host on Airbnb because it helps financially & allows a bit of discretionary spending . I also enjoy meeting people. As a guest I find Airbnb to be a much more personal experience than staying in a run of the mill hotel .

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- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick

and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Frances Graham  
165 Longueville Rd  
Lane Cove, Nsw 2066

---

**From:** Fiona OMeara <fionaom23@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we have spent a lot of time working away from home and overseas and it allows our house to be used for short term rentals while we're away whilst still being available for us or our kids when we return.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Fiona OMeara  
41 Warrawee St  
Sapphire Beach, Nsw 2450



---

**From:** David Twyford <dtwyford1@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it pays the bills like rates and maintenance.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
David Twyford  
1094 Tathra-Bermagui Rd  
Tanja, Nsw 2550

---

**From:** Alexandra Russell <shmormal@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

We are Airbnb hosts and we wanted to provide some feedback on the Government's proposed regulations.

We host on Airbnb for a few reasons - it means someone is able to make use of our home while we're away, they can keep an eye on things, keep the garden alive in summer, and most significantly, help us make a little extra income to help out with the mortgage and bills. Our guests can find an affordable, comfortable, family-friendly place to stay when they visit Sydney - and judging by their reviews, they love it. If we weren't able to share our home in this way, it would be sitting there vacant.

We also recommend favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

We are very concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for us to share our home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation,

registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Alexandra Russell  
26 Gower St  
Summer Hill, Nsw 2130

---

**From:** Elie Ayoub <elie@nexgen.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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#### Environmental Planning and Assessment (STRA) Regulation 2019

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#### STRA Property Register

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#### Code of Conduct

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Thank you for reading my submission.

Regards,  
Elie Ayoub  
287 Queen St  
Concord West, Nsw 2138

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**From:** Anne Fraser <amjar@tpg.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

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Thank you for reading my submission.

Regards,  
Anne Fraser  
Connors View  
Berry, Nsw 2535



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**From:** Chris Brownlee <c.brownlee@me.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Chris Brownlee  
186 Lawrence Hargrave Dr  
Thirroul, Nsw 2515

---

**From:** Christian Penning <christianpenning@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Christian Penning  
65 Soldiers Ave  
Freshwater, Nsw 2096

---

**From:** Florence Lee <kamluenlee@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Florence Lee  
9 Coronation Rd  
Wentworth Falls, Nsw 2782

---

**From:** Gillian Minervini <gillianminervini@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Gillian Minervini  
8 Seagull St  
Culburra Beach, Nsw 2540



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**From:** Fiona Lindgren <fionalindgren@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Fiona Lindgren  
116 Rosebank Rd  
Corndale, Nsw 2480

---

**From:** darren brown <misterbrownie@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
darren brown  
19 Duke St  
Forestville, Nsw 2087

---

**From:** Giada Fichera <jadaisland@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because as a full time student it helps me to support me financially.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Giada Fichera  
North Ave  
Camberay, Nsw 2062

---

**From:** Colin Newman <colnewman@netspace.net.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

the relatively low tariff we charge allows many travelers to enjoy our region at a reasonable cost. We host many overseas guests who enjoy and appreciate staying and mixing with locals.

We suggest tourist activities, shopping and dining experiences which they might otherwise miss. Airbnb hosts while remaining affordable can continue to contribute to the traveler's overall experience.

Airbnb is not just a sharing community it is also a caring community. If we are not bound by restrictive rules and regulations we do hope that we can continue Airbnb hosting.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Colin Newman  
46 Jonas Absalom Dr  
Port Macquarie, Nsw 2444



---

**From:** Emily Angwin <emilykateangwin@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

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Thank you for reading my submission.

Regards,  
Emily Angwin  
111 O'Shea Circuit  
Cessnock, Nsw 2325

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**From:** Grace Condon <home@amada-amavic.com.au>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Grace Condon  
2 Blackwood Pl  
Oatlands, Nsw 2117

---

**From:** George Mourtzakis <george@tlpstudios.com.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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Regards,  
George Mourtzakis  
13 Pacific St  
Kingsgrove, Nsw 2208

---

**From:** Anthony Camilleri <anthonyc@flatearth.net.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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Regards,  
Anthony Camilleri  
34 Renfrew Rd  
Werri Beach, Nsw 2534



---

**From:** Corinne Banbury <rod@4ucrm.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Corinne Banbury  
9 Eric St  
Bundeena, Nsw 2230

---

**From:** Arlene Eddison <aeddison31@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I was made redundant and being close to retirement I could not find a suitable position. Also I am not entitled to Centrelink so it is my sole source of income to pay the bills & mortgage.

For those facing uncertain times of businesses downsizing, closing down or going overseas, this is a last resort to keep struggling families and singles afloat.

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Arlene Eddison  
20 Station Ln  
Penrith, Nsw 2750

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**From:** Angelina Chen <chenle66665@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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Thank you for reading my submission.

Regards,  
Angelina Chen  
11 Hassall St  
Parramatta, Nsw 2150

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**From:** Ben Peterson <peto82@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Regards,  
Ben Peterson  
Hoban Road  
North Rothbury, Nsw 2335



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**From:** Birdie Ralph <birrdie@bigpond.com.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Birdie Ralph  
6 Whiting Ave  
Terrigal, Nsw 2260

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**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
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Regards,  
Birdie Ralph  
6 Whiting Ave  
Terrigal, Nsw 2260

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**From:** Beth Riley <grevilleaframing@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it provides me with an income that will enable me to transition to retirement. As a single woman with children my superannuation is minimal and would like to provide an alternative income from my profession of nursing.

I have the room in my house in a beautiful area of Ettalong Beach and provides the possibility for a economical break for guests I host.

As a Airbnb member when I travel I prefer to use Airbnb as it provides a more intimate holiday experience.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Beth Riley  
37 Warrah St  
Ettalong Beach, Nsw 2257

---

**From:** Carol Atkins <carolann\_212000@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I have a vacant room which provides us with additional income to support our lifestyle.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Carol Atkins  
75 Corunna Rd  
Narooma, Nsw 2546



---

**From:** Emilia Veloso <emilouveloso@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Regards,  
Emilia Veloso  
4 Minnibah Circuit  
Forster, Nsw 2428

---

**From:** Emma Taylor <em.trent@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Emma Taylor  
22 Oodgeroo Gardens  
Byron Bay, Nsw 2481

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**From:** Ellen Goh <ellenkgoh@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Ellen Goh  
8 Francine St  
Seven Hills, Nsw 2147

---

**From:** Farhad Bardeh <f.bardeh@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I cannot afford the rent by my own.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

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I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

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Regards,  
Farhad Bardeh  
Havelock Ave  
Coogee, Nsw 2034



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**From:** Brigitte Thiebes <brigittethiebes@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Brigitte Thiebes  
16 Melaleuca Dr  
One Mile, Nsw 2316

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**From:** Ephing Hua <ephhua888@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Ephing Hua  
60 Lord St  
Cabramatta West, Nsw 2166

---

**From:** Bronwyn Brown <bron.brown@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Bronwyn Brown  
9 Andrew Pl  
Lennox Head, Nsw 2478

---

**From:** Benjamine Duncan <benj.f.duncan@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I enjoy renting on Airbnb and other travel sharing platforms, so I choose to be part of this community and provide this special experience to others.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Regards,  
Benjamine Duncan  
Mowbray Rd  
North Willoughby, Nsw 2068



---

**From:** Angela Kesby <angelakesby@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Dom submission, Air BNB run

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Regards,  
Angela Kesby  
1A Clement Pl  
Rushcutters Bay, Nsw 2011

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Angela Kesby  
1A Clement Pl  
Rushcutters Bay, Nsw 2011

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**From:** Alan Pursch <alan.pursch@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

I am a local Airbnb host, and I would like to provide my feedback on the Government's proposed regulations.

My wife and I host on Airbnb because we like to provide a boutique accommodation experience for visitors to our special area. We rent out half our home because we no longer need that space as our children have grown up and have their own families. We have attracted many people to the area, who often would not have come without the specific experience we provide. This helps the local economy, and means, as self funded retirees of limited means, we do not need to ask the government for a pension or any other handouts.

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Thank you for reading my submission.

Regards,  
Alan Pursch  
2 Red Head Rd  
Red Head, Nsw 2430

---

**From:** Frank Dietrich <fjdietch@icloud.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Frank Dietrich  
11 Appleton Ave  
Weston, Nsw 2326



---

**From:** Damian Cox <coxdnt@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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#### STRA Property Register

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Damian Cox  
114 Pioneer Dr  
Jindera, Nsw 2642

---

**From:** Gabriele Rummel <grummel@dodo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I do not like to receive a pension.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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Thank you for reading my submission.

Regards,  
Gabriele Rummel  
83 Ethel St  
Sanctuary Point, Nsw 2540

---

**From:** Derek Young <derek@dantosa.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb for several reasons: 1/ it is a critical source of income for my family. Our main property is based in the Blue Mountains which has long been a popular tourism spot for Sydneysiders renting weekenders. Airbnb has been a key platform for developing our business. Our business has operated since 2012 and since it begun we have hosted over 5,000 guests bring much needed business to the Blue Mountains economy; 2/ it allows us to share our unique property with both international and domestic guests. Our business has grown steadily over the years allowing us to reinvest and improve the quality of the property and the landscape it is situated in; and 3/ we are avid supporters of the sharing economy. Hosting via Airbnb allows property owners to share their property flexibly and cost effectively. By sharing our property, we effectively make available to travellers our property's "spare capacity". This is a win for the environment. It means that our existing property is utilised by others and reduces the need for new, additional accommodation to be built in the fragile environment of The Blue Mountains, a World Heritage National Park.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Derek Young  
76 Mort St  
Katoomba, Nsw 2780

---

**From:** ANA ALEXANDRATOS <ana@focuseyecentre.com.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because i am unable to work any longer because of illness and need this small occasional income .

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
ANA ALEXANDRATOS  
24 Fischer St  
Kingsford, Nsw 2032



---

**From:** Bradley Schatz <bradley@schatzforensic.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

We host on Airbnb because it enables my family to maintain a weekender holiday house in the beach community of Pottsville.

We depend on AirBNB rentals for the upkeep of the house. The benefit to the local community of Pottsville is an economic one - our renters bring cash to local economy.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Bradley Schatz  
68 Elanora Ave  
Pottsville, Nsw 2489

---

**From:** Alan Barnes <barlea01@bigpond.net.au>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Alan Barnes  
5 Goodwin Rd  
Newport, Nsw 2106

---

**From:** David Shanley <davideshanley@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
David Shanley  
45 Wrightson Ave  
Bar Beach, Nsw 2300

---

**From:** Cameron Prince <cremaprince@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I want to 'pay it forward'. I have travelled with my family and enjoyed the opportunities that staying a home with Air bnbers around the world provides. It is a potentially and exciting, inexpensive way to see the local culture. Opening our home to travellers for a small fee (from \$44 per night) allows us to share what this bountiful region has to offer. Once the laundry is done and the cleaning is finished, the occasional set of new sheets and a fresh towel and bar of locally made goat soap is provided there is little financial benefit, in fact if you add the tea/coffee, toast etc we would probably be going backwards. The reason we persist is because of the wonderful people we get to meet as hosts.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Cameron Prince  
14 Opal Cres  
Lismore Heights, Nsw 2480



---

**From:** Glenn Morris <thatsme125@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Glenn Morris  
101 Henry St  
Tighes Hill, Nsw 2297

---

**From:** Clair Jennifer <clairjennifer@icloud.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Clair Jennifer  
23 Norton St  
Leichhardt, Nsw 2040

---

**From:** Anthony O'Neill <antsoneill@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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Thank you for reading my submission.

Regards,  
Anthony O'Neill  
10A Cemetery Rd  
Byron Bay, Nsw 2481

---

**From:** Christina Pollner <chrispollner@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Christina Pollner  
284 Merimbula Dr  
Merimbula, Nsw 2548



---

**From:** Colin Shears <colshear@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Colin Shears  
29 Yaralla Cres  
Thornleigh, Nsw 2120

---

**From:** Ana de Veaux <elanadeva@mac.comp>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Further I suggest that there is a clear distinction between those who live in their own home and have guests within their own home, and business operators who illegally use a residential property as a purely business operation, leasing via websites at great profit without them living onsite.

If this distinction is clarified in the legal regulations this would solve a lot of the current problems,

Thank you for reading my submission.

Regards,  
Ana de Veaux  
3 Belongil Cres  
Byron Bay, Nsw 2481

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**From:** Gill Morgan <gillmorgan1959@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Gill Morgan  
155 MOTBEYS ROAD  
, Nsw 2550

---

**From:** Clive Cunningham <clivec9@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because of several reasons:

- a love of travel and meeting people from all around the world, in my back yard;
- Providing family friendly accommodation not only for travellers, but for families relocating, renovating and simply wanting a house rather than an apartment or hotel; and
- flexibility to rent our spare space or have extended family stay with us.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Clive Cunningham  
84 Innes Rd  
Manly Vale, Nsw 2093



---

**From:** Aimy Chen <aimy\_since1989@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I like to meet new people from other countries and offer a homestay type of experience.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Aimy Chen  
12-14 Benedict Ct  
Holroyd, Nsw 2142

---

**From:** Glenn Thompson <gdt3261079@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Glenn Thompson  
9 Rendal Ave  
North Nowra, Nsw 2541

---

**From:** Christina Parkin <christina.parkin@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because as a mature woman with little opportunity to find regular consistent employment since I was made redundant from TAFE cutbacks 4 years ago, I need to supplement with earnings from Airbnb.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired - Airbnb even supply carbon monoxide alarms which I have installed
- Require evacuation or emergency plans and guest education - these already are mandated by the Airbnb platform.

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no

registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform. Personally, I already pay additional insurance premiums to protect myself and my guests because I share my home.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home-sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Christina Parkin  
59 Church St  
Port Macquarie, Nsw 2444

---

**From:** Bryce Croad <bryce\_croad@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it is a great way to earn extra money. Without Air Bnb I couldn't afford to pay all bills including my ever so big power bill which seems to get bigger every quarter! I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Bryce Croad  
50-58 MacLeay St  
Elizabeth Bay, Nsw 2011



---

**From:** Ben Cook <ben@bencook.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because sharing my home with a student who wants to see the world is better than an entitled Bondi local. I don't make any profit, Australian people are great, but preferably I'd rather share my home with a traveller from time to time. It's my right, it's my home.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Ben Cook  
30 Warners Ave  
North Bondi, Nsw 2026

---

**From:** Cameron Gough <camgough1@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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## Code of Conduct

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Cameron Gough  
20 Old Pacific Highway  
Brunswick Heads, Nsw 2483

---

**From:** Di Bannister <gbconstruct@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it provides choices for people traveling to our regional tourist area. Having cost homely accommodation close to town is another way for people to travel and be a part of a local community.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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#### Environmental Planning and Assessment (STRA) Regulation 2019

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#### STRA Property Register

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I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Di Bannister  
3 Lake Rd  
Port Macquarie, Nsw 2444

---

**From:** Daniel Wallace-Crabbe <wallacecrabbe@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I have a spare room and I need to support myself as a struggling musician in Sydney.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Daniel Wallace-Crabbe  
140 Shepherd St  
Darlington, Nsw 2008



---

**From:** Anatoli Romano <analysts@fitbits.com.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I would like to contribute to the community through facilitating travel, promoting cultural exchange and helping our local economy.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

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#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Anatoli Romano  
11 Galvin St  
Maroubra, Nsw 2035

---

**From:** Andrew Lloyd <andyllloyd120@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host short term letting (not just specifically Airbnb) because I'm struggling to make ends meet. I only do so for a maximum of three nights per week (in reality it's more like one stay every fortnight), mainly because I'm letting out my home, my place of residence. When guests are here I'm couch-surfing at friends houses...btw I'm 57 years old, so not a real good look, but I'll do whatever it takes to ensure I have enough money to pay for food, mortgage & bills. I am not doing this to make lots of money, I'm doing it to increase standard of living. I work full-time in the city of Sydney as a Computer Developer, so not a bad job, but am trying to make ends meet after a devastating divorce. Please don't make it harder for me to host.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism (I'm more than happy to supply you with a copy of the "Guest handbook" I've written recommending local places to go, see & spend money on).

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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#### STRA Property Register

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Andrew Lloyd  
310 Wattle St  
Ultimo, Nsw 2007

---

**From:** Gina Porteous <gina.porteous@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Gina Porteous  
2478 Bells Line of Rd  
Bilpin, Nsw 2758

---

**From:** Franziska Adler <franziskamilenaadler@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Franziska Adler  
106 Brighton Blvd  
North Bondi, Nsw 2026



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**From:** Adrienne Johnson <ada@johnsonbros.com.au>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

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Thank you for reading my submission.

Regards,  
Adrienne Johnson  
20 Rednal St  
Mona Vale, Nsw 2103

---

**From:** Francesco Giordano <francescogior@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it's a great way to optimise my financial assets.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Francesco Giordano  
543 Crown St  
Surry Hills, Nsw 2010

---

**From:** Anthony Calodolce <tony@cpsgroup.com.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

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Thank you for reading my submission.

Regards,  
Anthony Calodolce  
47 Cary St  
Leichhardt, Nsw 2040

---

**From:** Charlie Harb <charlie@nexgen.com.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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## Code of Conduct

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Thank you for reading my submission.

Regards,  
Charlie Harb  
Concord West Station  
Concord West, Nsw 2138



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**From:** Emily Edwards <emily@emily-edwards.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Specifically, I want to comment on the following:

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Thank you for reading my submission.

Regards,  
Emily Edwards  
115 Henrietta St  
Waverley, Nsw 2024

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**From:** andrew unsworth <drewunsworth@me.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
andrew unsworth  
19 Plunkett Rd  
Mosman, Nsw 2088

---

**From:** Alan Hainsworth <hainsy10@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

We need to see the immediate stop of complete tenancies on air bnb as it is pricing out local families. However we need to fully support homeowners ability to rent out a spare or room sharing their home with others.

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Alan Hainsworth  
2 Kumbellin Glen  
Ocean Shores, Nsw 2483

---

**From:** chris sorrell <chris@threeblueducks.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we have a spare unused apartment that is not suitable for long term rental as it is next door to a night club. But is perfect for people coming to Byron as a visitor. Without Airbnb it would be empty most of the time.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
chris sorrell  
6 Lawson St  
Byron Bay, Nsw 2481



---

**From:** Dalia Bonefacic <dahliab@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Dalia Bonefacic  
45-55 Virginia St  
Rosehill, Nsw 2142

---

**From:** Gareth O'Connor <gareth.oconnor@mulesoft.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I've been hosting on Airbnb for over six years and sharing my rental accommodation to cover part of my rent for close to 17 years. I host on Airbnb because I found it to be the most effective way of getting in good quality guests.

When I lost my job in 2017, it was the income from Airbnb that kept me able to pay a share of my rent while I borrowed money from others and used credit cards for the extra expenses.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage or rent and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

People moving to NSW, visiting for such things as work or study opportunities at The University of Sydney, or work, study or visiting loved ones at Royal Prince Alfred Hospital, or tourists looking for an economical and local, safe place to stay use my home via Airbnb. Outside of Airbnb I've used Gumtree and Easy Room Mate. I've had guests and housemates stay for as long as a couple of years or one night, as they needed.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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- Mandate smoke alarms – either battery operated or hard-wired
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#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Gareth O'Connor  
16-22 Australia St  
Camperdown, Nsw 2050

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**From:** Alla Darwish <alladarwish@inbox.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

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Thank you for reading my submission.

Regards,  
Alla Darwish  
23 Shelley St  
Sydney, Nsw 2000

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**From:** Alexander Lotersztain <alex@derlot.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Regards,  
Alexander Lotersztain  
887 Stony Chute Rd  
Stony Chute, Nsw 2480



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**From:** Gemma Morley <gemma@morleigh.com.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Regards,  
Gemma Morley  
5 Norfolk Ave  
Port Macquarie, Nsw 2444

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**From:** David Arnold <davidarnold.coffs@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
David Arnold  
95A James Small Dr  
Korora, Nsw 2450

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**From:** Anna Joyce <anastasiajoyce@live.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Anna Joyce  
44 Mornington Cres  
Moore Creek, Nsw 2340

---

**From:** Clive Dickens <clive@dickens1.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because I need the income to supplement growing family expenses

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Regards,  
Clive Dickens  
Stollard St  
Catherine Hill Bay, Nsw 2281



---

**From:** Angelique Kelly <angelique.kelly70@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Regards,  
Angelique Kelly  
23 Rawlinson Ave  
Wollongong, Nsw 2500

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**From:** Cassandra Turnbull <cjicet@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
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Regards,  
Cassandra Turnbull  
14 Delia Ave  
Budgewoi, Nsw 2262

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**From:** Cheryl Serong <cserong55@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
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I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Cheryl Serong  
58 Pacific Dr  
Port Macquarie, Nsw 2444

---

**From:** Clara Southwell <smiggle.me@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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Thank you for reading my submission.

Regards,  
Clara Southwell  
2 Coomba Rd  
Coomba Park, Nsw 2428



---

**From:** Daniel skillen <rockytopsdalety@outlook.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Daniel Skillen  
5 Barnes St  
Dalgety, NSW 2628

---

**From:** Cherry Hood <cherryhood@icloud.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

I wanted to provide my feedback on the Government's proposed regulations for home sharing

Id like to host on Airbnb because we live on a small acreage, we've bred here almost 20 years, we're trying to sell the place, ( sadly unsuccessfully) we'd like to retire, we both almost 70 years old, we have this huge place and our even our grandchildren are too grown up and busy to stay here any more.

Allowing others to pay us to stay on our lovely farm will give us a reasonable income.

Neither of us take any government benefits as yet. We don't have excess money to change the building or pay more fees.

We're registered for GST and Income Tax.

Our property is approved by local council as a "habitable dwelling."

The requirements for this approval have proven very strict, very lengthy and very expensive. It has cost \$7200 for all the reports from various consultants and council in order to lodge a DA to obtain a second dwelling approval and it has taken over 12 months.

I can not see why an Airbnb guest would need anything more than any other person to temporarily 'dwell' here like we do and our family has enjoyed for 20 years!

The local Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills.

We'll also recommend local cafes, restaurants and shops so small businesses will get a boost from local tourism.

Guests will shop in Goulburn for their stay.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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Thank you for reading my submission.

Regards,  
Cherry Hood  
173 Arthurs Rd  
Towrang, Nsw 2580

---

**From:** Daphne Nott <daphne.nott1@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Regards,  
Daphne Nott  
19 Old Pacific Highway  
Raleigh, Nsw 2454

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**From:** Deborah Vlastaras <vlstar@tsn.cc>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Deborah Vlastaras  
144 Alice St  
Grafton, Nsw 2460



---

**From:** Bradley Cox <d.cox6968@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I need to supplement my income as I no longer work and cannot survive on the small amount of pension I receive.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Regards,  
Bradley Cox  
32 Ursula Rd  
Bulli, Nsw 2516

---

**From:** Brenden Walters <bwa30726@bigpond.net.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

I wish to be of service to the domestic and foreign travellers.

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Regards,  
Brenden Walters  
12 Somers Pl  
Blayney, Nsw 2799

---

**From:** Ewan Isbister <ewanisbister@me.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Ewan Isbister  
2 Edith St  
Leichhardt, Nsw 2040

---

**From:** Glenn Carr <carrglenn@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Glenn Carr  
7-15 Jackson Ave  
Miranda, Nsw 2228



---

**From:** Donna Edwards <pdedwards1@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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- Respect the ancillary use of my home for home sharing
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STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Donna Edwards  
7 Waratah St  
Swansea Heads, Nsw 2281

---

**From:** Damon O'Connor <damon@enterline.com.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Damon O'Connor  
Banzai St  
Kingscliff, Nsw 2487

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**From:** Debbie Knapman <deb.knapman@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Debbie Knapman  
301 Cooringle Rd  
Nubba, Nsw 2587

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**From:** Emma Snidall <esnidall@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Emma Snidall  
44 Miriyan Dr  
Kelso, Nsw 2795



---

**From:** Belinda Davies <belinda.stevenson@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we have a cottage in the Southern Highlands which we don't get to use much and want to share it with others while still enjoying it when we can.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Regards,  
Belinda Davies  
37 Arthur St  
Leichhardt, Nsw 2040

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**From:** Edi Biasutti <edibiasutti@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

I love meeting people from all over the world. I love the people who want to be in a home with local people not an impersonal hotel. I am one of these travellers who stay in Airbnb to enjoy the local experience. I as a local born and bred in Sydney offer a tourism experience tourists do not enjoy without Airbnb.

I have been an Airbnb host for 4 years. What about the BNB which has been going for years! No rules have been required Why the need to make it more difficult. Airbnb do this all over the world. People go through Airbnb because they want a home not a hotel. Don't make the changes to only attract business people. We pay our taxes.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Regards,  
Edi Biasutti  
232 Unwins Bridge Rd  
Sydenham, Nsw 2044

---

**From:** Daniela McPherson <daniela.mcpherson@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we have the space to welcome people and it gives me an opportunity to work very flexible while the kids are still young.

I also consult locals opening their family home to guests while they are away on holidays. This generates jobs for local cleaners & photographers and business opportunities for local restaurants and shops, which would not exist with an empty home.

I am also using Airbnb as a guest, because I don't want to go to a hotel with my kids and tell them to be quiet all the time. I want to enjoy the space only another home can give me when I am on a holiday.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Regards,  
Daniela McPherson  
1 Solander Rd  
Avoca Beach, Nsw 2251

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**From:** Fyonn Wolf <fyonn\_wolf@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Fyonn Wolf  
11 Kellett St  
Potts Point, Nsw 2011



---

**From:** Gary Suntup <gurri@me.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I have bought a property that I plan to retire to and it helps me afford the mortgage.

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Regards,  
Gary Suntup  
42 Coasters Retreat  
Coasters Retreat, Nsw 2108

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**From:** Abe Mcgrath <abemcgrath@live.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
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Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Abe Mcgrath  
8 MacGregor St  
Suffolk Park, Nsw 2481

---

**From:** Craig Stamp <stampy888@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Craig Stamp  
54 Geraldton Dr  
Redhead, Nsw 2290

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**From:** Fiona djatschenko <fionabruyn@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Dom submission, Air BNB run

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Regards,  
Fiona djatschenko  
12 Mort St  
Katoomba, Nsw 2780



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**From:** Amba Bottrell <white\_amber120@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Dom submission, Air BNB run

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Regards,  
Amba Bottrell  
3 Illawarra Cl  
North Boambee Valley, Nsw 2450

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**From:** Christie Pulbrook <christieswan@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Regards,  
Christie Pulbrook  
12 Boyd St  
Minnamurra, Nsw 2533

---

**From:** Dennis Ellis <dennisellis19@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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In my circumstances, my guests are often inconvenienced by noisy long term tenants next door, whereas I have not had one complaint from the long term tenants about my guests who stay there from 2 to 30 days.

Rather than punishing all Airbnb'ers for the poor decisions made by some, why not have a '3 strikes and you're out' process. If there are 3 quantifiable complaints about an Airbnb property, then they should be stopped from hosting for 6 months. I am sure this would make Airbnb hosts more choosey about who they let into their properties.

Thank you for reading my submission.

Regards,  
Dennis Ellis  
140 Spit Rd  
Mosman, Nsw 2088

---

**From:** Belinda Peterson <bingig@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it is the ideal way for us in our current situation to make some money to help pay our bills.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Regards,  
Belinda Peterson  
19 Blandford St  
Bathurst, Nsw 2795



---

**From:** Felicity Weaver <findfelicity@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it allows my family to afford holidays in other parts of Australia.

I have rented it out twice so far, we had a extended family from Paddington NSW stay and an extended family from Melbourne during the school holidays. It allowed three generations to have a family holiday together in a way that is affordable for this area and in the comfort of a home not a hotel.

It also meant that we could afford to take holidays within Australia too. With the cost of housing so expensive in Manly we have found it a great way to be able to afford to live here and still travel in school holidays.

We love the share economy, it makes sense to share assets with others. We also loan our car out in a share car system, rent with Airbnb ourselves and use share ride services.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Felicity Weaver  
10 Iluka Ave  
Manly, Nsw 2095

---

**From:** Donna Schmid <donna2honour@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Regards,  
Donna Schmid  
56 Glencoe St  
Sutherland, Nsw 2232

---

**From:** Craig Vinfield <craigvinfield@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Craig Vinfield  
Meadows Close  
Bangalow, Nsw 2479

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**From:** Alicia Warren <leashraptor@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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Thank you for reading my submission.

Regards,  
Alicia Warren  
64-68 Gladesville Rd  
Hunters Hill, Nsw 2110



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**From:** Elizabeth Gorringe <elizabethgorringe@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it helps me pay my rent and remain flexible in the use of spaces in my home.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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Thank you for reading my submission.

Regards,  
Elizabeth Gorringe  
58 Orpington St  
Ashfield, Nsw 2131

---

**From:** Glenys Reid <gvr027@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because there are very limited accommodation options available on our beautiful NSW South Coast and Sapphire Coast given the number of people that want to visit the area on weekends, and school holidays - most homes are privately owned "holiday residences" and offer an affordable "local" warm invitation to those wanting to visit who cannot afford to own a holiday home themselves, but love spending time on this amazing coastline. Our visitors are so grateful and complimentary for the opportunity to share our place and enjoy the surrounding beauty and be so welcomed. Please don't over-engineer the process!

The Airbnb host community often also depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Glenys Reid  
53 Illabunda Dr  
Malua Bay, Nsw 2536

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**From:** Belinda Tucquet <belinda@hummingbirdtherapy.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we have experienced financial hardship and need to have our place available on Airbnb to be able to maintain our mortgage payments.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Belinda Tucquet  
11 Roses Rd  
Federal, Nsw 2480

---

**From:** Amanda Barnett <amandajanebarnett888@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because, my home frequently has space available and is in a desirable part of the world to visit.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Amanda Barnett  
37 Belongil Cres  
Byron Bay, Nsw 2481



---

**From:** Edilza Plummer <jilleag@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Edilza Plummer  
30 Booker Bay Rd  
Booker Bay, Nsw 2257

---

**From:** Bernard Hoitink <bhoitink@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Bernard Hoitink  
118 MacLeay St  
Turvey Park, Nsw 2650

---

**From:** alan linklater <alanlinklater@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...I am able to share my home with travelers least able to afford expensive hotels. I get to meet people from all over the world and am able to share experiences, knowledge and friendship (many have returned at least once) and the suitability and cleanliness of my house is recorded in the multitude of favourable reviews my home and I have received.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Environmental Planning and Assessment (STRA) Regulation 2019

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Thank you for reading my submission.

Regards,  
alan linklater  
160 Chandos St  
Crows Nest, Nsw 2065

---

**From:** Annette Ellery <annette.ellery@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Annette Ellery  
21 Cuthbert St  
Boambee East, Nsw 2452



---

**From:** Fiona Mak <fionamak66@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it allows me some extra income for our family and it most importantly gives my youngest son who is autistic the opportunity to meet people and learn to socialise. We have meet many interesting people whom he wouldn't have met without this platform.

I also find it incredulous that once again the government is dictating what we can and can't do.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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Thank you for reading my submission.

Regards,  
Fiona Mak  
15 Mountain Ash Ct  
Medowie, Nsw 2318

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**From:** Bettina Cheleski <bettina.m@optusnet.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Bettina Cheleski  
3-11 Church St  
Randwick, Nsw 2031

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**From:** Ben Smith <ben@futurestory.co>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Ben Smith  
New South Head Rd  
Sydney, Nsw 2029

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**From:** Carmel hi <melita999@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Carmel hi  
90 Oaks Ave  
Shelly Beach, Nsw 2261



---

**From:** Debra Scriven <debrascriven@icloud.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Regards,  
Debra Scriven  
15 Thompsons Rd  
Pokolbin, Nsw 2320

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**From:** Ann Camp <anncamp@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Regards,  
Ann Camp  
3/605  
Dee Why, Nsw 2099

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**From:** Cathryn Stavert <stavert1@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
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**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Cathryn Stavert  
22 Julian Rocks Dr  
Byron Bay, Nsw 2481

---

**From:** David Felgar <david@limelightaustralia.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Regards,  
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127 Bondi Rd  
Bondi, Nsw 2026



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**From:** George Kyprianou <georgekyp@yahoo.com>  
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**To:** DPE PS STHL Mailbox  
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Regards,  
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24 The Terrace  
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Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

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Thank you for reading my submission.

Regards,  
Andrew dang  
5 Cope St  
Redfern, Nsw 2016

---

**From:** Garry Fetherston <garryfetherston@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Regards,  
Garry Fetherston  
180 Monet Dr  
Montecollum, Nsw 2482

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**From:** dave Clark <atomicpa@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
dave Clark  
36 Hewlett St  
Bronte, Nsw 2024



---

**From:** Ants Jackson <drayla\_nz@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Regards,  
Ants Jackson  
Abbotsford  
Abbotsford, Nsw 2046

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**From:** Alessandro Leveratto <traxxas@hotmail.it>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Regards,  
Alessandro Leveratto  
6 Lachlan St  
Waterloo, Nsw 2017

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**From:** Donna Sife <donnajsife@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Donna Sife  
34 Edinburgh Rd  
Willoughby, Nsw 2068

---

**From:** Catherine Link <catherine.link@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Catherine Link  
13 Vale St  
Mount Saint Thomas, Nsw 2500



---

**From:** Fiona Deegan <fiona@hostpartners.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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I host on Airbnb because I love having my own business and hosting for people. I am also a single Mum keeping a roof over my sons head. I work in an area with very little job opportunities and my business is something that gives back not only to my local community but to the area's tourism sector. Strict and frivolous restrictions are just not required, why would you ruin something that helps communities?? I just dont get this.

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Regards,  
Fiona Deegan  
50 Bowral Rd  
Mittagong, Nsw 2575

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**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Garry Utterson  
PO Box 6272 North Sydney  
North Sydney, Nsw 2060

---

**From:** Edwina Burge <edwina.burge@outlook.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick

and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Edwina Burge  
74 Cornelia Rd  
Toongabbie, Nsw 2146

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**From:** Elyse Vella <elysevella@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I am a single mum, I use the money to take my son to visit his dad's family interstate (his dad lives overseas) and to pay for his schooling.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Elyse Vella  
14 Oceano St  
Copacabana, Nsw 2251



---

**From:** Deborah Wells <stay@mistyvalleyblackheath.com.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay bills. It allows my partner and me to pay for private health cover so we are not a drain on the public health system. We are of pensionable age but because of our hosting, we receive only a small part-pension therefore we cost the Government very little in age support.

I also recommend local cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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STRA Property Register

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Deborah Wells  
69 Bettington Rd  
Blackheath, Nsw 2785

---

**From:** Carol franke <rainwater@live.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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## Code of Conduct

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Thank you for reading my submission.

Regards,  
Carol Franke  
61 Rowlands Creek Rd  
Uki, NSW 2484

---

**From:** Adrian Blake <adrian.blake@ieee.org>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Adrian Blake  
101 Mulach St  
Cooma, Nsw 2630

---

**From:** Amanda Ferretti <mandy.ferretti@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Amanda Ferretti  
Singles Ridge Rd  
Sydney, Nsw 2777



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**From:** Amanda Ferretti <mandy.ferretti@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Amanda Ferretti  
Singles Ridge Rd  
Sydney, Nsw 2777

---

**From:** Belinda Robertson <belindamrobertson@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we vacate our house over the holidays and Airbnb is a fun way to share our fantastic location and make some money at the same time. It helps us pay our mortgage, insurance, rates and power bills. We love hosting.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Belinda Robertson  
24 Pacific Parade  
Manly, Nsw 2095

---

**From:** Charlie Fenton <charliebfenton@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Charlie Fenton  
1450 Wombeyan Caves Rd  
High Range, Nsw 2575

---

**From:** Genevieve Howard <genevievehoward331@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because... I am semi retired and money I receive allows me to fund my life style without any government handouts.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Genevieve Howard  
29 Belah St  
Forbes, Nsw 2871



---

**From:** Aaron Dewhurst <dewhurst@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Aaron Dewhurst  
22 Clarence St  
Woolgoolga, Nsw 2456

---

**From:** Anthony Foster <fosteraa@ozemail.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Anthony Foster  
7 Mons Rd  
North Balgowlah, Nsw 2093

---

**From:** Craig Hallinan <craig.hallinan@me.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it helps to provide income in my retirement. As I am self funded and not on the pension, every bit helps. If it becomes difficult to host then I will apply for the pension.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Craig Hallinan  
26 Hunter St  
Stockton, Nsw 2295

---

**From:** Annette Broad <topspotvalla@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...it boost tourist numbers in this area.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Annette Broad  
27 Oyster Creek Rd  
Valla, Nsw 2448



---

**From:** Fiona Glasheen <fglasheen@westnet.com.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Fiona Glasheen  
10 Glengowrie Cl  
Parkes, Nsw 2870

---

**From:** Fiona Banks <fmabanks@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I have a weekender in the Hinter Valley. Airbnb provides a great platform for me to rent out the cottage when I am not using it.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Fiona Banks  
1A Ashley St  
Tamarama, Nsw 2026

---

**From:** Dallas Brady <dallasbrd@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Dallas Brady  
70 Phillip Dr  
South West Rocks, Nsw 2431

---

**From:** Constance Fitzgerald <fitzgeraldconstance6@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Constance Fitzgerald  
217 Burns Bay Rd  
Lane Cove West, Nsw 2066



---

**From:** Colleen Dooley <colleen@gentleawakenings.com.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

Byron Bay is a highly sought after destination and I provide a choice of venue to stay that meets the needs of visitors, especially families and groups.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Colleen Dooley  
20 Cumbebin Park  
Byron Bay, Nsw 2481

---

**From:** Elaine Rogers <garynrogers@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Elaine Rogers  
18 Peebles Rd  
Fiddletown, Nsw 2159

---

**From:** Belinda Allen <bforbelle@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we have extra room in our home and through Airbnb we are able to share it with a diverse range of visitors to our beautiful coastal community. Gives us a little retirement income too. But any costly registration or alterations would make it not viable for us.

The Airbnb host community depends on hosting as an economic lifeline to help us stay off the pension in retirement. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Belinda Allen  
20 Neil St  
Bundeena, Nsw 2230

---

**From:** Deidre Ellard <deidre@ellardlimousines.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I love meeting interesting people from all over the world. I have been offering holiday houses on the beautiful south coast for over 15 years. This has been a very successful and enjoyable way of funding retirement.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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Thank you for reading my submission.

Regards,  
Deidre Ellard  
220 Woodhill Mountain Rd  
Broughton Vale, Nsw 2535



---

**From:** CHERRI STANDFIELD <cherri.standfield@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it supplements our retirement income whilst at the same time provides affordable holiday accommodation for many people who could not afford it otherwise.

We also live in an area that benefits from the additional tourism as hotel accommodation is limited and expensive.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
CHERRI STANDFIELD  
124 Rickard Rd  
Empire Bay, Nsw 2257

---

**From:** Dana Lightbody <danalightbody@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because renting my home does not cover the mortgage.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Dana Lightbody  
56 Cowles Rd  
Mosman, Nsw 2088

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**From:** Ben Neely <bennybigred12@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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## Code of Conduct

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Thank you for reading my submission.

Regards,  
Ben Neely  
215 Araluen Rd  
Moruya, Nsw 2537

---

**From:** Aaron Hook <riverhouse92@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it's an efficient forum to let out my investment property on a short term basis.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Aaron Hook  
92 Kings Creek Rd  
Lawrence, Nsw 2460



---

**From:** Alice WILLIAMS <alice.willy@hotmail.co.uk>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Alice WILLIAMS  
16 Carraboi St  
Wooli, Nsw 2462

---

**From:** Geoffrey Ross <gross@live.com.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because... of the way interest rates are today and being a modest self funded retiree who receives just about nothing from the government I depend on this income to exist Stop bowing down to big money interests such as overseas hotel chains who charge room rates in line with occupancy rates You pay for the empty rooms!

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Geoffrey Ross  
473 Orange Grove Rd  
Blackwall, Nsw 2256

---

**From:** Cat Cameron <planet.dave@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Cat Cameron  
53 Manns Ln  
Glen Innes, Nsw 2370

---

**From:** Barbara Turner <barbaracturner@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because this is something I love to do and something I am really good at. I also love the fact that hosting provides positive benefits to the whole community such as more beautiful homes, gardens, and help local businesses to thrive.

Holiday makers create a really happy vibe which is wonderful to see.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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Thank you for reading my submission.

Regards,  
Barbara Turner  
6 Burns St  
Byron Bay, Nsw 2481



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**From:** Allan McKinnon <allanmckinnon@telstra.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I provide essential accommodation for family and patients visiting the RPA Hospital and others.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Allan McKinnon  
217 Wilson St  
Newtown, Nsw 2042

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**From:** Douglas Macpherson <dougiesic@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Douglas Macpherson  
64 Hargraves St  
Blackheath, Nsw 2785

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**From:** Dobromila Galetova <galetova@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Dobromila Galetova  
9-11 Wascoe St  
Leura, Nsw 2780

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**From:** Fabio Mei <fabioimei007@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Fabio Mei  
5 Old Bangalow Rd  
Byron Bay, Nsw 2481



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**From:** Frank Bonnor <fbonnor@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Frank Bonnor  
18 Nukara Ave  
Hardys Bay, Nsw 2257

---

**From:** Ash Grey <halekulani11@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Ash Grey  
68 Market St  
Sydney, Nsw 2000

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**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
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**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Regards,  
David Smith  
71 Abbotts Lane Ladysmith NSW  
Ladysmith, Nsw 2652

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**From:** Dorothy Lau <dorothylau@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because my house is located in a beautiful suburb and I wish to be able to invite people to visit my local area and provide a place for people to have a nice and relaxing family and friends gathering.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Regards,  
Dorothy Lau  
Liamena Ave  
San Remo, Nsw 2262



---

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**Sent:** Wednesday, 11 September 2019 2:14 PM  
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Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because my husband and I are self employed. We run two small businesses and unfortunately don't have enough income to put aside for "holiday pay". Renting our house for the summer school holidays allows us to have a paid holiday and important time off away from the daily grind with our two children. It has been life changing for us, where as before we would of gone into debt to have a holiday or not had a holiday at all.

We pay taxes on the income we make and ensure our home is safe and secure for all guests. I give the guests a home manual so they are aware how to be safe and enjoy our home.

Because Airbnb guests rate and review your home, you have no choice but to present it at a high standard. We spend all year making repairs, maintaining and improving our home to make it a safe enjoyable place for our family and guests to stay.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired

- Require evacuation or emergency plans and guest education

I currently tick these boxes with my home and endorse that all Airbnb hosts should do the same.

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,

Briar Forrester

17 Koorabel Ave

Copacabana, Nsw 2251

---

**From:** Andrew Beniac <ajbeniac@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Andrew Beniac  
57 McDougall St  
Kirribilli, Nsw 2061

---

**From:** Ezmari El-Ali <ezmari.prinsloo@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Ezmari El-Ali  
54 Angophora Dr  
Rothbury, Nsw 2320

---

**From:** Bruce Mackenzie <3rdwishcat@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,

Bruce Mackenzie

92 Francis Ave

Lemon Tree Passage, Nsw 2319



---

**From:** Amelia Craig <ameliamatthews22@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because it provides extra income.

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Thank you for reading my submission.

Regards,  
Amelia Craig  
48 Gemini Way  
Narrawallee, Nsw 2539

---

**From:** EILEEN WATSON <nickeileenpearce@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we live on a farm, are currently in drought, and haven't enough acreage to sustain us through farm only, but aren't allowed to subdivide either. So no win situation all round! It is very expensive to own and manage land and luckily we have accommodation on the farm that we can generate some income from. If we weren't able to do this we would not survive on the land.

There is also a shortage of accommodation in our area.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
EILEEN WATSON  
6378 The Snowy River Way  
Beloka, Nsw 2628

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**From:** Debra Logan <deb.mitch.logan@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Debra Logan  
4 Hughes Ln  
Marrangaroo, Nsw 2790

---

**From:** Christina Huizing <hchrischris@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Christina Huizing  
81 Lord Sheffield Circuit  
Penrith, Nsw 2750



---

**From:** Charles Drayton <nick.drayton003@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because the income received from hosting supports the charity that my partner and I operate, giving free shoes to the homeless and disadvantaged around Australia.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Charles Drayton  
51 Edgeworth David Ave  
Waitara, Nsw 2077

---

**From:** Chris Verner <chris.verner@vmlearning.com.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Chris Verner  
131 Hammond Dr  
Clothiers Creek, Nsw 2484

---

**From:** Anna mcneill <csassets@aapt.net.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Regards,  
Anna mcneill  
290 Anson St  
Orange, Nsw 2800

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**From:** Despina Karlovasitis <info@innovatehair.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Regards,  
Despina Karlovasitis  
70 Charlotte St  
Campsie, Nsw 2194



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**From:** Charlotte Hand <charlottehand7@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it enables me to help local businesses, improve the state of my acreage that provides home to abundant wildlife that has migrated to our property due to your monstrous destruction caused by the woolgoolgah bypass. Many koalas have been seeking refuge due to all the trees taken down for that highway. My income from Airbnb house sharing my place helps keep the land abundant as well as pay my mortgage to ensure this 15 acres is kept in its current state. Many neighbouring properties are only used for recreational/ farming purposes and ours is untouched. I hope that you realise that your actions have a vast impact on much more than just humans making money from Airbnb.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Charlotte Hand  
16 Amber Pl  
Meerschaum Vale, Nsw 2477

---

**From:** Brian bambach <brianbambach@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Brian bambach  
349 Moffats Rd  
Fishermans Village, Nsw 2324

---

**From:** Tessa Parmeter  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** Suzie Hatherly  
**Subject:** FW: Email subs  
**Attachments:** Holiday rental regulations for NSW Friday 1437.zip

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**From:** Thomas Partalis <Thomas.Partalis@planning.nsw.gov.au>  
**Sent:** Friday, 6 September 2019 2:40 PM  
**To:** Short-Term Rental Accommodation, Code of Conduct <stracode@finance.nsw.gov.au>  
**Cc:** Jasmin Chin <jasmin.chin@customerservice.nsw.gov.au>; Rob Thomas <rob.thomas@customerservice.nsw.gov.au>; Tessa Parmeter <Tessa.Parmeter@planning.nsw.gov.au>  
**Subject:** Email subs

Hi all,

Please see attached for all email subs since Thursday morning.

Cheers,

**Thomas Partalis**  
**Graduate Policy Officer**

Planning Policy | Department of Planning, Industry and Environment  
T 02 8289 6849 | E [thomas.partalis@planning.nsw.gov.au](mailto:thomas.partalis@planning.nsw.gov.au)  
Level 15, 320 Pitt Street, Sydney NSW 2001  
[www.dpie.nsw.gov.au](http://www.dpie.nsw.gov.au)



Planning,  
Industry &  
Environment

*The Department of Planning, Industry and Environment acknowledges that it stands on Aboriginal land. We acknowledge the traditional custodians of the land and we show our respect for elders past, present and emerging through thoughtful and collaborative approaches to our work, seeking to demonstrate our ongoing commitment to providing places in which Aboriginal people are included socially, culturally and economically.*

**Please consider the environment before printing this email.**

---

**From:** Chantal mahoney <chantalmahoney@ahoo.fr>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because this is an important income to support my art practice.

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Regards,  
Chantal mahoney  
15 Hanover St  
Rozelle, Nsw 2039

---

**From:** Donna Zammit <donnazammit1@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
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**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Donna Zammit  
285 Boomerang Dr  
Blueys Beach, Nsw 2428

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Regards,  
Bing kwok  
44 Wallace St  
Bexley, Nsw 2207

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**From:** Andy Gao <andygao3000@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Regards,  
Andy Gao  
5 Johore Pl  
East Lindfield, Nsw 2070

---

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**To:** DPE PS STHL Mailbox  
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Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Frank Maly  
198 Foxgrove Rd  
Canyonleigh, Nsw 2577

---

**From:** Dinah Broers <dinah@ozemail.com.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I recognize that holiday makers come in all types and sizes and that not all holiday makers want to stay in a hotel. I am a host who allows guests to bring their animals with them on holiday. Lots of people want to have their pet dogs / cats with them rather than putting them into a kennel. I am able to provide that opportunity for them by hosting on AIRBNB.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism. Hotels are not the only beneficiaries when other people are allowed to host paying guests.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Dinah Broers  
6 Wyebo St  
Merimbula, Nsw 2548

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**From:** Andrew Moss <andrwoss@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Andrew Moss  
78 Goodhope St  
Paddington, Nsw 2021

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**From:** Charlotte de Freyne <defreynehood@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it allows me to make some income and at the same time have enough flexibility to spend quality time with my 4 young children and not have to put them into daycare and aftercare.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Charlotte de Freyne  
32 Grove St  
Lilyfield, Nsw 2040

---

**From:** Barb Perry <barbperry@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Barb Perry  
1 Wasdale Grove  
Lakelands, Nsw 2282

---

**From:** Adrian Howe <howea1313@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it helps support my retirement income.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Adrian Howe  
74 Hutton Rd  
The Entrance North, Nsw 2261

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**From:** Douglas Abdiel <abdieloug@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Douglas Abdiel  
34 Chalmers St  
Surry Hills, Nsw 2010

---

**From:** Annette Mavin <amavin2@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Annette Mavin  
55 Korora Basin Rd  
Korora, Nsw 2450

---

**From:** Fergus Mcwhirter <cfmcwhirter@exemail.com.au>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Fergus Mcwhirter  
10 West St  
Bermagui, Nsw 2546

---

**From:** Amanda Davey <amandadavey090@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes



or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Amanda Davey  
13 Dudley St  
Bondi, Nsw 2026

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 1:43 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 13:43

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Diane

**Last name**

Hall

**Name withheld**

No

## Info

**Email**

[dianethall@aol.com](mailto:dianethall@aol.com)

**Suburb/Town & Postcode**

Manly 2095

**Submission**

I want to protest at this proposed legislation. I live in the UK, am an Australian citizen by birth, pay taxes in your country and own an apartment in Manly which is used for holiday rentals when I am not staying in it. I am cash poor and cannot afford to pay the mortgage if the holiday rental income is limited to 180 nights a year and you will be forcing me to sell my beloved Manly home which I use to visit my family in the area when I have saved up enough money every two years to come and see my children. It's disgraceful what you are proposing to do. Almost no one ever stays for longer than three weeks, who ever gave you the idea that that may make a suitable exception? We get some bookings for one week or more but three weeks is almost unheard of! The licensed agency that manages my property are very conscientious and there have never been any complaints as a result of the guests staying in my property because they are properly managed by professionals. Why can't you come up with some system to ensure anyone who manages these properties are qualified, trained and licensed to do so thereby minimising impact for

other residents? To tell people they can only do rentals for 180 nights of the year rather than actually try to improve the management is such a poor approach that is going to totally ruin tourism in the city. Why haven't you come up with more sensible ideas? At the very least the 3 week exception needs to be taken down to 1 week to give us any hope of making this work still.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 1:17 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 13:13

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Robert

**Last name**

Henke

**Name withheld**

No

## Info

**Email**

[robert.henke@yha.com.au](mailto:robert.henke@yha.com.au)

**Suburb/Town & Postcode**

Sydney

**Submission file**

[boa-submission-to-the-department-of-planning-sept-2019.pdf](#)

**Submission**

To whom it may concern

Please find attached the Backpacker Operators Association NSW Submission on the Department of Planning and Environment's Explanation of Intended Effect Short-term Rental Accommodation Planning Framework.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 1:06 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 13:02

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Alison

**Last name**

Stawell

**Name withheld**

No

## Info

**Email**

[astawell@bigpond.com](mailto:astawell@bigpond.com)

**Suburb/Town & Postcode**

Hawthorn

**Submission file**

[stra-code-of-conduct-and-registration-feedback-\(2\).pdf](#)

**Submission**

I believe there are some very different areas of Byron shire which perhaps require different treatment. New Brighton has always been a "holiday" village with still many holiday rental properties and few permanent residents.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 12:40 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 12:39

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Carolyn

**Last name**

Fletcher

**Name withheld**

No

## Info

**Email**

[carolandfletch@bigpond.com](mailto:carolandfletch@bigpond.com)

**Suburb/Town & Postcode**

2481

**Submission**

B and B letting in Byron Bay is out of control. More and more so called Granny Flats are being passed through Council in this Shire. Owners in many cases are moving into these approved dwellings and then renting their own homes as B and B,s. which shouldn't be allowed. We know this as it is happening in the street where we have resided for 20 years. We have spoken to one home owner who's plans are in Council at the moment for an additional building and He says is not legal but "everyone' does it.!!!!

These B and Bs are causing young families to be forced out of their abodes because of exuberant rental prices.

We need to stop this happening.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 12:20 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 12:19

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Campbell

**Last name**

Mckellar

**Name withheld**

No

## Info

**Email**

[cmckellar49@gmail.com](mailto:cmckellar49@gmail.com)

**Suburb/Town & Postcode**

Myocum 2481

**Submission**

as a resident,property owner and business owner i wish to strongly object to Holiday letting being allowed for more than 90 days per year.This should include 21 day periods .I am referring to property where the owner does not live at the property but even where the owner lives at the property 180 day letting should be the maxmium allowed. Any holiday letting should be closely regulated by the local council NOT the state government. Holiday letting creates a negative influence on the local community by restricting accommodation for local residents and making rent too expensive.

**I agree to the above statement**

Yes



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 12:08 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 12:08

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Brian

**Last name**

Pearson

**Name withheld**

No

## Info

**Email**

[bspearson43@gmail.com](mailto:bspearson43@gmail.com)

**Suburb/Town & Postcode**

Braddon ACT 2612

**Submission**

I submit that a central issue in this matter is the definition of short term. The discussion paper proposes that rentals of longer than three weeks be excluded from the effects of the legislation, both major and subsidiary. In effect, rentals of more than three weeks will not be considered to be short term. It is my contention that this is too long a period and that a systematic investigation of the rentals provided by Tourist and Visitor Accommodation providers would show that the average, however calculated, would be for less than one calendar week. The possible exception to this would be providers of specific types of accommodation in specific areas during holiday periods. My basis for these comments is my own experience as an owner and lessor of a house at Malua Bay. I therefore submit that on the basis of equity, rentals of more than one calendar week rather than three weeks should be excluded.

In making this submission I acknowledge that I am not a member of the New South Wales public. However, my wife and I own a unit in Sydney which we use privately but also make available for short term rental to help defray costs so I trust that, as an interested party, my views will be taken into consideration.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 11:57 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 11:56

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Christine

**Last name**

Guinand

**Name withheld**

No

## Info

**Email**

[guinand.christine@gmail.com](mailto:guinand.christine@gmail.com)

**Suburb/Town & Postcode**

Suffolk Park 2481

**Submission**

Short Term Holiday Letting is destroying the fabric of our community. People who work here cannot find anywhere to live. Air BnB properties in Byron Shire have doubled in 3 years! Most of these are owned by investors and property speculators who are driving up prices and destroying the permanent rental market in our shire.

The new proposed State Environmental Planning Policy (Short-term Rental Accommodation) 2019 under the Environmental Planning and Assessment Act 1979 will entrench Short Term Holiday Letting in our Shire and change it for good. There are 2,572 whole homes listed on Air BnB in Byron Shire! Only 725 listings are for private rooms in people's homes.

In other parts of the world governments are placing restrictions on Air BnB but in NSW the state government

appears to have allowed the short term letting accommodation industry to write the rules to the detriment of local population.

We need to cap the number of nights to 90 to turn this situation around and make it a less profitable business, and go back to having neighbours instead of strangers.

The law should support the residents.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 11:45 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 11:45

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Catherine

**Last name**

Gorrie

**Name withheld**

No

## Info

**Email**

[catherine@bfcs.com.au](mailto:catherine@bfcs.com.au)

**Suburb/Town & Postcode**

Penrith 2751

**Submission**

Division 2 Short-term rental accommodation—complying development  
13 Complying development—non-hosted short-term rental accommodation  
(e) no part of the lot on which the dwelling is situated is bush fire attack level-40 (BAL-40) or in the flame zone (BAL-FZ),

I believe this should be changed to state that no part of the dwelling is subject to BAL 40 or Flame Zone, as making it relevant to the lot is too onerous

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 11:35 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 11:35

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Annie

**Last name**

Snell

**Name withheld**

No

## Info

**Email**

[anniesnell@snelldesign.com](mailto:anniesnell@snelldesign.com)

**Suburb/Town & Postcode**

Northbridge

**Submission**

Short term holiday rentals have been around for many years. The only change is the platform in which they are booked which now allows the owner more control over letting to the best fit guest and reduced fees. Why should there be a change to this. It has been working well for decades.

Given the small percentage of short-term rental properties that provide accom for more than 12 guests it seems arbitrary. If someone is lucky enough to have a large house then they shouldnt be disadvantaged.

Limiting the number of guests per bedroom is ridiculous. Our children always sleep with us in our room when we go away. Australian holidaying has always included multiple bunk beds in a room where kids can have fun together!

I support the concept of smoke detection in each room but definitely not the exit sign requirements. We also live in our property and would hate to see it looking commercial with exit signs. The BCA does not require these measure for residential house so it should not be included.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 11:30 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 11:28

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Dailan

**Last name**

Pugh

**Name withheld**

No

## Info

**Email**

[dailan@tpg.com.au](mailto:dailan@tpg.com.au)

**Suburb/Town & Postcode**

2481

**Submission file**

[submission-to-code-of-conduct-for-short-term-holiday-letting.pdf](#)

**Submission**

attached

**I agree to the above statement**

Yes



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 11:22 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 11:21

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Ella

**Last name**

Pike

**Name withheld**

No

## Info

**Email**

[info@beachesbyronbay.com.au](mailto:info@beachesbyronbay.com.au)

**Suburb/Town & Postcode**

2481

**Submission**

I disagree with the proposed law. The economy is Byron should be going to the local owners running hotels not hosts who are not living in Byron.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 10:39 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 10:20

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Bruce

**Last name**

Penman

**Name withheld**

No

## Info

**Email**

[bpenman@optusnet.com.au](mailto:bpenman@optusnet.com.au)

**Suburb/Town & Postcode**

North Ocean Shores 2483

**Submission file**

[stra-code-of-conduct-and-registration-feedback.pdf](#)

**Submission**

My main submission points are:

- the installation of a lighting system in hallways is excessive for a standalone dwelling, unless it is part of a smoke alarm.
- the definition of "bushfire prone land" needs to be clarified and defined, so that it is clear to participants, and only applies to the very high bushfire risk areas in regional areas.
- where the framework documents refer to limits on number of days (ie 365, 180 etc) it needs to be clear that this applies to actual number of days of rental, and not to number of days available for rental. It is unusual for any

property to have 100% occupancy and so the number of actual rental days, will be less than the number of days available for rental. So the day limits stated in the SEPP in particular LGAs, need to be stated/defined as "rental days" not "available for rental days", as that should be the intention.

The balance of my comments are included in the attached submission.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 10:35 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 10:35

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

David

**Last name**

Coyne

**Name withheld**

No

## Info

**Email**

[dhc143@gmail.com](mailto:dhc143@gmail.com)

**Suburb/Town & Postcode**

Coorabell

**Submission**

hello,

i am a 17 year resident of the byron shire. i have enjoyed the area since the mid-seventies. over the years one of the most significant changes has been the upward spiral of the rental market. i know people who began to speculate on real estate since the 70's, buying properties and renting them out long term. this had a somewhat neutral trending effect on affordability. now the trend towards AirBnB has changed everything. just in my neighbourhood alone, many many properties are now listed on holiday rental sites, and in town and closer to the beach it is even more prevalent. this has destroyed the amenities of many neighbourhoods, made it impossible to find long term rentals at reasonable prices driving many long standing citizens out of the area, and changed the feeling of the shire at large.

i believe this is one of the most important issues to be dealt with and brought under control if our shire is going to

survive as a place to live, rather than just a place to come and party, go to festivals, and helicopter in for the weekend.

please stand up for our town and our shire and find a way to limit this cancer to our possible enjoyment of our homes, which is very much under threat at present.

thank you.

D. Coyne

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 10:26 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 10:25

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Benjamin

**Last name**

Mannaa

**Name withheld**

No

## Info

**Email**

[ben\\_mann13@hotmail.com](mailto:ben_mann13@hotmail.com)

**Suburb/Town & Postcode**

Mullumbimby 2482

**Submission**

AirBNb home letting is having a disastrous impact on the health and well being of the long term and permanent residents our shire. The cost of living and availability of comfortable livable premises has been severely impacted by the huge influx of whole properties being short term let year round - over 3000 homes in Byron Bay Area alone. Where do residents go? Something needs to change immediately before complete devastation of community health, welfare and culture. When will those who short term let through sites such as Airbnb be charged Income Tax on this enterprise such as Uber drivers must declare as Income or is this only the case because many politicians have multiple investment properties and are never condemned to driving a ride share vehicle to make means to end. A heavy tax must be implemented on the short term letting industry to bring about some balance that which has been heavily skewed in favour of the short term lessor/investor to the utter detriment of a healthy community.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 10:23 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 10:22

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Barb

**Last name**

Alysen

**Name withheld**

No

## Info

**Email**

[b.alsen@bigpond.com](mailto:b.alsen@bigpond.com)

**Suburb/Town & Postcode**

Newtown 2042

**Submission**

**BACKGROUND**

This submission is based on the experience of living next door to an unhosted Airbnb rental for more than 2 years. The STRA next door, which was previously a small 2 bedroom terrace, was adapted for STRA to 3 bedroom dwelling by converting much of the communal living space to a third bedroom. Group activity in the house has thus been forced outside. The house, once home to 2 people, is listed as suitable to sleep 8. At times, the noise late at night and early in the morning is intolerable and affects at least a dozen neighbouring properties.

The host has never responded to written requests about noise and for his contact details. Lodging a complaint via the Airbnb website is an unnecessarily complex procedure and seems to result only in a response that the complaint will be passed on to the host. Self-regulation, in my experience, has failed.

**RESPONSES**

1. Page 7: The change to the previously exhibited policy to include the exemption of 21 or more day bookings from the 180 day cap is an unacceptable concession to the STRA industry and will adversely impact on local residents and those wishing to rent properties in sought-after inner-city areas. I hope the review will look closely at the implementation of this (should it go ahead) to ensure there is no abuse by industry.

2. Page 8, Question 2: Are there any elements of the draft instrument that are open to misinterpretation or require further clarification?

The stipulation that the carrying capacity of a STRA unhosted dwelling should be limited to 2 persons per bedroom is too generous and does not account for hosts reconfiguring dwellings to add bedrooms and reduce communal space. This requirement should also take into account the total square metre space of the house.

I did not see any reference to dwellings being 'child safe'. Surely this is a consideration.

The requirement for multiple smoke alarms is obvious. But inner city properties often have windows with fixed bars preventing easy exit from upper floors. They also frequently have old, dry timber staircases and security doors that lock from the inside. Guests may have just a single set of keys between them. The regulations proposed for 'dwellings in multi-unit buildings only' should apply to all un-hosted dwellings.

3. Page 10: Question 6: Are the specific obligations on booking platforms ... industry participants? Why?

The contact details (specifically mobile phone numbers and email addresses) of hosts should be provided to neighbours and owners' corporation personnel as a matter of priority. Hosts should be required to respond to and deal with complaints from neighbours in real time (just as they respond to communication from paying guests) especially at unsociable hours. This is not an onerous imposition on hosts. If hosts understood they would be required to respond to neighbours overnight they would likely ensure that problems did not occur in the first place. Unhosted STRA properties should be required to display signs advising guests of their obligations in relation to neighbours (just as registered accommodation and other licensed premises do).

4. Page 11: Question 8: Are the grounds for recording a strike fair and reasonable?

The bar for guests failing to comply with an obligation to a neighbour (eg. a STRA guest acting violently) has been set far too high and reflects an unacceptable concession to STRA owners and hosts as opposed to other community members. Noise and disruption which prevent neighbours from sleeping are not 'minor' matters. Two such episodes should be considered as a strike against a host.

5. Page 17: Questions 30 and 31:

If self regulation is permitted (though I don't feel this industry has earned that privilege) it should be required to report data to the state government and local councils at least quarterly and all information on the register should be made public so that other stakeholders (such as neighbours) are able to evaluate its veracity and impact.

6. Page 18: Question 33: How much lead-time ...?

The legislation for these changes was passed over a year ago. Industry has had plenty of time to plan for them. Lead-time should be no more than 3 months. Community members – including neighbours – have already been forced to wait a year for relief.

**I agree to the above statement**

Yes



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 10:01 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register, Potential Duplicate

Submitted on Wed, 11/09/2019 - 09:56

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Fred

**Last name**

Tuckwell

**Name withheld**

No

## Info

**Email**

[sp38936@71victoriast.com.au](mailto:sp38936@71victoriast.com.au)

**Suburb/Town & Postcode**

Potts Point NSW 2011

**Submission file**

[waratah-stra-submission---update-11092019.docx](#)

**Submission**

Good Morning

Please accept the attached revised submission in place of the submission provided yesterday about 4.10 pm. That original submission contained an unfortunate typo that could be considered sexist and needed to be corrected, which has been done in the attached.

Please accept my apologies for the inconvenience.

Regards Fred Tuckwell

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 9:53 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 09:52

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Anthony

**Last name**

Houghton

**Name withheld**

No

## Info

**Email**

[anthony.houghton@berry.org.au](mailto:anthony.houghton@berry.org.au)

**Suburb/Town & Postcode**

2535

**Submission file**

[stra-letter-11-09-19.docx](#)

**Submission**

Please find attached from the Berry Chamber of Commerce & Tourism

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 9:33 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 09:20

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Anna

**Last name**

Bowman

**Name withheld**

No

## Info

**Email**

[abowman@begavalley.nsw.gov.au](mailto:abowman@begavalley.nsw.gov.au)

**Suburb/Town & Postcode**

Bega 2550

**Submission file**

[response-to-dpie-11-september-2019.docx](#)

**Submission**

Submission is provided on behalf of Bega Valley Shire Council

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 9:24 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 09:24

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Anthony

**Last name**

Cordato

**Name withheld**

No

## Info

**Email**

[ajc@businesslawyer.com.au](mailto:ajc@businesslawyer.com.au)

**Suburb/Town & Postcode**

Sydney

**Submission**

Thank you for the opportunity to make a submission.

And all praise to your methodology of issuing an informative discussion paper and draft legislation for public comment.

My submission takes the form of responses to the 36 questions in the discussion paper.

Q 1 The form works well.

Q 2 In the SEPP, reference short-term rental accommodation arrangement as defined in the Fair Trading Amendment (Short-term Rental Accommodation) Act in the definition of short-term rental accommodation; also, I am intrigued by the use of the word 'existing' as in 'existing dwelling' in the definition - does it mean that the use can only be valid for dwellings in existence at the date the SEPP commences? Could s 8(h) of the Residential Tenancies Act 2010 be amended by substituting 'short-term rental accommodation' for 'a holiday'? In terms of the Safety

Standard, where the dwelling is a lot in a strata scheme, a clear indication that the cost of compliance with the fire safety requirements is to be borne by the owner, tenant or permanent resident who carries on the short-term rental accommodation, and not the owners corporation, will resolve many potential disputes.

Q 3 Either 14 to 21 days is an appropriate borderline between holidays and executive rentals. Flood control restrictions should apply only to 1 in 20 or greater chance of flooding because large areas of Sydney and regional NSW have flood control affectations imposed for a reason, but not sufficient to make them ineligible for short-term rentals without a complying development application. The Bushfire Controls are appropriate.

Q 4 Add \* register their properties on the register; \* comply with fire safety standards.

Q 5 Annual registration renewal forms should be required which contain provision for information such as how many days of use in the past 12 months - all registrations should be 1 January - 31 December.

Q 6 Annual registration renewal forms in which the host certifies compliance with these obligations - just like motor vehicle registration renewals require a mechanical inspection and third party insurance.

Q 7 A complaints form on the Department's website with categories for complaints would help.

Q 8 The definition of 'strike' needs to be clear to reduce disputes.

Q 9 What right to privacy is there for people who have behaved badly and are banned from any industry? Many industry and professional registers display the names of banned people, readily accessible by internet search.

Q 10 The due process outlined is satisfactory.

Q 11 No comment.

Q 12 I think so.

Q 13 The current list is satisfactory.

Q 14 & 15 Serious consideration should be given to harmonising the application of the code to participants excluded in 22C, but only after appropriate consultation with their industry. They are all offering tourist accommodation services.

Q 16 Yes.

Q 17 An annual registration fee per property is needed - payable in the same way as motor vehicle registration / driver's licence renewals, are paid.

Q 18 The participants can decide between themselves who pays. The register should be extended to other operators in the tourist accommodation industry, such as bed & breakfast facilities, eco-lodges, to stop short-term rental participants from re-badging as an operator such as a B&B to avoid registration and other compliances.

Q 19 Yes.

Q 20 The register be maintained by the Office of Fair Trading, not by the industry.

Q 21 & 22 See above.

Q 23 Publicly accessible.

Q 24 Registration is mandatory for use of a dwelling for short-term rentals of more than 30 to 60 days in total - failure to register and maintain registration should be an offence.

Q 25 The register is publicly accessible, annual registration renewals.

Q 26 Yes - imposed on the owner, tenant or permanent resident who carries on the short-term rental accommodation.

Q 27 Ownership and participant details, contact details, address of property, type of property, if hosted or non-hosted, and booking platform used.

Q 28 Their details should appear on the property registration.

Q 29 The administrator of the register.

Q 30 Yes - see Q 27.

Q 31 Yes - but in the annual registration renewal form, details of which should be publicly available.

Q 32 Yes - as much as possible - see Q 27.

Q 33 Until 30 June 2020.

Q 34 Realistically, 1 July 2020.

Q 35 The scope of the review is wide enough.

Q 36 The register, with details described in Q 27.

Feel free to contact me for clarification and further assistance.

### **I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 9:23 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 09:22

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Alexander

**Last name**

Bosin

**Name withheld**

No

## Info

**Email**

[alexbosin@hotmail.com](mailto:alexbosin@hotmail.com)

**Suburb/Town & Postcode**

Suffolk Park / 2481

**Submission**

As a family man and business owner in tourism I can see the negative impact of AirBnB in our community. I totally agree on a short term restriction of 90 days. Everything else destroys a healthy sustainable community. Most of us life from the tourism but I can see as well that more and more jobs in the tourism are done by backpackers which come to town live in a shared house stay here for a few months and move on instead of locals. Most locals can't afford anymore to live hear. The house prices got to expansive due to an undersupply. It was really complicated for my family to find a house to rent ( we pay \$750 for 3 bed rooms) in the area and unfortunately we need to move out next year again. There are no houses in this price range available to rent. My kids going hear to school and day care. I don't want to take them out the community and move to a new area. I can see how more and more houses getting bought by investors and converted to luxury holiday rental properties. These investors don't care about neighbours or a safe community. There are more foreigner number plates on the road with holiday makes which don't respect

locals. Unfortunately the town is losing a healthy community.  
Please make sure to reduce the max number to 90 days for an AirBNB to keep a town alive.

**I agree to the above statement**

Yes



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 9:03 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 09:02

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Bryan

**Last name**

Havenhand

**Name withheld**

No

## Info

**Email**

[bryan@fastmail.com.au](mailto:bryan@fastmail.com.au)

**Suburb/Town & Postcode**

2300

**Submission**

We have an investment property in a block of four. One apartment has recently gone into short-term rental arrangements with Airbnb. The other three, including ours, have long-term rental arrangements and intend to continue with that.

If the new legislation requires changes to existing arrangements and conditions (e.g. fire signs, safety modifications etc.) to cater for short-term rental tenants then these should not be a responsibility or cost for strata but for those offering short-term rental.

Short-term rentals generally have a higher return on their property and therefore they should cover the additional costs of having short-term tenants on the property.

There is growing problem in some areas of short-term rentals driving out long-term rentals. The strata body should

not be made to pay, and therefore, encourage this trend.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 8:58 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 08:58

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Brian

**Last name**

Harrison

**Name withheld**

No

## Info

**Email**

[oharriso@bugpond.net.au](mailto:oharriso@bugpond.net.au)

**Suburb/Town & Postcode**

2011 Potts point

**Submission**

We operate zing and original backpackers in Potts point . We have been in the hotel tourism industry for the last 25 years . Over the last 5 years we have faced increasing competition from unregulated bodies due to the changing digital world such as air bnb .

Our business turnover has been plummeting . We think it is unfair that air bnb and other accommodation entities are able to operate at all, with limited controls . The damage caused to the hotel industry has been prolific.

We have many expenses such as insurance and fire certification councils rates. We have a 24 hour office to control noise.

Please do something to stop this and make it fairer for hotels that have invested a lot of capital and effort to create great accommodation spaces in Sydney n

regards Brian Harrison

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 8:10 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 08:10

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Allison

**Last name**

Knox

**Name withheld**

No

## Info

**Email**

[a-knox@hotmail.com](mailto:a-knox@hotmail.com)

**Suburb/Town & Postcode**

2064

**Submission**

One problem we have with very short term residents in an apartment in the building where I live is often they cause excessive noise about which we cannot take effective action against the Owner of the apartment through the Strata Legislation nor Municipal Council processes because each particular noise-maker has left before the noise complaint can be acted on. That is, by the time a Notice To Comply has been sent to the Owner of the Lot any particular noise-maker has vacated. Also, if the noise-maker does not open the door on which-ever later date when a Municipal Council inspector knocks then there is no evidence to Council that there is any person resident and thus Council cannot take action against the Lot Owner.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 7:32 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 07:31

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Bianca

**Last name**

J-S

**Name withheld**

No

## Info

**Email**

[bianca@conceptualcreatures.com.au](mailto:bianca@conceptualcreatures.com.au)

**Suburb/Town & Postcode**

2580

**Submission**

The new 'fire' legislation would only serve to break the economy more than what it already is. Spending on property, local tourism and many other areas would go down. Tourists themselves won't venture out as much if there isn't suitable accommodation in the area that they're looking to stay. Some Airbnb operators will likely be put out and remove their dwelling from the website.

Airbnb is like staying at a friend's house. They don't need a map out the door. So long as there's sensors, necessary fire extinguishers and blankets, etc, it's all that matters.

Over regulating can just end up opening a big old can of worms that would have been best left alone.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 11:22 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Tue, 10/09/2019 - 23:21

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Anthony

**Last name**

Smith

**Name withheld**

No

## Info

**Email**

[anthonymsmithcontact@gmail.com](mailto:anthonymsmithcontact@gmail.com)

**Suburb/Town & Postcode**

Lennox Head 2478

**Submission file**

[anthony-smith-submission-10:9:2019.docx](#)

**Submission**

10th September 2019

Anthony Smith  
PO Box 1209  
Byron Bay 2481

I moved to Byron Shire in 1993 and have lived in the area for 25 years relying on rental properties. During recent years the explosion in holiday letting and Airbnb led to a massive increase in rent in Suffolk Park where I had been living for the past 14 years and then a shortage of rental properties being available on the market. In 2014 the home I was living in Suffolk Park was sold to an investor whose intention was to not renew our lease, but maximise income through Airbnb. At the time the only way to maintain a rental was to negotiate a highly disadvantageous lease where we were able to remain in the home but needed to move out several times a year during holiday periods. We accepted this arrangement due to the scarcity of other rentals. After enduring this arrangement for a number of years the home was sold again, with the result being us entering the rental market again.

The enormous jump in entire homes in Suffolk Park and Byron Shire being listed on Airbnb left us in the situation where rents had risen approximately \$400 a week or more for a comparable property in only a few years. After numerous home inspections and applications where up to 30 couples were attending and handing in application forms, we were unable to secure the lease even though we had 15 years of continuous references and were both employed professionals. We eventually accepted that we have been forced out of the area and accepted a rental in Lennox Head in the neighbouring shire.

During the 14 years that I lived in Suffolk Park, I watched the invasion of holiday lets and short-term rentals on Airbnb and the impact of loss of community and quality of life that came with it. The streets that we lived in had a number of notorious party homes where Airbnb clients created constant noise disturbances and rubbish issues as well as parking issues on the street with each unit or home often having several cars on the lawn or parked in front, jamming the street. We watched a street go from a collection of neighbours to strangers with no regard for the consequences on others. During this period I also watched a large number of friends move their families out of Suffolk Park as they suffered the same fate as us with lack of rentals.

In my mind these residential areas were never designed to be places where commercial hotels or businesses offering accommodation were meant to be. It appears that local council has lost its ability to regulate and to maintain the structures that support community.

I strongly support the moves to legislate the limits on holiday letting and Airbnb now that it is abundantly clear the negative impacts that have come with its unregulated rise in our local area. I genuinely believe these limits are crucial in supporting the people and families living in the area and their rights to live in respectful and positive communities.

Please feel free to contact me about my submission contact.

thanks  
Anthony Smith

**I agree to the above statement**

Yes



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 10:47 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Tue, 10/09/2019 - 22:46

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Delamay

**Last name**

Patron

**Name withheld**

No

## Info

**Email**

[yoga.rhythms@yahoo.com](mailto:yoga.rhythms@yahoo.com)

**Suburb/Town & Postcode**

2481

**Submission**

Please don't do this.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 9:29 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Tue, 10/09/2019 - 21:28

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Anthony

**Last name**

Geoghegan

**Name withheld**

No

## Info

**Email**

[apgeoghegan@hotmail.com](mailto:apgeoghegan@hotmail.com)

**Suburb/Town & Postcode**

Kenthurst 2156

**Submission**

You need to explain why the Blue Mountains is suddenly considered as part of Greater Sydney. People travel to the Blue Mountains for a get-away. The local community in the Blue Mountains heavily relies on tourism unlike the rest of Sydney. It is a very different economy to the likes of Parramatta, Penrith, Balmain, etc.

Introducing this harsh new set of rules will cripple the local communities in the Blue Mountains for the following reasons:

- the vast majority of homes used for Short Stay rental are in Bush Fire rated areas. People want to get away and stay in remote areas with bush views.
- most rentals are older style homes meaning that they will not be able to comply with BAL29+ conditions.
- this results in these houses being removed from the short stay market.

- The hotels in the area are not capable of picking up the difference simply because there isn't a large number of hotels in the area.
- hence the local community suffers as tourism decays.

An example:

We have a short stay rental house in Mount Victoria and there are no hotels in this town. When tourist numbers drop (and under this scheme they have to drop) this will decimate the local economy. Not clever.

If such a scheme is introduced (and I certainly hope it isn't) you need to consider that homes that have met AS3959 (Bushfire code) and have already received an Occupation Certificate, should not have to re-apply to council for a Complying Development certificate. Our rental house was built post 2009 and complies however we fail to see why we should pay for yet another certificate after already meeting all the strict bushfire codes of AS3959 (which cost tens of thousands of dollars!!).

Why is a home in Blue Mountains restricted to 180 days of rental? If the house complies then it shouldn't matter if the house is rented 1 day or 365 days a year. This makes no sense at all.

Hotels are a very expensive option for a family. Short stay rental houses fill this gap very nicely and provide a better family friendly environment.

In summary, you are introducing red tape to system that is not broken - particularly in a tourist spot like the Blue Mountains. Why does this government want to see tourism rates decimated and local communities severely impacted. This is not smart governance!

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 9:06 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Tue, 10/09/2019 - 21:05

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Clare

**Last name**

Roden

**Name withheld**

No

## Info

**Email**

[rodenclare@gmail.com](mailto:rodenclare@gmail.com)

**Suburb/Town & Postcode**

Callala Bay, 2540

**Submission**

The use of BAL zones to exclude existing holiday homes unfairly disadvantages rural & remote area holiday homes with very limited other accommodation options with ripple effects that will impact jobs & the local economy, with further effects on the property prices & future rates of properties in the area

-The limitation of guests per bedroom is neither fair or equitable as not all houses are the same.

-The current system is not broken so don't try to fix it for rural & remote area's that had holiday homes prior to the sharing economy with no problems

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 9:01 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Tue, 10/09/2019 - 20:59

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Caitlin

**Last name**

Richards

**Name withheld**

No

## Info

**Email**

[Caitlin.richards@cpbcon.com.au](mailto:Caitlin.richards@cpbcon.com.au)

**Suburb/Town & Postcode**

Potts Point 2011

**Submission file**

[submission-on-stra-regulation--10-9-19.pdf](#)

**Submission**

see attached letter

**I agree to the above statement**

Yes

---

**From:** Breemiloy Homestead Hunter Valley <breemiloy@gmail.com>  
**Sent:** Tuesday, 10 September 2019 8:53 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 8:29 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Tue, 10/09/2019 - 20:28

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Geoff

**Last name**

Carne

**Name withheld**

No

## Info

**Email**

[gdcarne@gmail.com](mailto:gdcarne@gmail.com)

**Suburb/Town & Postcode**

Bexley North

**Submission**

As an owner operator of several holiday rentals (& permanent rentals) this current draft is quite disturbing & poses more questions than it solves.

The lack of response time makes me ponder why this is being pushed through, without ample time to communicate this with all stake holders. The speed of which this is being pushed through makes me ponder as to the intent of some of the legislation & whether the agenda is more on political or other unknown grounds instead of regulation of STRA as this short response timeframe can hardly be seen as Transparent.

The use of BAL zones to exclude existing and or future homes from STRA unfairly disadvantages rural & remote area's with very limited other accommodation options. The ensuing ripple effects will impact jobs & the local



economy, in our area this will force the closure of 50% of current STRA's which provide critical jobs & spending by visitors staying in them at local businesses & tourist operations.

Additionally this divide in use will affect the valuations & future sale prospects which is neither fair or equitable. This then leads to the question of will there be some sort of compensation for people whom don't have STRA which see their property values go down in a marke in which it is harder to sell? This again will not be fair to those who own properties that qualify for STRA by BAL zoning, whom will have to pay higher rates as the rates are determined by property values in most areas. Given that there is a higher proportion of retirees in our area, again how is it fair & equitable?

What is the driver behind this? I ask as for permanent rentals there are no such limitations on use defined by BAL zoning or the need to retrospectively comply which in many cases will be up to \$45000-\$50000 to do so, if it actually can be done.

I note that the last bush fire incident Callala Beach had, of the 4 sets of guests we had booked in, 1 set elected not to come & 2 sets delayed their arrival until after the event so actual risk to public safety was reduced by having properties in the BAL40 zone vacant. (Note there was no loss of assets in the event)

The limitation of guests per bedroom is neither fair or equitable as not all houses are the same. What is the driver not to continue with the current code of conduct which everyone has to comply with when using listing sites? Again this section in particular is not broken.

In Short, the current system is not broken so don't try to fix it for rural & remote area's that had holiday homes prior to the sharing economy with no problems. I think there really needs to be a delineation between urban/metro (City) & traditional STRA area's as, in my opinion, the problems are in the urban area's with the advent of the Airbnb enabled amateur's.

I don't think the one size fits all approach should be implemented & particularly the theoretical BAL restriction concerns, would be better addressed through the complying development process, assuming the driver for BAL restrictions is guest/public safety.

I am happy to be contacted

Kind regards

Geoff

**I agree to the above statement**

Yes

---

**From:** caroline billingham <caroline\_billingham@bigpond.com>  
**Sent:** Tuesday, 10 September 2019 8:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Kind regards,  
Caroline Billingham  
[www.berrydowns.com](http://www.berrydowns.com)  
0419463100

---

**From:** DL Tato <dltato@yahoo.com>  
**Sent:** Tuesday, 10 September 2019 8:08 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** recorded in DPIE subs register, recorded and not sent to DCS

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
DL Tato  
20 Bogan St  
Parkes, Nsw 2870

---

**From:** Brad Screen <ablandscaping@optusnet.com.au>  
**Sent:** Tuesday, 10 September 2019 8:05 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW  
**Attachments:** STRA Code of Conduct Submission\_Sub.pdf

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens and that all parties, specifically Platforms and Guests should be held to account for their actions and that the burden should not just be overwhelmingly borne by Letting agents and property owners as is the current proposal.

Please find attached my Submission,

-----  
Thankyou.

Brad Screen (A&B Lawns and Landscaping).  
mobile – 0414 926 871 office – 42 841 674  
[ablandscaping@optusnet.com](mailto:ablandscaping@optusnet.com)

---

**From:** Ann McCormack <annmack0406@gmail.com>  
**Sent:** Tuesday, 10 September 2019 7:46 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** recorded and not sent to DCS, recorded in DPIE subs register

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

I enjoy sharing my home with guests it's a choice I wish to keep.

Since I have worked all my life and now in Aged care industry that is so poorly paid I rely on extra income for my rates and now the government has added 2 more years to my retirement age being 67 when I retire.

Thank you for reading my submission.

Regards,  
Ann McCormack  
90 Old Tathra Rd  
Berrambool, Nsw 2548

---

**From:** Daniel Troy <danieltroy2000@yahoo.com>  
**Sent:** Tuesday, 10 September 2019 7:46 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** recorded and not sent to DCS, recorded in DPIE subs register

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Thank you for reading my submission.

Regards,  
Daniel Troy  
14 Church St Goulburn  
Goulburn, Nsw 2580

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 6:40 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission, recorded in DPIE subs register

Submitted on Tue, 10/09/2019 - 18:39

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

David

**Last name**

Predny

**Name withheld**

No

## Info

**Email**

[david.predny@gmail.com](mailto:david.predny@gmail.com)

**Suburb/Town & Postcode**

Sapphire Beach 2450

**Submission**

The draft policy creates enormous problems for residential communities. For example, I live in a Community Title development with medium density houses- several of which are operated exclusively as short term holiday lettings - in other words , they are operating as BUSINESSES in a residential zoning. This creates problems with parking , noise and ( sadly in many cases) anti social behavior. They are often “ party houses “ and the owners exercise no control over their tenant’s unruly behaviors. Other residents have been abused , threatened and spat on when , for example, they have asked the renter to move their cars which they have parked on the neighbor’s lawns and across driveways .

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 4:44 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Dom submission, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 16:43

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Alan

**Last name**

Morrell

**Name withheld**

No

## Info

**Email**

[alan@alanmorrell.net](mailto:alan@alanmorrell.net)

**Suburb/Town & Postcode**

2065

**Submission file**

[submission-on-stra-reforms-nsw-100919.pdf](#)

**Submission**

Thank you for the opportunity to comment. Please find my submission per the attached.

Regards, Alan Morrell

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 4:34 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Dom submission, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 16:34

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

David

**Last name**

Foster

**Name withheld**

No

## Info

**Email**

[david-foster@bigpond.com](mailto:david-foster@bigpond.com)

**Suburb/Town & Postcode**

Breakfast Point

**Submission**

General Comments.

The STRA industry like Uber overstates the benefits and manipulates the regulations for their own benefit.

The following comments are directed at the Strata section of the industry.

Participants must be registered and that information made available to Local Councils, the Taxation Office, Strata Managers and Owners Corporations

My primary concern relates to the definition and use of Host. Where the host is not the owner of the lot, the host must provide written approval from the owner. The reason for this is that an Owners Corporation will seek compensation from the owner if they cannot get it from the tenant or host. If the owner is unaware their property is being used for STRA it makes recovery of damages difficult and costly.

Nothing in the documentation addresses the fact that most Strata Committees take considerable time to act due to

factors such as being volunteers, time between meetings etc. Their needs to be provision for information being made available at least to Strata Managers regarding details of useage, contact details for guests etc so action can be taken against them when required. Unless this can be done quickly the guest has long gone.

The owner and host are responsible for the conduct of guest and must make guests aware of all By-Laws. A Strata Committee is responsible for enforcing Strata, Precinct and Community-By Laws and must be given the means to do so. In your documentation you state in Contravention of By-Laws 6.2.5 the complaint is only accepted if the Tribunal has already made orders for a financial penalty. This is a very long winded procedure and the guest is most probably long gone.

I support the tightening of fire requirements. STRA is a commercial operation and requirements for fire, registration and insurance should be the same as hotels and motels. I would note that few apartments would meet the proposed fire requirements. Many have smoke alarms near but not in bedrooms, few are linked or have escape lighting capabilities. Modifying these instillation would require owner and Owners Corporation approval.

I do not support the exemption for bookings over 21 days. In apartment living we do not like high turn over. Provision should be made to allow rental leases made through and managed by Real Estate Agents for ant rental in excess of 21 days. Otherwise you could have a rolling arrangement with little control over the host actually doing a rental for almost the whole year.

Comments on Draft Code Of Conduct.

Record Keeping Requirements. Owners and Hosts must also keep full records

Obligations

owners/Hosts must also have Landlord Insurance

Information of Guest

Also to be provided to the Lot Owner, Strata Manager, Building Manager.

Obligation to neighbours

Add details of each rental to Strata Manger

5.5.6 Add damage to Common Property

5.6 Facilitators

Must have owners written approval

Contravention of By-Laws

6.2.5 Most Strata issues are contraventions of By-Laws. This section needs to be revised and toughened up.

Discussion Paper

1. Generally ok. Exception change to 21 day or longer bookings. Reason reflects industry position not residents concerns. No justification for excluding it from day count as you have no control over who comes into your building.

2. Yes there are a number of issues which need to be discussed with Strata Representatives.

3. Excellent idea

4. No . Proper registration procedures required. Owners and guests need better protection from unscrupulous hosts.

Insufficient protection of Common Property

issues.

5. More complete information on owner, host, platform organisations, agents, facilitators, host or owners doing their own arrangements, protections in place for guests to prevent them being ripped off.

6. No Ignores owners and hosts not ensuring guests are fully aware of By-Law requirements the guests and their friends must comply with. Tighten the obligation on hosts to look after the guests and not try and put this onto Owners Corporations or Building Managers.

7. No the Industry must pay for a rapid intervention process. Registration and an individual booking fee for each booking could fund this.

8. The owner of the property must be aware STRA is being undertaken and give their approval in writing as part of the registration process. Contravention of By-Laws and damage to common property are the 2 most common problems in strata properties.

9. These are commercial activities therefore privacy is a secondary aspect. How can you prohibit a banned host or guest unless you have the information

10. Yes

11. No. Should be made clearer. Points etc don't mean anything. State it in Dollars.

12 No. Make anyone offering to provide accommodation services included and liable.

13. Same reason. Doesn't matter if they are large or small they must be required to conform to the code and requirements.

14. Yes if they are required to comply with existing regulations or laws

15. None.

16. Yes satisfactory provided an owner has to give any non owner written approval to be a host or facilitator.

17. All hosts should be charged a booking fee for each booking which would be used solely to administer the cost of administering industry and enforcing the code.

18. Only hosts to pay. Only actual cost to be passed on to guest - user pays

19. Don't understand how the penalties work. Fraudulent or criminal activity should be heavy penalties.

20 Registration needs to be taken out of the industry hands and handled by a government authority. The industry can provide the data ( which must be compulsory with each booking) but the regulation and enforcement must be by an independent authority.

21. Hey the industry is trying to undercut the accommodation industry by avoiding having to comply with requirements. Sorry but you cant have it both ways. If you want to be in the STRA industry you have to pay your share of the costs.

22. Total control integrated with the taxation department.

23. The shonks and the manipulators acting only from greed will not want to be involved if the tax department is aware of their activities. Genuine hosts will accept it to be a cost of running a business. Initially there may be some reduction in the number of available rentals but that will recover with time. The conventional rental market will benefit from less disruption

24. Putting in place substantial penalties for not complying fully with registration and code procedures.

25. That would be a matter for the new authority to determine.

26. The host for not registering and the Platform, Agency, Facilitator for promoting or using an unregistered property.

27. All information required for the authority to undertake legal action against host, platform, agent or facilitator.

28. Host register property. Platform(s) or persons promoting property to register they are promoting that registered property. Authority to cross check details agree.

29. Total Control whether it be a central organisation or a regional organisation dealing with properties in their local area.

30. Yes. The name of the property owner and the host should be available as should the name of any platform agent or facilitator promoting the property. People should be able to know who they are dealing with.

31. Yes Monthly and in the case of Strata Properties also to the local council, Strata Manager and Owners Corporation as it affects common property useage, fire and insurance issues.

32. Yes. It is a commercial activity. Also a register if banned hosts and guests should be available.

Kind regards

David Foster

0417420694

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 4:06 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Dom submission, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 16:03

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Debra

**Last name**

Boswell

**Name withheld**

No

## Info

**Email**

[debbozy@gmail.com](mailto:debbozy@gmail.com)

**Suburb/Town & Postcode**

Arcadia Vale 2283

**Submission file**

[submission-on-short-term-rental-accommodation-regulations.pdf](#)

**Submission**

Please see my submission in the attached document.

**I agree to the above statement**

Yes

---

**From:** Changning Wang <wangchangning126@hotmail.com>  
**Sent:** Tuesday, 10 September 2019 3:37 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

I have a business that represents home-owners who wish to host on Airbnb. Airbnb helps these home-owners to pay the mortgage and the bills, and to share their spaces to guests so that they can become part of other communities.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share the homes of our home-owners.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Specifically, I want to comment on the following:

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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Thank you for reading my submission.

Regards,  
Changning Wang  
355 Kent St  
Sydney, Nsw 2000

---

**From:** Blue Ltd <geoff@bluemountainsgetaways.com>  
**Sent:** Tuesday, 10 September 2019 3:35 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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- Respect the ancillary use of the properties we manage for home sharing in the Blue Mountains
- Mandate smoke alarms – either battery operated or hard-wired

#### STRA Property Register

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Thank you for reading my submission.

Regards,  
Blue Ltd  
54 Bellevue Rd  
Faulconbridge, Nsw 2776

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 3:11 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Tue, 10/09/2019 - 15:09

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Ryan

**Last name**

King

**Name withheld**

No

## Info

**Email**

[Ryan.King@burwood.nsw.gov.au](mailto:Ryan.King@burwood.nsw.gov.au)

**Suburb/Town & Postcode**

Burwood 2134

**Submission file**

[burwood-council-submission-letter-to-dpie---short-term-rental-accommodation.pdf](#)

**Submission**

Please see attached letter from Burwood Council

**I agree to the above statement**

Yes

---

**From:** Eva Staehelin <evastaehelin@activ8.net.au>  
**Sent:** Tuesday, 10 September 2019 3:02 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** recorded in DPIE subs register, recorded and not sent to DCS, Purple category

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry, including the North Coast where I have a house in Red Rock.

Red Rock has no commercial accommodation available except the caravan park and holiday makers have relied for years on privately owned houses made available as STRA.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct.

However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on. I am a cattle farmer, if I didn't have the extra income from the STRA I could not keep my farm operating in tough times as we experience at present.

Kind regards,

Eva Staehelin

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 2:59 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Sylvia submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 14:42

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

David

**Last name**

Green

**Name withheld**

No

## Info

**Email**

[ultimobo@hotmail.com](mailto:ultimobo@hotmail.com)

**Suburb/Town & Postcode**

ULTIMO

**Submission file**

[submitted-to-nsw-planning-re-short-term-letting-legislation.pdf](#)

**Submission**

Short-term letting causes continual nightmares for shared residential environments.

Governments have a responsibility to facilitate pleasant residential environments.

For the sake of pleasant residential environments, please allow owners corporations to disallow short-term letting.

Thanking You in Anticipation,  
David Green

**I agree to the above statement**  
Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 1:54 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Sylvia submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 13:54

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Arndria

**Last name**

Seymour

**Name withheld**

No

## Info

**Email**

[arndria.seymour@bigpond.com](mailto:arndria.seymour@bigpond.com)

**Suburb/Town & Postcode**

Sydney 2000

**Submission**

I am an owner of a beautiful top floor 361 Kent Street Sydney residential building and the Treasurer of the Owners Corporation (OC) for the past 5 years. Over the past 2 years our building has been constantly overrun with short term leasing, despite being contra to our Building's DA. We are constantly dealing with over crowding, party central behaviour, excessive wear and tear including damage to our common property. The owners in our building are funding the repair work, whilst the people looking after the short term leasing are raking in the money.

This is not the lifestyle that I signed up for. I appreciate the framework and code of conduct is required, however this does not stop the overcrowding issue, which is a fire safety matter to me. The Code is not strong enough to deal with the bad behaviour of many short term letters that are invading our peaceful homes. As a member of the OC we have to deal with the aftermath, along with Building and Security management. We have no idea who is coming and



going into our building.

Please reconsider how this impacts on the owners and long term residents as this is our home!

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 1:12 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Sylvia submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 13:12

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Christeena

**Last name**

Wright

**Name withheld**

No

## Info

**Email**

[christeena.wright@gmail.com](mailto:christeena.wright@gmail.com)

**Suburb/Town & Postcode**

Byron Bay 2481

**Submission**

To whom it may concern,

I am against Airbnb listing of properties in the Byron Bay region for short term holiday accommodation, except where there is a private room in a home or when a home owner wished to rent their own home during their own short vacation elsewhere .ie. the way Airbnb started out years ago.

The negative knock on effect of Airbnb short term rental of whole properties including granny flats in Byron Shire has been devastating for permanent tenants and has just about sunk Byron under tourists, to the great detriment of our community .

Kind regards,

Teena Wright

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 12:47 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Sylvia submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 12:45

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

David

**Last name**

Palmer

**Name withheld**

No

## Info

**Email**

[dmpalmer@me.com](mailto:dmpalmer@me.com)

**Suburb/Town & Postcode**

Sydney 2000

**Submission file**

[stra-submissio.pdf](#)

**Submission**

See attached file

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 12:08 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Sylvia submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 12:08

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

clarry

**Last name**

Quirk

**Name withheld**

No

## Info

**Email**

[info@valerytrails.com.au](mailto:info@valerytrails.com.au)

**Suburb/Town & Postcode**

Sapphire Beach Front Estates/Coffs Harbour 2450

**Submission**

Did submit but wrong zone , It is R2 Not R1. This estate is low housing and neighbours operating business as A and B without any controls.Excessive noise ,overcrowding and traffic congestion.

Estate DA did not consider such activities and is not designrd for such a small estate. Many owners purchased based on this and are now faced with unlawfull business operators.This affects our life style ,impacts on health and impacts on value of our properties.We have had to police and sometimes faced with aggressive replies.

It should never be allowed in existing R2 zones ,this ignoring of whats allowed or not , would deemed to be false fake information for owners /purchasers.

This is a new estate , old R2 yes for change if the area has not been used or totally cleared and then re Zoned

**I agree to the above statement**

Yes

---

**From:** Dom Haw <domhaw55@gmail.com>  
**Sent:** Tuesday, 10 September 2019 11:45 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I don't have enough money to pay the bills. I need to supplement my income to survive. My husband has cancer & we are on a limited budget.

We have battled all our life & paid taxes all our life. I have a right to earn money. We don't have any savings. I don't want to go on Centrelink.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism. Coffs is a tourist town and depends on tourists, and there is many times in the year where there is not enough accommodation. We can't have NSW government legislating an accommodation monopoly for just a limited few businesses !

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive. More expensive for the tourists and much too expensive for home-owners.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

If you have excellent reviews, you are already letting market work. You don't need to be regulated, or have a Code of Conduct, because market chooses you because of excellent conduct, super cleanliness, & consideration of neighbors (noise) etc.

Plus, there is the privacy issue. I am entitled to function with my own privacy & anonymity. If a customer wants to book in & pay the money, THEN they get the address, contact details etc. Otherwise, they don't get the information. This information should not be freely available in a register.

There are a lot of private businesses operating in Australia, where there is absolutely no requirement to be on a register. They are simply as 'c/- the accountants office', or a trading company/name.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform. (Again, I stress that the if you have excellent reviews, you are already letting market work. You don't really need to be really need to have a Code of Conduct, because the market chooses you because of excellent conduct, super cleanliness, & consideration of neighbors (noise) etc.)

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

All towns depending on tourism to survive should be able to trade 365 days a year. Tourist's are fundamental to town's survival There should be no '**day caps**' on amount of days you can use homesharing on AirBnB/Stayz etc in a calendar year. If there is a 'day cap' imposed on me, it should be imposed on every accommodation business i.e. resorts, hotels, council caravan parks, backpackers, B & B's etc.

With this legislation, everyone should be treated equally, including councils. Any talk of a 'day cap' should apply to every caravan site, tent site, and cabin in council caravan parks ..... otherwise we are furthering another very large monopoly accommodation business in our town. The caravan parks are effectively now



built like resorts. As well, local resorts and hotels are now advertising on AirBnb/Stayz and many other similar platforms. Where do you draw the line ?

Council also should have no legislative or other type of right to limit days with 'day cap', or charge a toll or otherwise interfere in my accommodation, because they have a huge conflict of interest because of their ownership of all the numerous caravan parks in our area....most of which are now like resorts. (Plus, they are waiving fees to developers.)

Strata title should & must be a separate issue. Ideally, with each strata title block voting to look after their own patch. Or at worst, separate legislation dealing only with strata title issues.

Thank you for reading my submission.

Cherie Hawke

Email: [cherie11888@gmail.com](mailto:cherie11888@gmail.com)

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 11:51 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 11:50

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Peninsula Apartments Strata 63767

**Last name**

Fitzgerald Brian

**Name withheld**

No

## Info

**Email**

[fitzfam@bigpond.net.au](mailto:fitzfam@bigpond.net.au)

**Suburb/Town & Postcode**

12-25 Wentworth St Manly 2095

**Submission**

The Peninsula complex consists of 163 apartments, 16 retail Shops, Coles Supermarket & Northern Beaches Council car park.

We have an existing by-law which prohibits short term rental under 90 days which we understand may not be valid with the new regulations.

We note that the suggested new regulations may allow STRA, because of previous problems with short term renters we are against allowing STRA in our building.

However if the new regulations allow STRA we suggest it is restricted to owner residents WHO MUST RESIDE IN THE APARTMENT FOR AT LEAST 6 MONTHS OF THE YEAR.

The suggested fire regulations should be mandatory.

Also that regulations include that any additional costs incurred by the strata for administration, insurance, damage to common property etc due to STRA be the responsibility of the renting owner.

Our replies to your questions are below.

1. What is your view on the form of and provisions in the STRA SEPP, Regulation and Safety Standard?
2. Are there any elements of the draft instrument that are open to misinterpretation or require further clarification?
3. What are your views on new policy elements relating to days, flood control lots and bushfire prone land?

Answer

1. Seems adequate
2. I dont see any
- 3.No Comment

Table 2.

1. Seems adequate
2. I dont see any
3. 180 days for Sydney area if STRA letting is approved seems reasonable

Table 3. No comment

4. Are the general obligations for industry participants adequate? If not, what other general obligations should be considered? Why?

Seems ok

5. What types of STRA information will be useful for the Secretary to collect to inform the further improvement of the Code and the STRA regulatory framework? Why?

No comment

6. Are the specific obligations on booking platforms, letting agents, hosts, guests and facilitators in the Code adequate? If not, what other obligations should be considered for each of these industry participants? Why?

Answer

I cant see how the industry can possibly form a regulatory body to police STRA. The main proponents, Air BnB, Booking.com, Stay as etc are global companies & the industry is so fragmented I cant see that they would want to waste their time with an organisation in NSW. Strata committees do not have the time or facilities to be involved. The only way this would work is for a state government controlled organisation be formed, which the state government does not want or for local councils to do it funded by the owners of the rented premises. It is questionable whether councils would be interested.

Who is going to oversee the owners & guests obligations? Strata committees are voluntary & do not have the resources to carry out these duties.

7. Is the complaints process detailed in part 6 of the Code sufficient? If not, what other matters should be considered or set out in the process? Why?

Answer. Same as previous paras. Not practical unless a special government agency is formed to oversee & record all required details. How to overcome rogue operators who do not properly register?

8. Are the grounds for recording a strike fair and reasonable? What other matters (if any) should the Commissioner consider when deciding whether to record a strike? Why?

Answer

Same as previous paras. Who is going to be responsible to report non compliance to the secretary?

9. What are potential ways to facilitate industry participants' access to the exclusion register while limiting potential privacy impacts? What factors should be considered?

10. Is the review process clear and sufficient? What other matters (if any) should be considered? Why?

11. Are the proposed penalty notice offence and civil penalty provisions appropriate? What provisions should or should not be identified as penalty notice offence and/or civil penalty provisions? Why?

12. Does clause 22B(1) appropriately capture end to end property management services that specifically service STRA properties? Why or why not?

[redacted] Seems OK [redacted]

13. What other organisations or persons should be prescribed classes of STRA industry participants (if any)? Why? [redacted]

No Comment

14. 14. Is it appropriate to exclude the STRA industry participants set out in clause [redacted]

15. 22C? Why or why not? [redacted]

No as they are specifically covered by other regulations

[redacted] 16. What other STRA operators (if any) should be excluded from being covered by the Code? Why? [redacted]

No Comment

17. Which industry participants should contribute to the cost of administering and enforcing the Code? Why?

[redacted] All who are in receipt of accomodation revenue or commissions [redacted]

18. How should costs be apportioned across different STRA industry participants? Why?

[redacted] A tax on all bookings. Administration?? [redacted]

19. Is the proposed penalty notice offence amount appropriate? Why or why not?

No comment

20. How can industry be organised to develop and manage the registration system? [redacted]

Cant see how, it is too fragmented.

21. What would be the costs to industry in establishing and maintaining the register? How would industry propose to meet these costs?

No Comment

[redacted]

22. What role should the Government play in developing or overseeing the register, if any? [redacted]

Can only see it working if government establishes the organisation [redacted]

23.

24. Are there other outcomes a register should deliver? [redacted]

No Comment

24. How can the approach ensure registration applies to all STRA operators, regardless of how the property is advertised for rent?

[redacted] Almost impossible [redacted]

25. What audit and verification processes would be needed to ensure accuracy of data? [redacted]

26. Should there be separate or additional penalties for failure to register? If so, which industry participants should they be imposed on? [redacted]

27. What information should the register collect? Why? [SEP]

28. What role should different industry participants (e.g. hosts and booking platforms) play in the registration process? [SEP]

29. What role should Government play in the registration process or providing information for the register?  
Suggest it could only work if government run the register

30. Should any information on the register be made publicly available? If so, what information could be made available and why? [SEP] Should be publicly available so that renters can ensure they are renting a complying residence. [SEP]

31. Should industry be required to report registration information, including number of stays (days), to Government and/or local councils? If so, how frequently?

Why?

[SEP] Looks like it would need a monthly or quarterly return similar to PAYG. [SEP]

32. Should any information on the register be made publicly available? Why? [SEP]  
Should be publicly available so that renters can ensure they are renting a complying residence.

33. How much lead time would industry need to develop and establish the proposed STRA property register? Please provide reasons.

[SEP] No Comment [SEP]

34. When should the STRA regulatory framework start? Please provide reasons.

[SEP] Sooner rather than later to get the industry into order

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 11:49 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 11:49

Submitted by: Anonymous

Submitted values are:

#### Submission Type

I am making a personal submission

## Name

#### First name

Glenda

#### Last name

Meir

#### Name withheld

No

## Info

#### Email

[gmeir\\_glos@hotmail.com](mailto:gmeir_glos@hotmail.com)

#### Suburb/Town & Postcode

Suffolk Park

#### Submission

Hello. My name is Glenda Meir and I have been a Suffolk Park/Byron Bay resident for 43 years. I would like to speak in favour of as much limitation that is possible to be applied to Short Term Holiday Letting/Air BNB and similar platforms. I truly believe that short term letting (in residential areas) has been so detrimental- to community, to rentals, to the skyrocketing house prices that have locked our young people out of the market. I know this is not the only contributing factor but it definitely has had an impact. Genuine singles, couples and families are struggling to find permanent accommodation- this is shocking for our community. Residents having to cope with noise, litter, unsociable behaviour so that absentee landlords who contribute nothing to our struggling council must be besides

themselves. Legitimate accommodation providers have to comply with health and safety, fire, licenses etc. but are any such conditions applied to STHA providers? For me, there would be no short term letting in residential areas. I know that that genie is out of the bottle, but surely we can regulate this issue better to allow more permanent rentals and the benefits that brings to all the community, not just the property owner. Thank you.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 11:07 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 11:06

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Chris

**Last name**

Morrey

**Name withheld**

No

## Info

**Email**

[cmorrey@me.com](mailto:cmorrey@me.com)

**Suburb/Town & Postcode**

2483

**Submission file**

[stra-code-of-conduct-and-registration-feedback.pdf](#)

**Submission**

See above attachment



**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 10:44 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 10:33

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Will

**Last name**

Creedon

**Name withheld**

No

## Info

**Email**

[will@alloggio.com.au](mailto:will@alloggio.com.au)

**Suburb/Town & Postcode**

2300

**Submission file**

[short-term-letting-nsw-government-submission-sept-2019.pdf](#)

**Submission**

To whom it may concern,

Please find attached my submission to the Short Term Rental Accommodation.

Please let me know if you need Andy further information.

Kind Regards,

Will Creedon  
MD - alloggio

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 10:22 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 10:21

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Shaun

**Last name**

Reynolds

**Name withheld**

No

## Info

**Email**

[shaun.reynolds@dubbo.nsw.gov.au](mailto:shaun.reynolds@dubbo.nsw.gov.au)

**Suburb/Town & Postcode**

Dubbo

**Submission file**

[dubbo-regional-council-submission---short-term-rental-accommodation-reforms.pdf](#)

**Submission**

See attached submission on behalf of Dubbo Regional Council.

**I agree to the above statement**

Yes

---

**From:** amurray888@gmail.com  
**Sent:** Monday, 9 September 2019 9:30 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** recorded and not sent to DCS, recorded in DPIE subs register, Purple category

Dear Minister,

Please read my submission and take it seriously

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

I look forward to your response and I thank you for your time

Your faithfully

Andrew W Murray

P O Box 372, Mona Vale NSW 1660

Residential: 5/56 Golf Avenue Mona Vale

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 9:21 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Mon, 09/09/2019 - 21:16

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Brian

**Last name**

White

**Name withheld**

No

## Info

**Email**

[topmaverick777@hotmail.com](mailto:topmaverick777@hotmail.com)

**Suburb/Town & Postcode**

2031

**Submission file**

[shorttermlettingsubmission.docx](#)

**Submission**

Please find my submission attached in a separate document

Brian White

**I agree to the above statement**

Yes



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 8:56 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 20:55

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Deborah

**Last name**

Hayward

**Name withheld**

No

## Info

**Email**

[haywarddeb@gmail.com](mailto:haywarddeb@gmail.com)

**Suburb/Town & Postcode**

Broken Head

**Submission**

I would like to voice my objection to the renting of homes in Byron Shire for holiday accommodation I feel this activity is destroying our community. Residential areas should remain so and holiday letting should not be permitted within residential areas.  
House prices and rents have escalated to an unaffordable level for people that work and live in the community. People without a connection to the area, apart from owning a home for holiday letting, are destroying the community purely for profit.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 8:00 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 19:58

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Donald

**Last name**

Halliday

**Name withheld**

No

## Info

**Email**

[donkh@bigpond.net.au](mailto:donkh@bigpond.net.au)

**Suburb/Town & Postcode**

Sydney Olympic Park

**Submission file**

[submission-by-don-halliday-strata-resident.pdf](#)

**Submission**

Please see attached file for my submissions

Regards

Don

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 7:47 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Mon, 09/09/2019 - 19:47

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Brenton

**Last name**

Salleh

**Name withheld**

No

## Info

**Email**

[bsalleh@bigpond.net.au](mailto:bsalleh@bigpond.net.au)

**Suburb/Town & Postcode**

Hazelwood North Victoria 3840

**Submission**

I own an investment holiday apartment in Byron Bay and my investment is being undermined by AirBNB

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 7:34 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Mon, 09/09/2019 - 19:33

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Carmel

**Last name**

Crosby

**Name withheld**

No

## Info

**Email**

[ccrosby56@hotmail.com](mailto:ccrosby56@hotmail.com)

**Suburb/Town & Postcode**

Alstonville

**Submission**

My husband and I have owned an official short term rental unit in Byron Bay for 16 years and have noticed with the increased availability of unofficial short term rental properties via internet booking sites in Byron Bay, there has been an affect on our ability to let our unit. During the less busy periods the occupancy of our unit is less than 50% and is obviously severely affected by the non-official short term rental properties available in Byron. We are unable to let it on a permanent basis, as it is listed as a short term renal property, but people are able to 'illegally' rent their permanent residences on the short term market. Not only does this affect us, but it affects the ability of normal people to be able to find a permanent home to rent in the Byron area.

The laws around letting properties need to be very strict with no loopholes as there are at present. Properties should be able to be rented out only in peak season and not for long periods and restricted to somewhere like a

maximum of 8 weeks per year.  
Thanks you for considering my submission.  
Carmel Crosby

**I agree to the above statement**

Yes

---

**From:** Ann Ranson <ransonann@gmail.com>  
**Sent:** Monday, 9 September 2019 7:15 PM  
**To:** DPE PS STHL Mailbox

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, recorded and not sent to DCS, Purple category

Re: Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

**As a result, regulation for our sector should avoid unnecessary burdens on our operations.**

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

- 
- 
- 

--  
Ann Ranson  
4/33 Denham Street  
Bondi NSW 2010  
Mobile: 0415 439604  
[www.bondibeachbreak.com](http://www.bondibeachbreak.com)



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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 7:05 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 19:04

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Clarry

**Last name**

Quirk

**Name withheld**

No

## Info

**Email**

[info@valerytrails.com.au](mailto:info@valerytrails.com.au)

**Suburb/Town & Postcode**

Sapphire Beach Front Estates/Coffs Harbour 2450

**Submission**

We are concerned about our life style ,health and investment in our retirement property built at the above address .We did so as It was Zoned R1 low density.

Have had to endure times when an investment neighbour built a property designed as a business, viz Air B and B with unruly ,vulgar over crowded guests.

Attempts to discuss with the owner and letting agent a form of control management was futile.  
Coffs Council was approached as short term rentals was unlawful and advised awaiting the new rulings.

Our concerns are .

Business in a R1 Zone not permissible .

We live in a private small estate, with limited resources, parking .

One beach access catering for residents only..

The estate was not designed for large numbers of vehicles , creating safety issues and nuisance.

No in house management control.Negative financial impact on our investments

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 6:43 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 18:42

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Alan

**Last name**

Stokes

**Name withheld**

No

## Info

**Email**

[alan@coastalcouncils.org.au](mailto:alan@coastalcouncils.org.au)

**Suburb/Town & Postcode**

Williamstown 3016

**Submission**

Feedback on a New Regulatory Framework  
For Short-term Rental Accommodation  
Announced by the NSW Government

In September 2018 the Australian Coastal Councils Association Inc. released the final report of a study into planning

responses to the impact of online short-term holiday rental (STHR) platforms on coastal communities. The study was conducted by a team of researchers headed by Professor Nicole Gurran, Professor of Urban Planning at The University of Sydney.

The study was commissioned by the Association in response to growing concern about the impact that rapid growth in listings on STHR platforms is having on local communities. It found that although the growth of STHR platforms is raising important opportunities for communities it is also presenting new risks and challenges, in particular in relation to planning controls. The draft study report identified these opportunities and risks and proposed a number of planning responses, tools and strategies that can be adopted by councils.

Key points identified in the research project include the following:

- Properties listed on STHR platforms often circumvent traditional urban planning controls because of unclear regulations or enforcement difficulties;
- There is a need for a regulatory approach which clearly establishes criteria for defining when the primary use of a property is for residential use or visitor accommodation;
- Councils report an increase in resident complaints about noise or other disruptions associated with properties used for STHR accommodation.
- Internationally, planning and management responses have emerged to address the impacts of online STHR listings on permanent communities.

#### AN IDEAL REGULATORY APPROACH

The research report proposed what it identified as an ideal State government regulatory approach to managing the risks associated with online holiday rentals in residential neighbourhoods and homes. This ideal regulatory approach, led by State governments, would:

- 1) Clarify the definition of short term rental accommodation, as a residential or tourism use, and the threshold criteria between categories (i.e. the duration of time in a calendar year, and/or the number of guests able to be accommodated in a property before the primary use of the dwelling is considered to be tourist or visitor accommodation)
- 2) Set baseline standards for short term rentals in residential areas, including: building code compliance and safety standards, including fire/bushfire safety and evacuation information; signage displaying a 24 hour local contact point; controls to manage potential neighbourhood amenity impacts including noise, parking, and traffic movements; and registration requirements for monitoring compliance.
- 3) Enable local planning responses via a suite of model opt in/out provisions
- 4) Require online platforms to share data with local Councils and comply with local regulatory requirements
- 5) Establish a basis for local communities to share in rental income revenue where appropriate and consistent with charging regimes for other tourism accommodation providers, through special levies, fees, or rates.

#### FEEDBACK ON THE NEW REGULATORY FRAMEWORK

The proposed regulatory framework for the short-term rental accommodation sector in NSW addresses a number of the major concerns expressed by coastal councils in relation to the sector.

The new framework recognises the benefits of the sector in terms of job creation, community economic benefits and income generation for property owners. At the same time, it introduces a mandatory code of conduct with accompanying exclusion provisions with the aim of protecting communities from anti-social behaviour, such as increased noise disturbance.

The mechanisms establishing baseline standards for building code compliance, fire safety standards and evacuation information for STRA properties will provide much-needed protection for guests renting accommodation in STRA properties.

The proposed regulatory framework does not appear to establish a basis for local communities to share in rental income revenue where appropriate and consistent with the current charging regimes for other tourism accommodation providers through special levies, fees or rates.

Our feedback on specific matters concerning the state-wide planning framework and mandatory Code of Conduct for short-term-rental accommodation (STRA) is provided as follows:

Definition of short-term rental accommodation – This is adequately addressed at Clause 4 of the State Environmental Planning Policy (Short-term Rental Accommodation) 2019.

Duration of time (day limits) on STRA activity – This is addressed at Clauses 9, 11 and 12, of the State Environmental Planning Policy (Short-term Rental Accommodation) 2019, which set out general requirements and proposed day limits for STRA activity. Clauses 12 and 13 of the policy would enable regional councils to apply to nominate reductions in un-hosted STRA permissibility to no lower than 180 days.

Set baseline standards for short-term rental accommodation in residential areas - Baseline standards including building code compliance, fire safety standards and evacuation information requirements, are addressed in the proposed Short-term Accommodation Fire Safety Standard and the proposed Environmental Planning and Assessment Amendment (Short-term Rental Accommodation) Regulation 2019.

Manage potential neighbourhood amenity impacts – This is addressed in the Draft Code of Conduct for the Short-term Rental Accommodation Industry and the draft Fair Trading Amendment (Code of Conduct for Short-term Rental Accommodation Industry) Regulation 2019.

Require online platforms to share data with local councils – This is addressed through the proposed industry-led STRA property register, which consolidates data in relation to all STRA properties, including their compliance with local council regulations and exclusion register status. The proposed property register, to be administered by STRA industry participants, will assist in administering the proposed Code of Conduct, thereby enabling neighbourhood amenity impacts to be adequately addressed.

The final report of the study into planning responses to the impact of online short-term holiday rental (STHR) platforms is available at - <http://bit.ly/2HaroYG>

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 6:04 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Mon, 09/09/2019 - 18:02

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Catherine

**Last name**

Shaw

**Name withheld**

No

## Info

**Email**

[shawfam40@gmail.com](mailto:shawfam40@gmail.com)

**Suburb/Town & Postcode**

3101

**Submission file**

[stra-code-of-conduct-and-registration-feedback.pdf](#)

**Submission**

I am concerned that there is no consideration of the diversity of regions and properties

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 5:59 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 17:58

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Danelle

**Last name**

Wuehr

**Name withheld**

No

## Info

**Email**

[danelle.wuehr@gmail.com](mailto:danelle.wuehr@gmail.com)

**Suburb/Town & Postcode**

2481

**Submission**

Short term holiday letting is undermining our community. We need to have housing for people to live here year round - these people contribute to the community through volunteering, working and just caring about where they call home.

Short term holiday lets should be restricted so that they can only rent full time if the owner lives onsite.

Unfortunately without the owner onsite group bookings in large houses often end up being way too noisy for the residents around them.

Holiday makers also generally can't be bothered to understand our recycling requirements in the shire and so don't

bother to separate any of their waste.

**I agree to the above statement**

Yes



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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 5:50 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 17:50

Submitted by: Anonymous

Submitted values are:

#### **Submission Type**

I am making a personal submission

## **Name**

#### **First name**

Alan & Colleen

#### **Last name**

Dowley

#### **Name withheld**

No

## **Info**

#### **Email**

[acdowley25@gmail.com](mailto:acdowley25@gmail.com)

#### **Suburb/Town & Postcode**

Tweed Heads West 2485

#### **Submission**

The Government needs to prohibit Short Term Letting in Strata Complexes. Main reasons are that the security of the complex is compromised with people coming and going especially when gate codes need to be used. The wear and tear on residents pool and amenities which we all pay for through our fees are used like a resort full of strangers. Noise levels are increased with children and these holiday renters do not adhere to our complex parking, driving recklessly and also it does not work fundamentally with a complex full of over 60 year olds. We have a Bi-law in place prohibiting Short Term Rental but this is being ignored. Our council zoning is also R2 which is residential only and no business is allowed to be carried out. In our complex of 34 townhouses only 1 is being used as AirBnB, these

owners are ignoring the council rules and our Bi-law. Something like this needs to be prohibited through the Government passing a law.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 4:20 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 16:19

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Christine

**Last name**

Willmot

**Name withheld**

No

## Info

**Email**

[christinewillmot@gmail.com](mailto:christinewillmot@gmail.com)

**Suburb/Town & Postcode**

Sunrise Beach Byron Bay 2481

**Submission**

I am writing in regard to the State Government's Short-term Rental proposals regarding Air B&B accommodation in Byron Shire.

Something which started as a low-key way of providing income-enhancing home-stay accommodation in people's homes - while the owners were in attendance - has changed into a huge industry that benefits not just regular residents as it was originally intended for, but which is almost completely dominated by commercial accommodation providers who are actually buying houses for the express purpose of providing accommodation all

year round.

This situation has disadvantaged permanent residents who are often bothered by noise and numbers and have lost the feeling of being part of a community of residents; it has also taken business away from licensed and rates-paying accommodation providers and it has deprived Council of business taxes.

The overall social effect has been a hollowing out of the community - a sense that the whole town of Byron Bay especially is no longer a place to live, but a place overwhelmingly dedicated to servicing tourists. It has also raised the land values and real estate rental prices to almost the highest in the country, making it less and possible to local people to buy houses or afford rentals.

Please fight this move by the state government - please stand up for us and say no to increasing the cap from 90 to 180 days allowed in the landlord's absence; say no to the exemption of 21 consecutive booked days and say no to the allowing the accommodation industry to 'regulate' itself.

Thank you  
Christine Willmot  
1 Cain Court Byron Bay

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 4:07 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 16:06

Submitted by: Anonymous

Submitted values are:

#### **Submission Type**

I am making a personal submission

## **Name**

#### **First name**

Adam

#### **Last name**

Barnes

#### **Name withheld**

No

## **Info**

#### **Email**

[afbarnes@me.com](mailto:afbarnes@me.com)

#### **Suburb/Town & Postcode**

Surry Hills

#### **Submission**

Dear Planning Dept and other representatives,

I wholly object to the land/unit/home grab being endorsed by AirBnB and others. There is a reason for having managed hotels and serviced apartments in our community. Unqualified business persons who simply want to make a quick dollar off those of us who must bear the cost of poorly managed short term rentals, is totally unacceptable.

Please limit un-hosted STRA to 60 days per year.

Please ensure all STRA comply to local development requirements.

Please ensure an enforceable host register for STRA framework is created.

Please ensure residential schemes have the authority to collect levy charges against STRA hosts.

Thank you,  
Adam Barnes

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 3:58 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 15:57

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Derek

**Last name**

To

**Name withheld**

No

## Info

**Email**

[toddeko@hotmail.com](mailto:toddeko@hotmail.com)

**Suburb/Town & Postcode**

Haymarket 2000

**Submission**

Att: Director, Housing and Infrastructure Policy,

Thank you for the opportunity to express my concerns regarding the draft policy and regulation for STRA. I only find out the request for submission today. My fast reading of the overview of the subject matters revealed that the ultimately affected people like permanent residents and owners corporations were omitted in this consultative process for the draft policy and regulations. While the Owners Corporation Network was consulted, the grass-root level has been ignored. My concerns are as follows: -

1. The members of an owners corporation(OC) are volunteers, most of whom have no expertise in running a building operating by modern technology in electronic, mechanic, hydraulic, and digital systems. They rely on their strata manager and/or building manager to make the building functioning efficiently. Budgeting for both administration and capital works require hiring consultants to forecast expenditure over 10 or more years. STRA is the last thing the OC members would like to take on board. Our building cannot control the traffic of STRA clients, we have to engage two concierges to maintain safety and decorum in our buildings with little success.
2. The framework is based on the registration of a number of days allowed for STRA and the complaints received and recorded on the Register. A system based on complaints to control the efficacy of the operation will never work well because the framework lacks intrinsic controls, accountability, and transparency.
3. The industry-led register has just thrown the cat among the pigeons. How closely and often are the STRA industry and the regulator going to work with the OC?
4. How are the OCs work out how much to charge extra for the utilization of their amenities and common property - extra electricity, water, security, gym, atrium, garden, and BBQ? We had a drunken STRA person damaged our front door wall, which needed a replacement with the whole column repainted.
5. In the situation mentioned 4 above, claiming insurance will increase our premium. Our insurance premium is already very high due to the combustible cladding on our building. We have given all permanent residents and owners notice of fire precautionary action. With the coming and going of STRA clients, how can OC control this traffic of these holidaymakers?
6. Another missing link in this equation is the insurers. OC in the disclosure statement declares it is a residential building with no commercial interest. By allowing STRA, it means a commercial business in place. There is a conflict of interest in legislations covering the insurance and the reality of STRA. OCs are caught in the middle through no faults of their own. How can this be?
7. Our building wasn't built to cater to the high traffic of STRA business, as a result our lifts are constantly out of order due to high usage, causing a fortune for repairs not to mention the inconvenience.
8. Some of the STRA clients defied gravity climbing our trees and plants in our atrium to reach other owners and residents' balconies, resulting in an emergency call for security. How to control this sort of behaviour and identify the culprit?
9. Please don't pass all these troubles to OCs, they have their worries in terms of what is going on with the building industry, let alone this STRA industry, which is only thriving at the expense of hotelling and service apartment industry. Residential schemes cannot afford to subsidize the STRA industry at any level.
10. Self-regulation of the STRA industry will never work. Just look at the residential building industry. What a mess they have made!

**I agree to the above statement**

Yes



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 3:28 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 15:28

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Anne

**Last name**

Lewis

**Name withheld**

No

## Info

**Email**

[anne\\_j\\_lewis@yahoo.co.uk](mailto:anne_j_lewis@yahoo.co.uk)

**Suburb/Town & Postcode**

Balmain East

**Submission**

Overall the aims of the regulations are excellent however there are a couple of areas I would like to see reviewed and potentially updated:

1) Draft SEPP

Division 1, 11(b) and 12(c) & Division 2, 13 (c):

This strict "2 persons for each bedroom in the dwelling, or 12 persons in total for the dwelling, whichever is the lesser" limitation should be relaxed (at least for complying development) as -

- 1 - it does not consider large properties which have more than 6 bedrooms (of which I have stayed in a number over the years and are used for big groups),
  - 2 - it would mean families that have babies would have to consider them as adults for the purposes of STRA (so a couple with a 3 month old baby would need a place with 2 beds even though baby would not use a full bed), this is out of sync with all other regulations/customs, i.e. airline seats
  - 3 - many places have large/multiple living areas and rumpus rooms which can comfortably be used as a sleeping space but the proposal prevents this
  - 4 - some places have large bedrooms which have space for multiple beds (particularly kids bunks). The proposal stops this
  - 5 – studio/granny flats have only a general living/sleeping area and no bedroom so could not even host a single person.
- Personally I would suggest 2 per bedroom plus 2 with no maximum limit on the number of bedrooms which would then allow all the above scenarios to exist.

Division 1, 11:

Why does hosted not have the same conditions as section 12, notably

“(d) the dwelling is not situated on bush fire prone land, and

(e) the dwelling is not situated on a flood control lot, and”

as whilst the host is staying there it doesn't mean they will be in the property at all times. I would also question whether these should apply even in non-hosted as if it good/safe enough for general residential accommodation then it should be good enough for STRA.

## 2) Short-term Rental Accommodation Fire Safety Standard

Whilst fire safety is important the requirement for having smoke alarms both inside every bedroom and in every hallway next to a bedroom and the kitchen seems excessive. This means a 2 storey 3 bed inner city house on a 150m block would end up with more than 6 alarms (1 for each bedroom, 1+ for each floor and 1 for the kitchen) even if only rented out for 2 weeks a year. This is significantly greater than the standard code, I would hope that the STRA policy is aligned with the current building code requirements for the different building types so smoke alarms put in following a renovation or new build align with the requirements for STRA as standard prior to issue of an Occupation Certificate.

The additional smoke alarm requirements would also likely prevent anyone renting their home from meeting the STRA requirements as landlords would not be inclined to spend the required additional costs for the many additional alarms.

Additionally, many unit buildings have smoke alarms managed by Strata inside the flats, the proposed additional alarm requirements could “unofficially” give strata a way of preventing all STRA in their block.

Section 4 of the draft standard requires hard wired, interconnected smoke alarms with emergency lights. Hard wired smoke alarms with lights do not appear to be readily available for residential properties in Australia (I haven't been able to find any from the Major Australian suppliers), would an evacuation diagram not cover instead of lights?

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 3:00 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Mon, 09/09/2019 - 14:53

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Peter

**Last name**

Davis

**Name withheld**

No

## Info

**Email**

[peter@astraapartments.com.au](mailto:peter@astraapartments.com.au)

**Suburb/Town & Postcode**

Neutral Bay / Sydney 2089

**Submission file**

[stra-submission-final.docx](#)

**Submission**

Attn Director, Housing Policy.

Please find the submission for Astra Apartments attached.

We do not want our submission published. Our business model and sources of business are confidential.

Yours sincerely

Peter Davis

Chairman  
Astra Apartments

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 2:03 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 14:03

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Deborah

**Last name**

Erickson

**Name withheld**

No

## Info

**Email**

[e2@verizon.net](mailto:e2@verizon.net)

**Suburb/Town & Postcode**

Wombarra, 2515

**Submission**

This is well done! Congratulations.

I especially like the Draft of Conduct for short-term Rental accommodation Industry. In the 3 places we have lived, the short-term rental guests believe they can be on Holiday until the early morning hours, even though most councils have noise ordinances that supposedly stop loud noise around 10:00 PM on weekdays and midnight on holidays and weekends.

What I would like you to consider is adding to the host's responsibility about making sure section 5.5.2 is upheld : Somewhere put in the hosts are responsible to alert quests about 5.5.2 . and hosts are responsible for their guest or guests behavior.

Thanks again for a thorough document.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 1:55 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 13:55

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Anthony

**Last name**

Pentecost

**Name withheld**

No

## Info

**Email**

[anthony.pentecost@det.nsw.edu.au](mailto:anthony.pentecost@det.nsw.edu.au)

**Suburb/Town & Postcode**

Brunswick Heads

**Submission**

I have lived in Brunswick Heads for 20 years and have been renting for all that time. I DO NOT SUPPORT the new proposed State Environmental Planning Policy (Short Term Rental Accommodation) 2019.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 1:29 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 13:28

Submitted by: Anonymous

Submitted values are:

#### **Submission Type**

I am making a personal submission

## **Name**

#### **First name**

David

#### **Last name**

Carland

#### **Name withheld**

No

## **Info**

#### **Email**

[david@aresdev.com.au](mailto:david@aresdev.com.au)

#### **Suburb/Town & Postcode**

MILSONS POINT 2061

#### **Submission**

We live in a twelve storey apartment building in Milsons Point.

I have several areas of acute concern with the short-term letting package proposed by the NSW Government:

#### 1. Preservation of Owners' Rights:

Residential apartment buildings in mixed use and commercial zones with express prohibitions or limitations on short term letting must have their by-laws respected and preserved. There can be no over-riding policy reason which



dictates limitations on the right of apartment owners to collectively decide whether or not to permit short-term rental accommodation (STRA) where this is the clear desire of the democratic majority.

## 2. Collective Cost of Permitted Short-term Letting

Residential schemes must have authority to levy charges and fees on owners/tenants (Hosts) conducting short-term letting. The disproportionate cost to owners and owners' corporations from STRA operations (e.g. wear and tear of lifts, gyms, garbage and other utility areas as well as administration and management costs) means they are effectively subsidising those running STRA businesses. Security arrangements in our buildings must not be compromised. The Hosts should also be required to advise the Owners Corporation of intent to let their property on a short-term basis and to pay any extra insurance costs levied on the building.

## 3. Preservation of Local Government Oversight

Local Councils must have the ability to set and apply zoning restrictions to meet their strategic planning objectives. They should be involved in designing and be part of the compliance and enforcement function of any registration system.

## 4. Fire Safety Standards:

The only way to ensure that mandatory fire safety standards are met is for STRA operations in residential strata schemes to be classed as "complying development" (not "exempt development") which allows for inspection by Local Council or a private certifier. In addition:

- (a) Fire safety standards should be more onerous for short-term holiday visitors in high-rise apartment buildings as the threat to life of all residents is increased significantly.
- (b) Fire standards applicable to residential apartment buildings do not address the fire risks of cooking, BBQ's or smoking on balconies which are common problems with short stay visitors unfamiliar with by-laws or local customs.
- (c) Fire safety in residential strata schemes must not be left to self-regulating platforms or amateur Hosts as it poses an unacceptable risk to all residents.
- (d) Fire and Rescue NSW should have direct access to Register data such as the number of apartments listed for STRA in a high-rise building to enable accurate assessment in emergency situations.

## 5. Effective Registration:

An independent, publicly funded registration system is essential to identify STRA properties, the Host, the agent or nominated representative as well as having data on address, location, intensity, volume, days of availability, days of occupation, number of rooms, etc. in order to develop a profile and analysis of the STRA industry. Other major cities such as New York, San Francisco, Barcelona, Paris, Toronto and Vancouver, who have experienced this industry, are now devising or implementing legislation to strictly regulate its operation. At the very least, NSW should have controls in place BEFORE allowing STRA in apartment buildings as well as enforceable and fast-acting conflict resolution processes.

Given the disparate issues involved with the regulation of AirBnB, Stayz and the like, it is essential that a Register is established, managed by either the NSW Government, local Councils or an independent body, with powers that are time-sensitive, practically enforceable and of real utility to residential strata schemes. This Register must be necessary pre-requisite to any new regulatory framework. STRA transforms homes into hotel rooms and neighbours should not be obliged to give up their right to quiet enjoyment with bland reassurances about conflict resolution. Such a Register has been found to be helpful in somewhat alleviating these problems in cities overseas.

## 6. Host's Registration Obligations:

There must be enforceable obligations for Hosts to register the premises before it is used for STRA purposes. Penalties should apply for unregistered premises. The Host should identify all platforms on which their property is listed, identify days of availability and report nights of occupations. Additionally, there must be a legal obligation for Platforms and agents not to list an unregistered residential dwelling for STRA. Again, there should be no change in planning laws in residential apartment buildings until the Register is in place.

## 7. By-Law Enforcement:

Our strata scheme has a by-law prohibiting STRA. It must not be possible for this to be circumvented by any person who is not an actual owner being registered as a Host. In the case of residential tenants, there must be evidence that the landlord has expressly permitted the conduct of STRA by the lessee. STRA in strata buildings must require a

complying certificate. This should be part of the registration process as it is essential data for regulatory oversight and enforcement.

**8. 180 Day Cap:**

The proposed 180 day cap is unacceptable and excessive by world standards. It makes a mockery of the original intention that the caps were to be an economic lever to drive apartments back into the domestic residential market.

The rapid growth in STRA in recent years has had significant impact on apartment buildings as well as residents on areas such as amenity, strata costs and individual safety. Such growth has clearly outpaced regulation and owner's corporations should be given greater ability to manage these impacts. Under no circumstances should this industry be self-regulated.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 11:40 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 11:39

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Damien

**Last name**

Antico

**Name withheld**

No

## Info

**Email**

[damienantico@yahoo.com.au](mailto:damienantico@yahoo.com.au)

**Suburb/Town & Postcode**

Ewingsdale Byron Bay 2481

**Submission**

I am writing in support of STHL in BYRON BAY not because it's a good thing but the town has to live with the concept as it brings money to the town. This revenue does not stay with us here as most of the town itself is now an investor town. The properties owned by investors 65% are all for holiday letting and therefore the money for rent leaves town.

We accept that beaurocrats in Macquarie St. have taken our community away and now we are left with visitors and no soul but that is the way of the future and that is why I support the policy.

There is no need to restrict or define a number of days as the weather will dictate rental returns.

It is hard to wind back the clock so why try.

Good luck and you sent my family like so many other legal operators out of business so you don't care anyway.

Now we have nothing.

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 9:51 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Mon, 09/09/2019 - 09:50

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Carol

**Last name**

Lynch

**Name withheld**

No

## Info

**Email**

[randclynn@bigpond.com](mailto:randclynn@bigpond.com)

**Suburb/Town & Postcode**

Pymont 2009

**Submission**

It is our belief that Strata Association's By-Laws should not be further weakened by the State Government on the issue of short-term letting in residential apartment housing. After reviewing the various draft reports on your website, the State Government puts the obligation for compliance of various constraints squarely on individual apartment complexes as far as reporting goes. Strata Committees which would have oversight of these compliance issues are volunteer organisations which are already overstretched with their normal duties to manage By-Laws and building issues (such as repair and maintenance of the buildings - please note that our buildings are clad in combustible material which will have to be changed, thanks to a lack of oversight on the building industry in NSW). To be responsible for breaches of our By-Laws for short term letting owners and tenants when, in fact, over 75% of our particular buildings' owners do not wish to have short term letting, is unjust and far too time consuming for all

concerned. In short, we oppose any State Government policy of short term letting that does not allow residential buildings to have the ability to allow or reject such a policy after consulting with individual owners: this is a matter for the Building owners, not for the State Government to force upon Strata Associations.

**I agree to the above statement**

Yes

---

**From:** Gerard Wheatley <gerardwheatley1@gmail.com>  
**Sent:** Monday, 9 September 2019 9:44 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** recorded in DPIE subs register, recorded and not sent to DCS, Purple category

Dear Minister,

We believe that short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. It is also obvious there is demand for such service. In our situation, which is a fully self-contained and private one bedroom apartment that accommodates 2 people, we are running at about 30% occupancy. So in our case the 180 day restriction will not impact on us, but we believe there is a principle here. We would be happy to get to 50% or more, but the market determines our occupancy, not an arbitrary number imposed upon us. The setting of a limit, no matter the size, is something that restricts the opportunity for trade. There doesn't appear to be logic in the number, nor for that matter, the reason for restriction of any kind. Its like saying to Mr BHP, see that pile of stuff from the hole you just dug, you can't sell more than half of it, and he says, why not? its my hole!

We understand the need for registration but this should be seen predominantly from a Safety point of view. To make sure that standards are met. Registration for the sake of setting up a list is not warranted, but to ensure the appropriate safety measures are put in place, is warranted.

There is mention of Councils being involved, but why isn't this issue looked at from a State perspective or even from a National perspective. If an overseas traveller is looking to travel through more than one state in this country, why should they have to have different standards and requirements imposed upon them as they travel from one state to another, or from one council area to another. We hear all the time about Globalisation and how the world is becoming a smaller, closer place. Then why too is that not the case for our Nation. Conditions of accommodation should be the same no matter where in the country someone travels.

Taking this angle to the next level, has a review of what happens elsewhere in the world been done? Do we really need to reinvent the wheel? Are you sure that the best solution has not already been put in place somewhere else?

As for a register of strikes for hosts or guests, the larger more prominent on-line booking companies provide a "review" system that works well in sorting out hosts and or guests that do not meet standard. So we would question the need for an imposed additional system. Let the working system do its job.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Thanks for reading  
Gerard and Janelle Wheatley  
Redhead Beach Escape  
Airbnb and Homeaway/Stayz  
0419448871

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 8:41 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 08:40

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Alan

**Last name**

Stewart

**Name withheld**

No

## Info

**Email**

[bomberal@hotmail.com](mailto:bomberal@hotmail.com)

**Suburb/Town & Postcode**

Ocean Shores 2483

**Submission**

B& B must remain true to its original purpose and require an owner to remain living on the premises during the rental period.

Full house short term letting in residential areas is unacceptable due to the inconvenience it places upon permanent residents in regard to noise, traffic movements, parking, rubbish, and abuse from these tenants when complaints are made about their behaviour.



**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 7:44 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 07:44

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Clive

**Last name**

Smith

**Name withheld**

No

## Info

**Email**

[payot@ozemail.com.au](mailto:payot@ozemail.com.au)

**Suburb/Town & Postcode**

Milsons Point. Sydney 2061

**Submission**

I am the chairman of an apartment building in Milsons Point, . The population density in Milsons Point is one of the highest in Sydney and makes our area particularly vulnerable to the problems associated with short-term letting and the tourist market.

I have several areas of acute concern with the short-term letting package proposed by the NSW Government:

1. Preservation of Owners' Rights:

Residential apartment buildings in mixed use and commercial zones with express prohibitions or limitations on short term letting must have their by-laws respected and preserved. There can be no over-riding policy reason which

dictates limitations on the right of apartment owners to collectively decide whether or not to permit short-term letting where this is the clear desire of the democratic majority.

## 2. Collective Cost of Permitted Short-term Letting

Residential schemes must have authority to levy charges and fees on Hosts conducting short-term letting. The disproportionate cost to owners and owners' corporations from STRA operations (e.g. wear and tear of lifts, gyms, garbage and other utility areas as well as administration and management costs) means they are effectively subsidising those running STRA businesses. Security arrangements in individual buildings must not be compromised. The Hosts should also be required to advise the Owners Corporation of intent to let their property on a short-term basis and to pay any extra insurance costs levied on the building.

## 3. Preservation of Local Government Oversight

Local Councils must have the ability to set and apply zoning restrictions to meet their strategic planning objectives. They should be involved in designing and be part of the compliance and enforcement function of any registration system.

## 4. Fire Safety Standards:

The only way to ensure that mandatory fire safety standards are met is for STRA in residential strata schemes to be classed as "complying development" (not "exempt development") which allows for inspection by Local Council or a private certifier. In addition:

- (a) Fire safety standards should be more onerous for short-term holiday visitors in high-rise apartment buildings as the threat to life of all residents is increased significantly.
- (b) Fire standards applicable to residential apartment buildings do not address the fire risks of cooking, BBQ's or smoking on balconies which are common problems with short stay visitors unfamiliar with by-laws or local customs.
- (c) Fire safety in residential strata schemes must not be left to self-regulating platforms or amateur hosts as it poses an unacceptable risk to all residents.
- (d) Fire and Rescue NSW should have direct access to Register data such as how many STRA apartments are listed in a single high-rise building to enable accurate assessment in emergency situations.

## 5. Effective Registration:

An independent, publicly funded registration system is essential to identify STRA properties, the owner/host, their agent or nominated representative as well as having data on address, location, intensity, volume, days of availability, days of occupation, number of rooms, etc. in order to develop a profile and analysis of the STRA industry. Other major cities such as New York, San Francisco, Barcelona, Paris, Toronto and Vancouver, who have experienced this industry, are now devising or implementing legislation to strictly regulate its operation. At the very least, NSW should have controls in place BEFORE allowing STRAs to operate in apartment buildings as well as enforceable and fast-acting conflict resolution processes.

Given the disparate issues involved with the regulation of AirBnB, Stayz and the like, the Milsons Point Community Group regards as essential the establishment of a Register run by either Government, local Councils or a neutral platform, with powers that are time-sensitive, practically enforceable and of real utility to residential strata schemes. This Register must be necessary pre-requisite to any new regulatory framework. STRA can transform homes into hotel rooms and neighbours should not be obliged to give up their right to quiet enjoyment with bland reassurances about conflict resolution. Such a Register has been found to be helpful in somewhat alleviating these problems in cities overseas.

## 6. Host's Registration Obligations:

There must be enforceable obligations for Hosts to register the premises before it is used for STRA purposes. Penalties should apply for unregistered premises. The Host should identify all platforms on which their property is listed, identify days of availability and report nights of occupations. Additionally, there must be a legal obligation for Platforms and agents not to list an unregistered residential dwelling for STRA. Again, there should be no change in planning laws in residential apartment buildings until the Register is in place.

## 7. By-Law Enforcement:

In cases where a strata scheme has a by-law prohibiting STRA, it must not be possible for this to be circumvented by any person who is not an actual owner being registered as a host. In the case of residential tenants, there must be evidence that the landlord has expressly permitted the conduct of STRA by the lessee. STRA in strata buildings must require a complying certificate. This should be part of the registration process as it is essential data for regulatory oversight and enforcement.

## 8. 180 Day Cap:

The proposed 180 day cap is unacceptable and excessive by world standards. It makes a mockery of the original intention that the caps were to be an economic lever to drive apartments back into the domestic residential market.

The rapid growth in short-term letting in recent years has had significant impact on apartment buildings as well as residents on areas such as amenity, strata costs and individual safety. Such growth has clearly outpaced regulation and owner's corporations should be given greater ability to manage these impacts. Under no circumstances should this industry be self-regulated.

Clive Smith

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 7:13 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Mon, 09/09/2019 - 07:13

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Choo-Lee

**Last name**

Khor

**Name withheld**

No

## Info

**Email**

[chooleekhor@gmail.com](mailto:chooleekhor@gmail.com)

**Suburb/Town & Postcode**

Milsons Pt

**Submission**

AirBnb in designated buildings purpose built gives certainty of choice to all residents prior to purchasing into such real estate.

Allowing retrospectively AirBnb to fit into otherwise residential abode causes safety and security issues of revolving strangers who are not long term residents within my building which is my home. Everyday sharing my lift rides with my neighbors is not the same as with transient Airbnb tenants.

As home owners I face intrusion and higher costs of maintenance & fees and unfair to subsidise another owner carrying out a business.

**I agree to the above statement**

Yes

---

**From:** ETCJXIA <etcjxia@gmail.com>  
**Sent:** Sunday, 8 September 2019 10:03 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, recorded and not sent to DCS, Purple category

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Sent from my iPhone

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 8:32 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 20:31

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Derek

**Last name**

Graham

**Name withheld**

No

## Info

**Email**

[deegee736@gmail.com](mailto:deegee736@gmail.com)

**Suburb/Town & Postcode**

Cabarita 2137

**Submission**

Background - opening paragraph Lines 4/5. I am outraged that the Government is being so disingenuous as to say that "it has heard that STRA can cause problems.....".It must have been obvious to anyone from the outset that the forced disruption of life in stratas would not be acceptable to the majority of strata residents.

Integrated Policy Framework - It should be mandatory for STRA hosts to be provided with or to obtain details of the salient parts of the Code of Conduct required of them.They or their agents should also be obliged to give a copy of the Code of Conduct expected of anyone taking up short term accommodation.Guests should also be required to



leave a deposit (say \$100) with the host/agent to cover possible loss of keys security tags etc and there are plenty of these. An owners' corporation spends enough time on revising security systems because of careless (or unlucky) owners let alone casual visitors.

Registration system- This should be wholly at the expense of the so-called industry and should be kept by an organisation independent of that industry. It is not clear how it will deal with the cases where there are multiple letting agents and this must be clarified. Before the first occasion on which there is to be letting activity a host should be required to notify the owners' corporation :-

(a) that STRA letting is proposed

(b) producing evidence of insurance cover

(c) producing evidence that smoke alarms have been fitted to bedrooms which are the subject of STRA. NB This shouldn't be a problem because smoke alarms will be fitted to common property and the Strata Schemes Management Act requires the prior permission of the owners' corporation for such installations

(d) in writing that he/she is aware of a host's responsibilities and that he /she has fact sheets to be given to guests regarding their responsibilities.

Once an owners' corporation is satisfied on all the above points it could notify the register accordingly (it would be necessary to produce a procedure for this).

The Register should be open for inspection by owners' corporations to be sure that a host is acting in accordance with the previously stated plans. This new system pays scant regard to the privacy of strata residents who do not act as STRA hosts so hosts do not deserve special treatment. After all property sale prices are publicly available. Presumably the ATO would be able to see the Register. I may have missed it but I have not noticed any attempt to inform hosts of their tax obligations.

Provision must be made requiring tenants to receive written permission from the owners before being allowed to engage in STRA activity.

Unhosted STRA bookings of 21 days or more - This is a blatant attempt to permit lettings to exceed the 180 days limit in Greater Sydney and fertile minds will already have plans to exploit this egregious loophole. It must be cancelled

Another outrage is the way in which the Government has blithely ignored local councils' development plans re residential apartments.

The complaints system is inadequate to say the least. By the time a complaint is considered, if at all, any problem guests will have disappeared and hosts (in particular non-resident hosts) will disclaim knowledge of any problems. Never mind about two strikes etc any problem cases should be barred from any future lettings. This complaints system is doomed to fail unless there are quicker means of dealing with complaints, preferably by having people readily available to visit premises where there are problems as in the case of noise-abatement inspectors. Perhaps they could be brought into the equation. Any costs of such "home visits" could be built into the costs paid by the industry in respect of the rights it has received to potentially intrude upon the peace and privacy of the majority of strata residents.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 7:25 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 19:24

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Adrian

**Last name**

Woodhouse

**Name withheld**

No

## Info

**Email**

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**Suburb/Town & Postcode**

Byron Bay 2481

**Submission**

Short term holiday let should ONLY be allowed where the host lives on site. The original concept of renting out a spare room in your house has been corrupted to allow whole houses to be let to noisey rude inconsiderate groups who destroy the amenity of the neighbourhood

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 7:10 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 19:10

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

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Chapman

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No

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**Suburb/Town & Postcode**

Casuarina 2487

**Submission**

The STRA should be introduced soonest as it has been mooted for years & the industry has grown & needs security to ensure that housing prices do not drop any further & the benefits it brings to the community & economy.

A review of the STRA regulatory framework 12 months after it commences will ensure that unintended consequences can be dealt with.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 5:41 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 17:41

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Friederike

**Last name**

Binder

**Name withheld**

No

## Info

**Email**

[friederikebinder@hotmail.com](mailto:friederikebinder@hotmail.com)

**Suburb/Town & Postcode**

2041

**Submission**

I do not want any airb&b or short term rentals at 2 Pearson St., Balmain East.

F. Binder

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 4:47 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 16:47

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Geoffrey

**Last name**

Pritchard

**Name withheld**

No

## Info

**Email**

[geoff88@bigpond.net.au](mailto:geoff88@bigpond.net.au)

**Suburb/Town & Postcode**

Milsons Point, 2061

**Submission**

I am making this submission in my capacity as Chairman of the strata committee of the building at 6 Glen St, Milsons Point.

Milsons Point includes around 30 multi-storied apartment buildings and has a population of around 4000 people. This population density is one of the highest in Sydney and makes our area particularly vulnerable to the problems associated with short-term letting and the tourist market.

We have several areas of acute concern with the short-term letting package proposed by the NSW Government:

1. Preservation of Owners' Rights:

Residential apartment buildings in mixed use and commercial zones with express prohibitions or limitations on short term letting must have their by-laws respected and preserved. There can be no over-riding policy reason which dictates limitations on the right of apartment owners to collectively decide whether or not to permit short-term letting where this is the clear desire of the democratic majority.

## 2. Collective Cost of Permitted Short-term Letting

Residential schemes must have authority to levy charges and fees on Hosts conducting short-term letting. The disproportionate cost to owners and owners' corporations from STRA operations (e.g. wear and tear of lifts, gyms, garbage and other utility areas as well as administration and management costs) means they are effectively subsidising those running STRA businesses. Security arrangements in individual buildings must not be compromised. The Hosts should also be required to advise the Owners Corporation of intent to let their property on a short-term basis and to pay any extra insurance costs levied on the building.

## 3. Preservation of Local Government Oversight

Local Councils must have the ability to set and apply zoning restrictions to meet their strategic planning objectives. They should be involved in designing and be part of the compliance and enforcement function of any registration system.

## 4. Fire Safety Standards:

The only way to ensure that mandatory fire safety standards are met is for STRA in residential strata schemes to be classed as "complying development" (not "exempt development") which allows for inspection by Local Council or a private certifier. In addition:

- (a) Fire safety standards should be more onerous for short-term holiday visitors in high-rise apartment buildings as the threat to life of all residents is increased significantly.
- (b) Fire standards applicable to residential apartment buildings do not address the fire risks of cooking, BBQ's or smoking on balconies which are common problems with short stay visitors unfamiliar with by-laws or local customs.
- (c) Fire safety in residential strata schemes must not be left to self-regulating platforms or amateur hosts as it poses an unacceptable risk to all residents.
- (d) Fire and Rescue NSW should have direct access to Register data such as how many STRA apartments are listed in a single high-rise building to enable accurate assessment in emergency situations.

## 5. Effective Registration:

An independent, publicly funded registration system is essential to identify STRA properties, the owner/host, their agent or nominated representative as well as having data on address, location, intensity, volume, days of availability, days of occupation, number of rooms, etc. in order to develop a profile and analysis of the STRA industry. Other major cities such as New York, San Francisco, Barcelona, Paris, Toronto and Vancouver, who have experienced this industry, are now devising or implementing legislation to strictly regulate its operation. At the very least, NSW should have controls in place BEFORE allowing STRAs to operate in apartment buildings as well as enforceable and fast-acting conflict resolution processes.

Given the disparate issues involved with the regulation of AirBnB, Stayz and the like, the Milsons Point Community Group regards as essential the establishment of a Register run by either Government, local Councils or a neutral platform, with powers that are time-sensitive, practically enforceable and of real utility to residential strata schemes. This Register must be necessary pre-requisite to any new regulatory framework. STRA can transform homes into hotel rooms and neighbours should not be obliged to give up their right to quiet enjoyment with bland reassurances about conflict resolution. Such a Register has been found to be helpful in somewhat alleviating these problems in cities overseas.

## 6. Host's Registration Obligations:

There must be enforceable obligations for Hosts to register the premises before it is used for STRA purposes. Penalties should apply for unregistered premises. The Host should identify all platforms on which their property is listed, identify days of availability and report nights of occupations. Additionally, there must be a legal obligation for Platforms and agents not to list an unregistered residential dwelling for STRA. Again, there should be no change in planning laws in residential apartment buildings until the Register is in place.

## 7. By-Law Enforcement:

In cases where a strata scheme has a by-law prohibiting STRA, it must not be possible for this to be circumvented by any person who is not an actual owner being registered as a host. In the case of residential tenants, there must be evidence that the landlord has expressly permitted the conduct of STRA by the lessee. STRA in strata buildings must require a complying certificate. This should be part of the registration process as it is essential data for regulatory oversight and enforcement.

## 8. 180 Day Cap:

The proposed 180 day cap is unacceptable and excessive by world standards. It makes a mockery of the original intention that the caps were to be an economic lever to drive apartments back into the domestic residential market. The rapid growth in short-term letting in recent years has had significant impact on apartment buildings as well as residents on areas such as amenity, strata costs and individual safety. Such growth has clearly outpaced regulation and owner's corporations should be given greater ability to manage these impacts. Under no circumstances should this industry be self-regulated.

Geoff Pritchard OAM.

**I agree to the above statement**

Yes



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**From:** Elaine Taylor <eta4175.et@gmail.com>  
**Sent:** Sunday, 8 September 2019 4:26 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Regards

Elaine Taylor  
Executive Assistant  
RTT Consulting Pty Ltd

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 2:56 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Sun, 08/09/2019 - 14:51

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

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Reuben

**Last name**

Schwarz

**Name withheld**

No

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**Suburb/Town & Postcode**

Sydney 2000

**Submission file**

[nswsubmission\\_bnbguard.pdf](#)

**Submission**

See attachment for full submission as pdf. Below as text without appendix table.

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Submission on draft instrument for short-term-rental accommodation reforms

## Executive Summary

- Without strong enforcement of STRA rules, many hosts will simply ignore them, as has happened overseas, with or without a register
- Many hosts already flout the rules (eg tenancy, occupancy, fire safety) to increase their profits
- The number of STRA platforms is exploding, and any registration approach must account for the increasing importance of niche sites and aggregators
- An industry-led register is risky because platforms cannot be relied on to cooperate, and separate deals must be negotiated with increasing numbers of platforms, all of which make more money by ignoring the rules rather than ensuring compliance
- A neutral platform has incentives aligned with those of NSW's citizens, which is for an efficient, effective system that enables hosts to participate without unreasonable costs and enable the state and local governments to have relevant and timely data and confidence.

## About BnbGuard

BnbGuard is a Sydney company specialising in STRA monitoring, identification, data and advice services for owners corporations and local governments across Australia and New Zealand. We have become the trusted neutral platform in the STRA space. Our integrated approach combines property identification with registration for low-cost, effective enforcement that covers all STRA platforms, and can be easily extended as more platforms and sites enter the market

## STRA Registers

In general the proposed rules regulating short-term rental accommodation (STRA) in NSW are a step in the right direction, though they lag significantly those of other global tourist hotspots. Please see the Appendix for examples of regulatory models in comparable countries and cities around the world.

An industry-led register, as has been suggested, is risky for NSW, chiefly for three reasons:

- (i) Platforms can't be relied on to cooperate;
- (ii) the market itself is splitting into more and more platforms, and;
- (ii) a registration system must be closely tied to monitoring and enforcement by a range of regulatory authorities (e.g. local council and fire and rescue) to be a worthwhile and cost-effective compliance and enforcement model.

## Enforcement

Ensuring compliance and having the capacity to enforce STRA-related rules (e.g. planning, fire safety, code of conduct, bylaw) is necessary for preventing illegal STRA, ensuring tourists and visitors are safe, and making sure that legitimate businesses that do the right thing can operate on a sustainable basis with a level playing field. The NSW model encompasses many existing STRA operators as well as the new "Airbnb-style" letting because it is state-wide and STRA is not restricted to the principal place of residence. As a consequence, the registration system needs to work for hosts and a range of different business operators, many who are not global platforms.

Enforcing STRA rules is not easy or cheap. The international experience is that STRA platforms tend to be uncooperative once rules are enforced, and with so much money at stake, hosts find and exploit any loophole they can. BnbGuard works with governments to advise on STRA rules and enforcement strategies, and also to enforce those rules using our technology that identifies the real property addresses of listings. In the absence of this kind of technology, the best approach is for a dedicated team of people to be assigned the task of responding to complaints and proactively enforcing compliance (for example, the city of Berlin has a team of six). In the NSW model, which is state-wide, it will be essential to adopt a technology-led strategy which is more cost effective and efficient because neither the state nor the local government entities have the resources to rely purely on manpower.

Integrating monitoring, compliance and enforcement with a register greatly reduces the cost of policing the industry, promoting better standards and reducing conflict. Without adequate enforcement, many operators will just ignore the rules (as often happens overseas). There's too much money to be made to follow the rules for their own sake. For example, hosts in NSW will be obliged to carry public liability insurance, meet certain fire safety standards, not list a property in a strata scheme that has a bylaw banning them, and observe the code of conduct. An integrated system will better enable hosts to know their obligations and comply across all the sites where their listings appear.

For example, Paris has operated an STRA register for two years, and still has a crisis of housing affordability and over-touristification in its urban centre because of poor compliance with the rules. Often the STRA platforms have little interest in policing their hosts (eg Paris has sued Airbnb for accepting unregistered properties). It is an example of why platforms should have an obligation not to list an unregistered dwelling.

BnbGuard's technology automatically reports on overcrowding violations for our customers. For example, in many areas (especially city centres) nearly half the matches we find have too many guests, because it's an easy way for hosts to improve profits (and nobody but BnbGuard is looking for it). Once they're caught hosts will often reduce the occupancy on major sites but keep it high on smaller, niche sites that they assume aren't monitored by our technology (but in fact are). The problem of overcrowding is especially significant in high-rise apartment buildings where increased fire risks and amenity impacts cause conflict with residents. The owners corporation has no power to inspect the lot, and few apartment buildings have on site managers. The registration system operated by a neutral platform with monitoring technology is a significant valued added offering that no single STRA platform is capable of delivering.

The benefit of a neutral register is that it can scan, identify and ensure compliance with NSW's regulatory system across any STRA platform. Access to registration data greatly reduces the cost of enforcement using technology like BnbGuard's, which will greatly improve NSW's ability to police the roles.

Lax enforcement or difficult-to-enforce rules have let down STRA regulations in Santa Monica, Chicago, New York and many other places. Those cities have since moved to stricter STRA rules.

It would be a good idea for any government looking to regulate STRAs to visit these cities and others suffering from the unwanted side-effects of the recent STRA boom (e.g. Vancouver, San Francisco, Madrid, London, Paris, Berlin, Amsterdam). Ineffective regulation can have drastic long-term, if not irreversible, effects on communities and local economies. There is a growing body of evidence for NSW and elsewhere in Australia about the unwanted impacts of STRA, which was not available at the time of the initial Parliamentary Inquiry on which this policy has relied.

### Reliance on the Platforms

When examining the pattern of behaviour of STRA platforms in their recent battles with regulators, a clear pattern emerges - Platforms will concede only as much as they have to to stay in business.

Airbnb is frequently under the spotlight, but is actually one of the industries' better players. It cooperates much more fully with governments than most of its competitors (see for example, Expedia's battle to avoid the rules Airbnb follows in New Orleans). In the STRA industry, illegal activity flows to the platforms that break the rules (for example, London saw illegal activity go from Airbnb to competing sites as Airbnb was the only one following the rules). There is little incentive for them to cooperate with each other and, as mentioned in detail below, the industry is highly fragmented into hundreds of global platforms as well as many smaller localised sites.

Airbnb opposes rules in some areas it is only too happy to meet in others. The best example of this is sharing host data (eg names, addresses) with governments, which it has lambasted in New Zealand, Queensland, New South Wales, and New York City. However, it is sharing host data in other jurisdictions such as Vancouver and Portland. Similarly, Airbnb is cooperating with registers in Paris, Vancouver and many other areas, but is lobbying against the approach in NSW.

Relying on the major STRA platforms to cooperate makes government vulnerable to a high risk of regulatory failure and the social, economic and political consequences that tend to follow. Cooperation will come on their terms (and there is a real gap of expertise and knowledge between them and government agencies) and can be ended or restricted when it's no longer in their interest to play nice.

This is in fact the pattern of behaviour of both Airbnb and Expedia around the world, and they are only two in a market of hundreds of platforms. Having the platforms police their own registration compliance in a hyper-competitive industry is likely to lead to many unreported breaches and blind eyes being turned.

A neutral platform is incentivised to hunt out all compliance breaches, and so are aligned with NSW's goals of putting STRA onto a more professional and legitimate basis with greater social acceptability. STRA platforms' incentives are focused to customer growth and revenue in a rapidly changing, competitive industry.,

### The Market is Splitting

Airbnb has normalised staying in other people's homes, and made the experience so easy it's changing the face of tourism. But it's increasingly just one player in a fragmented market.

Now that home-sharing is normalised, it's easy for other companies to jump on board because the platform technology itself is cheap and easy to set up. These new platforms focus only a specific community, and so often do a better job of appealing to that community. Examples include:

- Holiday Paws (pet friendly)
- Kid & Coe (family friendly)
- Ecobnb (environmentally friendly)
- Muzbnb (muslim friendly)
- Misterb&b (gay friendly, actually one of the biggest sites in Sydney)

Any NSW register that ignores these sites is at best a band-aid fix. For example, Misterb&b alone has more than 300,000 hosts and in some parts of Sydney its popularity rivals that of Airbnb, though most people in Australia have never heard of it.

Hard data on the growth of these platforms isn't available, but BnbGuard's property address identification increasingly detect matches off the major platforms.

Compelling compliance with NSW rules on all these platforms is not feasible. Moreso, enforcing rules is impossible. There is little a local or state government can threaten a company based overseas that doesn't care about playing by the rules. And these cheaters will prosper when other companies play by the rules, including legitimate domestic property management companies who have been in operation for several decades. Compliance can only reliably be enforced on the hosts themselves, who must be local.

Further to this, there are the "metasearch engine" sites, aggregators like Tripping.com and HomeToGo, that serve up listings from all major STRA platforms in one place. So guests are increasingly going to these aggregator sites to see more listings without paying any more money.

Many investors and industry experts predict that aggregators will dominate the market in future, as Skyscanner.com has for flights and Wotif.com has for hotels. As with these industries, Google is even beginning to show STRAs in its search results for local accommodation.

What this means is that being banned from major sites Airbnb and Homeaway is no longer the end of an STRA business. Just list on a smaller site that ignores the rules, and your listings will get picked up by an aggregator anyway. By partnering with neutral companies like BnBGuard those industry trends will simply be tracked as part of the evolution of the market, and NSW's STRA policies will be future-proofed.

This proliferation of sites and channels will continue to accelerate, making independent monitoring and enforcement the only sustainable solution.

Please don't hesitate to contact me to discuss any of the above further.

Reuben Schwarz | Chief Operating Officer  
reuben@bnbguard.com.au  
www.bnbguard.com.au

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 2:04 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 14:02

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

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Robert

**Last name**

Kooyman

**Name withheld**

No

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**Suburb/Town & Postcode**

Myocum

**Submission file**

[kooyman\\_submission.docx](#)

**Submission**

Submission:

Dr. Robert M. Kooyman

Date: 08 September 2019

## Subject: Short-term Rental Accommodation Reforms

In the Byron Shire area short-term rental accommodation is killing our towns and rural areas by destroying the social fabric of communities, and driving the rental market out of reach of locals. Our coastal and hinterland villages and rural areas have been bought up by absentee landholders who have no interest but profit. The consequence is that owner-occupiers and local residents are fast disappearing in the face of an aspirational market place that has no room for them.

The proposed policy on short-term rental accommodation overrides other legislation that supports residents. Making local residents second class citizens in their own towns and local areas, and sacrificed by Clause 7 (1) In the event of an inconsistency between this Policy and another environmental planning instrument, whether made before or after this Policy, this Policy prevails to the extent of the inconsistency.

NSW is out of step with locations all over the world. Major towns and cities are placing restrictions on Air BnB and short-term rentals to prevent the destruction of local communities, but in NSW the state government appears ready to do business with anyone, and appear to have allowed the short term letting accommodation industry to write the rules.

The new legislation places a cap on days allowed for letting, where the host is not present, of 180 days per year or 365 days in regional areas. Byron was promised a 90 day limit in the run up to the last election but it is still to be approved and Council has to prove its case as to why Byron gets special treatment before it is approved. 90 days is still 45 weekends a year and, given weekend prices, this is likely not a deterrent to making owners return houses to the permanent rental market.

Unlimited days - no caps: Also, a loophole has appeared in the proposed regulation: a booking for 21 or more consecutive days will not count towards the limit when a host is not present. So a cap is not really a cap!! This means the true extent of short-term letting can never be monitored or measured. A host could add as many 21 day letting periods as they want for the rest of the year and it would not be counted in the annual total!

The state govt is also proposing an industry-led register to keep track of all short-term lets. It is expected to record the name of the host, the property's address, the duration of each booking and whether it complied with bylaws. The industry self-regulating? Really? This takes the power away from local councils to monitor non-compliance for their residents.

It is also known that a number of NSW MPs own short term rental properties, including the Deputy Premier. Politicians with clear conflicts of interest should not be allowed to vote on this issue.

The law supports residents - NSW Land and Environment Court has analysed case law on the definitions of "residential accommodation", "residential building", "residential flat building", "domicile" and "flats", and concluded that there must be "an element of permanence or residence for a considerable time, or having the character of a person's settled or usual abode" in order to constitute "residential buildings"; relying particularly on *North Sydney Municipal Council v Sydney Serviced Apartments Pty Ltd* (1990)21 NSWLR 532 and *Derring Lane Pty Ltd v Port Phillip City Council* (No 2) (1999) 108 LGERA 129.

### **I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 12:29 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Sun, 08/09/2019 - 12:29

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

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**Last name**

Nothling

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No

## Info

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**Suburb/Town & Postcode**

Pymont

**Submission**

Further to my submission on 7 September 2019, I make the following additional point:

Strata complexes - additional impact on common property and services:

The 'package' (amendment Act, proposed Code and proposed Regulation do not address a very real issue for Owners Corporations, being the cost of increased wear and tear, maintenance, cleaning and services use (water and electricity) of common property and common services (including waste disposal) caused by STR. Guests (of STR) are indifferent about such matters and mostly do not think or act like owners.

These costs are borne by the Owners collectively and owners who engage in and profit from STR are receiving a material benefit from other owners, which is inequitable. This needs to be addressed by permitting Owners



Corporations to pass bylaws to impose a levy on owners of lots used for STR to reasonably contribute to these additional costs.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 12:06 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Sun, 08/09/2019 - 12:05

Submitted by: Anonymous

Submitted values are:

### Submission Type

I am submitting on behalf of my organisation

## Name

### First name

Carlene

### Last name

Smith

### Name withheld

No

## Info

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[carlene.smith@bigpond.com](mailto:carlene.smith@bigpond.com)

### Suburb/Town & Postcode

MILLERS POINT 2000

### Submission

There are several points we the Stamford Marque Owners Corporation, would like to have clarified

1. There does not seem to be any system to include council rules. eg our building DA says only residential, no holiday letting. Will this legislation overrule those laws?
2. The registration list needs to be kept by an independent body eg Fair Trading or Council other wise conflict of interest is perceived.
3. Will anyone be checking that fire regulations are met. eg our fire safety each year is quite expensive and stringent, do they have to be notified of STRA owners so they can inspect? If so, then any registration needs to be sent to Owners Corporations as well.

4. Owners Corporations need access to registration lists and a way of filing complaints

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 10:47 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Sun, 08/09/2019 - 10:47

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Geoffrey

**Last name**

Brennan

**Name withheld**

No

## Info

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**Suburb/Town & Postcode**

Callala Beach 2540

**Submission**

I wish to register my concerns with the scope and intent on the proposed reforms for Short Term Residential Accommodation (STRA). My concerns centers on the absence of detailed empirical evidence of a need for such significant building modifications to rental houses, the use of 'one model suits all' with these proposed building modifications and on the impact of these reforms on smaller communities where short term accommodation is a much needed economic driver for the local community and fills a gap in the absence of local or nearby motels or hotels. I accept the proposed reforms may be appropriate to address concerns over older and in some cases poorly maintained rental properties. I own a modern 4 bedroom home which I rent out over the Christmas/New Year period, about 3 weeks. I already meet most of the proposed modifications - have several hard wired smoke detectors throughout the house and have the other safety items such as fire extinguisher and fire blanket. There is

no evidence that justifies lumping a modern house such as mine in with older and poorly maintained properties. It is unfair. Further with no available commercial accommodation in this area I object to what will be in effect a discriminatory economic penalty imposed on this community. Why?

In short I would propose an alternative regime that targets older properties that could be seen to be a safety threat to renters and initially focuses in areas where suitable and available commercial properties such as motels and hotels are available.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 4:26 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 04:25

Submitted by: Anonymous

Submitted values are:

#### **Submission Type**

I am making a personal submission

## **Name**

#### **First name**

David

#### **Last name**

DAY

#### **Name withheld**

No

## **Info**

#### **Email**

[dave\\_hockley\\_day@hotmail.com](mailto:dave_hockley_day@hotmail.com)

#### **Suburb/Town & Postcode**

COFFS HARBOUR JETTY

#### **Submission**

As an owner/occupier in a residential apartment building, I object to the fact that council/government can override the wishes of our strata committee when it comes to short-term holiday letting. As residents we are not on holiday. We have jobs, families and need to get a good night's sleep. Non-resident owners can currently let their property for single-night stays, and are not present to control their guests. In addition to noise, building security is an issue as we their is almost no vetting completed over guests.

Should the strata committee vote to allow short-term lets, or the owner be present in the property to address issues overnight I have no objection. It is simply undemocratic and unfair not to allow us control over our own building and

it's use.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Saturday, 7 September 2019 9:02 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Sat, 07/09/2019 - 21:01

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Barbara

**Last name**

McConchie

**Name withheld**

No

## Info

**Email**

[ediebarb@gmail.com](mailto:ediebarb@gmail.com)

**Suburb/Town & Postcode**

AINSLIE

**Submission**

Dear Minister,

We operate a short term holiday rental in the Eurobodalla shire. We have been running it via the Stayz and now AirBnB platform for over 10 years and our house has had many people stay for short term holidays. The model of the short term holiday home rental is something that many Australian's enjoy and utilise. It is here to stay because it offers people choice in the style of accommodation, the location and the price point.

As part of our responsibility to our local street and town community, we have adopted the code of conduct that the Stayz group developed in partnership with a number of regional councils. This has helped us communicate with our



guests which has led to over 10 years of issue free hosting.

As an owner participating in the short term rental industry we maintained our house at a high standard and to this end have:

- employed cleaners, gardeners, local handy jobs people, builders, painters, plumbers, electricians and roofing specialists;
- sourced materials and goods for our house purchasing from local business retailers.

We have also promoted local tourism industries and businesses such as boat charters, cafes, restaurants, clubs, supermarkets, local markets and retailers of personal goods and charities

We would like to note the following points in response to the proposals:

- \* We agree that a code of conduct is one of the most useful tools in helping create short term rental with minimum impacts on neighbours. We support a common code of conduct for this industry.
- \* We do not support a capping of nights: over the previous ten years we have found that we have increased bookings around the year which originally started as predominantly summer month rentals, bringing tourism to the region at times that were typically very low for tourism benefit.
- \* We support good safety standards for visitors, and any house that has been approved and is compliant with existing industry codes should not have to retrospectively be forced into an upgrade that is not building greater benefit overall.
- \* The recommendation for smoke detector alarms in each bedroom is excessive. For hotels/hostels where rooms are behind fire doors to corridors, and where doors always remain shut for privacy this may be appropriate. Short term holiday homes with bedrooms very close together often with internal doors left open overnight, having a smoke detector alarm in each bedroom and the adjacent hallway is in excess, and potentially creates a new hazard of deafening noise and confusion that can occur from overwhelming noise levels. Smoke detector alarms in corridors outside bedrooms is a known effective level of hazard mitigation and should not be increased. Hard-wiring these alarms is appropriate.
- \* The registration system is problematic, over complicated and does not seem to be able to demonstrate in the current proposed model effective management and process of membership. The current model seems overly bureaucratic and expensive for short term rental owners and potentially disadvantaging guests through the passing on of costs.

We support better relationships between holiday home short term rental and our local communities and responsible service delivery. We do not support systems that will potentially cripple this market through heavy cost compliance.

We wish to continue to give back to the community that we have belonged to for more than 10 years. The reforms you are suggesting need to be carefully considered, including thinking about unintended consequences.

Thank you.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Saturday, 7 September 2019 7:23 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sat, 07/09/2019 - 19:23

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Anne

**Last name**

Wong

**Name withheld**

No

## Info

**Email**

[ch.annewong@gmail.com](mailto:ch.annewong@gmail.com)

**Suburb/Town & Postcode**

North Sydney

**Submission**

I object to allowing short term accommodation in strata buildings.

1. It is unsafe. Strata buildings do not have fire escape instructions for short term renters. There is no one help them in case of emergency.
2. It is unsafe to long term occupiers in the building. At the moment, we notice strangers as we basically know most of our neighbours. Our building will become insecure building when our entrance code is given away to short term renters.

3. Short term renters do not know the etiquette expected of in our buildings such as garbage room, common laundry etc.

I hope the State stops messing up our life. There is enough accommodation types available for short term renter. Please leave us alone.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Saturday, 7 September 2019 4:50 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sat, 07/09/2019 - 16:49

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

David and Bronwyn

**Last name**

Wilson

**Name withheld**

No

## Info

**Email**

[bronniewilson@hotmail.com](mailto:bronniewilson@hotmail.com)

**Suburb/Town & Postcode**

North Sydney 2060

**Submission**

We very much object to any changes in laws/regulations that will make it legal for strata Owners or occupants to conduct short term letting. We consider it grossly unfair and wrong that the apartment we purchased in good faith as our home, under the regulations that existed at the time of purchase, could be threatened by a revolving door of unknown itinerants in our building, many in party mode. Moreover the increased costs incurred in common property maintenance, cleaning costs, security costs, fire safety costs, insurance increase costs, rubbish disposal and more will be passed onto us via increased strata levies. The friendly ambience in our building will change as more strangers come and go. It is outrageous to us that this government cannot see how wrong and de stabilising this

legislation's ramifications could be. We have already experienced "hot bedding" in our small apartment block. This was horrendous with people coming and going at all hours, keys left in letterboxes, people climbing in through the gym windows at night to gain access, strangers using our gym showers on a regular basis while locking owners out of the gym- even sleeping in there, and smoking in the building that permeated throughout. We successfully stopped this and have introduced a by law to prevent leases under six months, and now we read that the NSW government is proposing changes to Planning Laws to permit and encourage airbnb and others to operate openly and to override our by laws and our wishes as long term owner-occupiers. We are most unhappy with these proposals and would not be voting for a government that sought to override and legislate against the best interests of owner occupiers In strata schemes.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Saturday, 7 September 2019 7:26 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Sat, 07/09/2019 - 07:26

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Broderick

**Last name**

Brennan

**Name withheld**

No

## Info

**Email**

[brod.brennan@gmail.com](mailto:brod.brennan@gmail.com)

**Suburb/Town & Postcode**

Manly 2095

**Submission**

We are a retired couple & invested all our retirement savings into an apartment at 22 Central Ave Manly. The building has always been dominantly used for short term letting as it was originally a hotel & almost 90% one bedroom / studios. We invested heavily to renovate & furnish the apartment to a high level to attract the sophisticated overseas tourist. The high price we paid for an ocean facing studio plus the renovation & furnishing costs make short term letting the only viable option for us to obtain a decent retirement income stream.

Long term renters are not interested in furnished apartments & are generally not prepared to pay higher rents for prestige apartments. Forcing us to pull our apartment off the short term market for 50% of the year & to hope that we can attract someone to rent the property for that exact 6 month window is highly improbable. Our retirement

income will be slashed.

Whilst this legislation makes sense for many Strata communities, a one size fits all approach ignores the impact that this legislation has on many retired couples. Existing STRA properties should be forced to register & only new properties should have the draconian 180 day rule apply.

Manly is a tourist destination & there is a lack of hotel accommodation. Short term rentals play a vital role in increasing available accommodation for tourism - one of Australia's major employers & industry sectors.

**I agree to the above statement**

Yes

---

**From:** dcharris0204@gmail.com  
**Sent:** Saturday, 7 September 2019 5:35 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

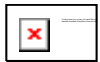
As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

My property contributes significant tourist income to the Jervis Bay area, if you place restrictions you are therefore limiting the economic & cultural benefit of people visiting & discovering the area.

Yours Faithfully

David Harris



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---

**From:** Bronwyn Greive <fostertonretreat@outlook.com>  
**Sent:** Friday, 6 September 2019 8:59 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry, especially in the rural area we are in. So any regulation for our sector should avoid unnecessary burdens on our operations.

As responsible operators, we strongly support the creation of a register of all holiday rental properties listed on a platform (not just secondary holiday homes) and the code of conduct. However, we oppose both the night limits as it can deprive many holiday homeowners of income they have come to rely on and use restrictions for our properties, as restrictions of this kind will put an important holiday tradition at risk as extended family groups get together to enjoy each others company.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential. We believe with the right regulatory settings, short-term rentals can act as a catalyst for growth in regional areas where the availability of traditional hotels is limited.

Thank you reading my submission.

Yours sincerely,

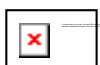
Bronwyn & Max Greive

0439 500 909

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---

**From:** Pateena Donnelly <pateena@aioa.com.au>  
**Sent:** Friday, 6 September 2019 7:55 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Short term accommodation  
**Attachments:** STRA Code of Conduct Submission.pdf

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens and that all parties, specifically Platforms and Guests should be held to account for their actions and that the burden should not just be overwhelmingly borne by Letting agents and property owners as is the current proposal.

Please find attached my Submission,

Kind regards,

Arthur Gorissen & Pateena Donnelly  
7 Station Street  
Stanwell Park

Sent from my iPhone

---

**From:** Gill Sutherland <gillsut@yahoo.com>  
**Sent:** Friday, 6 September 2019 5:02 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

We are retired, nearing 70, and on a fixed allocated pension. We do NOT claim any government subsidies or pension. We also 100% support our adult son who suffers with crippling mental health issues. The small income generated by our short stay holiday letting of a room in our home is critical to assist us cover our financial living costs. Should new legislation impact our ability to earn this extra income, we may be forced to claim a part pension which we very much would like to avoid.

We support some reasonable restrictions and controls for some areas (Byron Bay) where entire homes are purchased by absent owners for the express purpose of air bnb and where these properties often stand empty outside of key holiday season periods - but NOT where the guests are renting a bedroom/seperate living room area under the same roof as their hosts, the property owners.

Thank you

Gill Sutherland  
Host  
NSW 2479

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Friday, 6 September 2019 4:11 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Fri, 06/09/2019 - 16:10

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Daniel

**Last name**

Maurice

**Name withheld**

No

## Info

**Email**

[djmaurice@msn.com](mailto:djmaurice@msn.com)

**Suburb/Town & Postcode**

Glebe 2037

**Submission**

I strongly support the Owners Corporation Network's comments on the Department's STRA draft code of conduct.

In addition I believe that EVERY owners corporation should have the right, by say a 2/3 majority vote, to pass a by-law refusing to allow short term letting in their specific strata.

Alternatively if this is not agreed to by the Department then EVERY owners corporation should have the right to impose higher levies on owners engaged in short-term letting, reflecting that such owners are imposing higher

maintenance and security costs on fellow owners while receiving personal financial benefits though this short-term letting NOT shared with their fellow owners.

**I agree to the above statement**

Yes

---

**From:** Aberfoyle Berry <aberfoyleberry1914@outlook.com>  
**Sent:** Friday, 6 September 2019 2:45 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

---

**From:** Carly Collister <hello@thehostess.net>  
**Sent:** Friday, 6 September 2019 2:43 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

Carly Collister

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Friday, 6 September 2019 2:26 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Fri, 06/09/2019 - 14:21

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Shannon

**Last name**

Lakic

**Name withheld**

No

## Info

**Email**

[shannon.lakic@cciansw.com.au](mailto:shannon.lakic@cciansw.com.au)

**Suburb/Town & Postcode**

2142

**Submission file**

[cia-submission-on-short-term-rental-accommodation-regulatory-framework-6.9.19.pdf](#)

**Submission**

Dear Director, Housing Policy

Please find attached submission on the Short-Term Rental Accommodation Regulatory Framework on behalf of the Caravan, Camping & Touring Industry & Manufactured Housing Industry Association of NSW Ltd. We would be grateful for a written acknowledgement of its receipt.



If you have any troubles opening the PDF please let us know.

Kind regards,

Shannon Latic  
Caravan & Camping Industry Association of NSW

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Friday, 6 September 2019 1:56 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Fri, 06/09/2019 - 13:55

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Dan

**Last name**

Croft

**Name withheld**

No

## Info

**Email**

[dan.croft@pmhc.nsw.gov.au](mailto:dan.croft@pmhc.nsw.gov.au)

**Suburb/Town & Postcode**

2444

**Submission**

Dear Sir/Madam

Thank you for the opportunity to comment on the proposed legislative framework for regulating short-term rental accommodation (STRA) in NSW. Providing clarity for all stakeholders on the extent and nature of STRA that is permitted as exempt or complying development under the proposed State Environmental Planning Policy is supported. The following comments are provided for your consideration in finalising the legislation:

- STRA is proposed to be permitted for rural workers' dwellings - this seems inconsistent with the intention of this

land use.

- Clause 13(1)(d) requires the land to be bushfire prone in order to carry out complying development. This seems strange as it would exclude complying development on land that is not bushfire prone. It would make more sense for it to say that if the dwelling is located on bushfire prone land subclauses (e), (f), (g), and (h) apply.
- From a systems/register perspective Council has often found that with State Registers (e.g. Combustible Cladding, Swimming Pool Fencing, Companion Animals, Food) there is no ability for investigating officers to record complaints or manage compliance workflow from the State Register. This then requires Council's to keep their own separate registers and records. A more dynamic approach to State registers is considered necessary to efficiently and effectively implement the proposed legislation.

Regards

Dan Croft

Group Manager Development Assessment

Development & Environment

Port Macquarie-Hastings Council

**I agree to the above statement**

Yes

---

**From:** drvnostram@gmail.com  
**Sent:** Friday, 6 September 2019 12:32 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

Dear Minister,

We own a holiday property in regional Australia and as such, in some periods of the year, the short-term rental accommodation market is an important *occasional* supplemental revenue driver for our family as we near retirement. Outside of the holiday periods there is not that much revenue opportunity. Availability of good quality short term housing in areas such as ours support regional tourism which is really important for the local businesses and people who live there.

As a result, too much regulation and un-necessary additional costs should be avoided to ensure there is no excessive financial burden or work required on the property forced on us.

As responsible owners, we support the creation of a register of holiday rental properties however, We would oppose overly stringent night limits and excessive use restrictions for our property as this may potentially deprive us of income we may rely on in the future. As we have good fire protection in place already, which complies with domestic requirements, We would also advocate no more requirements other than domestic ones in class 1a buildings as this will drive cost into properties like ours which are not rented out a great deal. Maybe only additional requirements are forced on those who rent out properties for over 90 days per annum for example. Otherwise, trades will charge significant money in a short space of time for requirements over and above domestic purposes for properties who may only have 5 short term visitors in any one year. If additional requirements become necessary, then for those who only rent out for less than 90 days per annum should have 3 years in update any requirements in order to spread the additional cost of any upgrades required.

I hope that good sense can prevail in the case of occasional renting such that costs are not driven up for occasional rentals.

Thank you reading our submission.

Caz and Dave Boorman

---

**From:** John Lin <australia886@gmail.com>  
**Sent:** Friday, 6 September 2019 10:39 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

**As a result, regulation for our sector should avoid unnecessary burdens on our operations.**

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you for reading my submission.

Mrs A. Williams

---

**From:** Mark Whybro <Mark.Whybro@fire.nsw.gov.au>  
**Sent:** Friday, 6 September 2019 10:26 AM  
**To:** DPE PS STHL Mailbox  
**Cc:** Executive CSD  
**Subject:** FRNSW Submission to Short Term Rental Accommodation Discussion Paper

Good morning,

FRNSW has developed a submission for the Short Term Rental Accommodation inquiry, but it may not be through our approvals process by the deadline of COB 11 September 2019. I'd appreciate the opportunity to discuss with you the possibility of a short extension, just in case this extends past the due date. Best number is my mobile – please see below.

My thanks in advance for your consideration.

Kind regards



**MARK WHYBRO**  
ASSISTANT COMMISSIONER  
COMMUNITY SAFETY

T: (02) 9742 7316 M: 0438 602 869  
E: [mark.whybro@fire.nsw.gov.au](mailto:mark.whybro@fire.nsw.gov.au)  
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[www.fire.nsw.gov.au](http://www.fire.nsw.gov.au)



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**From:** Mark Whybro <Mark.Whybro@fire.nsw.gov.au>  
**Sent:** Friday, 6 September 2019 10:26 AM  
**To:** DPE PS STHL Mailbox  
**Cc:** Executive CSD  
**Subject:** FRNSW Submission to Short Term Rental Accommodation Discussion Paper

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Good morning,

FRNSW has developed a submission for the Short Term Rental Accommodation inquiry, but it may not be through our approvals process by the deadline of COB 11 September 2019. I'd appreciate the opportunity to discuss with you the possibility of a short extension, just in case this extends past the due date. Best number is my mobile – please see below.

My thanks in advance for your consideration.

Kind regards



**MARK WHYBRO**  
ASSISTANT COMMISSIONER  
COMMUNITY SAFETY

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**From:** Andrew o <okanea72@hotmail.com>  
**Sent:** Friday, 6 September 2019 10:14 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission on Holiday Rental Regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** recorded and not sent to DCS, Purple category

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct.

However, I strongly oppose regulations which will significantly impact a very successful property we have had listed for over 3 years with 50+ five star reviews

It resides in a regional area and support a destination people go to often seeking large group accommodation...banning properties with more than 12 Beds ??? What about a 7 bedroom, 4 bathroom very large property ?

Maximum of 2 adults per bedroom ?? What about children.. and especially bunk beds which allow families to combine share a great experience and save money..

Restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on, remove unique high quality accommodation and lead to the visitors paying more, cost local employment and more.

Thank you reading my submission.  
Andrew O'Kane

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**From:** Ann Ranson <ransonann@gmail.com>  
**Sent:** Friday, 6 September 2019 10:08 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

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**From:** Gary Oakes <oakes03@gmail.com>  
**Sent:** Friday, 6 September 2019 7:11 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Sent from my iPhone

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**From:** Clair Jennifer <clairjennifer@icloud.com>  
**Sent:** Friday, 6 September 2019 5:41 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

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**From:** Edward McGuiness <edwardmcguiness@hotmail.com>  
**Sent:** Thursday, 5 September 2019 8:47 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

I have safely and successfully operated a home on the edge of the forest for 3 years, and now will be required to get an expensive DA just to continue operating the home for what it has been used for. I am worried that this process will expose me to NIMBY opposition. I would like to see the requirement for DA removed for Bushfire affected land.

Regards  
Edward McGuiness  
Oxford, NSW

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**From:** Gemma Webb <gemma.r.webb@gmail.com>  
**Sent:** Thursday, 5 September 2019 6:34 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Sent from my iPhone

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**From:** Gabby Shaw <smithslakeside@gmail.com>  
**Sent:** Thursday, 5 September 2019 5:55 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Minister,

Short-term rental accommodation is important for home owners and for holiday-makers. I am both so I see both sides. I support the creation of a register of all holiday rental properties listed on a platform and the code of conduct.

However, I strongly believe the following should be restricted:

- **number of bedrooms available in houses for short-term rentals.** I don't believe a house with 6 or more bedrooms should be rented out without any special permissions. A B&B has to apply for a permit, as does any other motel or similar. I have a house in a regional town in NSW in Smiths Lake which is a 3 bedroom house. Our neighbours have an 8 bedroom house that is available for holiday rental for 16 people 365 days of the year and is rented 95% of the time. The owners never stay there it is an investment property only, so they benefit financially to the detriment of neighbours who are mostly permanent residents. The idea of renting your private residence out for holiday rentals occasionally is fine but it should reflect normal residential usage. This is a 100% commercial use of a property in a residential area. The owners have no idea what it is to live next to a house with 16 people staying in it who are on holidays almost every night of the year. It's devastating. And, when we rent our 3 bedroom house out from time to time, we get complaints from our tenants about the house next door as it ruins their holiday.

- **number of nights per year a house can be rented for short-term rentals.** This should be restricted to a maximum of 180 nights per year. It is entirely greedy and selfish for owners to want short-term holiday rentals all year around. If they need income they can get long-term tenants. It's purely greed that argues for full year short-term rentals as people make more money than permanent tenants. With long-term tenants, they are part of the community and much more respectful. In our current situation, the property manager tells us to call her if there are issues and there are issues all the time as there are new tenants in every week and we have to go through the same process. It becomes our responsibility to manage the neighbours property - the owners are never there and have no idea what it's like to live in the area. Some people who argue for no maximum night restriction say it will stifle tourism. That's not true at all, if you have a limit of say 180 nights then all houses can be available in busy seasons such as Xmas, Easter etc. During the off-season there is a massive over supply of holiday houses and there aren't enough tourists to book all the available houses.

As a responsible home-owner, community member, and occasional renter of my house for short-term rentals, I think it is critical to find a way to minimise disturbance on local communities and residence while still giving people the option to rent out their house from time to time.

Yours sincerely,

Gabrielle Shaw  
ph: 0400 652018  
30 Ski Cove St, Smiths Lake, NS, 2428



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**From:** Elle Louise <elleholidays@hotmail.com>  
**Sent:** Thursday, 5 September 2019 2:10 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded and not sent to DCS, Purple category

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct, bans of Fair Trading excluded. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

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**From:** Jenny Slater <bazzandjen@gmail.com>  
**Sent:** Thursday, 5 September 2019 12:00 PM  
**To:** DPE PS STHL Mailbox; Jenny Slater  
**Subject:** Holiday rental regulations for NSW

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Regards

BJ & JM Slater

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**From:** Darren Brown <darren.brown@naviro.com.au>  
**Sent:** Thursday, 5 September 2019 11:56 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

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**From:** G M <thatsme125@hotmail.com>  
**Sent:** Thursday, 5 September 2019 11:55 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Glenn Morris

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**From:** gerry.pmont <gerry.pmont@gmail.com>  
**Sent:** Thursday, 5 September 2019 11:46 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** recorded and not sent to DCS, Purple category

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

I am a 65 year old divorced woman that relies on short term rental as my main and only source of INCOME. To cut me back to 180 night cap would be devastating for my income, I would not survive. I really love hosting. I have worked hard all my life to set my self up to be self funded, not to rely on the old age pension.

If I am capped at 180 nights I would be forced to sell and live off the cash which will not long, I would have to apply for the old age pension which I do not want to as hosting not only supports my life but gives me a huge interest in life.

I do not want to be a burden on society in my golden years

My rental property is located in Greater Sydney so it is popular with tourists especially families that do not want hotel accommodation they want a home away from home experience.

I offer that void where hotels can not.

Please look after the small Aussie that's just trying to SURVIVE.

Kindest regards

Geraldine

0410485237

Sent from my Samsung Mobile on the Telstra Mobile Network

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**From:** gerry.pmont <gerry.pmont@gmail.com>  
**Sent:** Thursday, 5 September 2019 11:46 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

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If I am capped at 180 nights I would be forced to sell and live off the cash which will not long, I would have to apply for the old age pension which I do not want to as hosting not only supports my life but gives me a huge interest in life.

I do not want to be a burden on society in my golden years

My rental property is located in Greater Sydney so it is popular with tourists especially families that do not want hotel accommodation they want a home away from home experience.

I offer that void where hotels can not.

Please look after the small Aussie that's just trying to SURVIVE.

Kindest regards

Geraldine

0410485237

Sent from my Samsung Mobile on the Telstra Mobile Network

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**From:** PhW <bawleybeachfront@gmail.com>  
**Sent:** Thursday, 5 September 2019 11:44 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Rental regulations for NSW

Dear Minister,

Home rental whether it be short, medium or long term is a right of home owners. It is becoming a necessity for many home owners to look at ways to generate income in order to pay the extraordinary amount of rates, taxes, utilities and other rising costs. Much of these costs relate to all levels of government grasping for ever increasing mounts of money from ordinary Australians to pay for their poor and inefficient government services and inadequate infrastructure. Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. Government placing restrictions on home owners renting their own properties will seriously erode governments own revenue base and damage an economic sector that is functioning with no real issues. There is no basis to impinge on the rights of Australian citizens and home owners who have made great sacrifices to pursue property ownership and who are the bedrock of the Australian economy.

There is no regulatory failure within the rental accommodation sector that warrants government intervention. The tiny proportion of trivial complaints about noise, parties, parking, smoke detectors etc, can and should, be dealt with under existing laws. These issues are not specific to short term accommodation they equally relate to longer term tenants and owner occupied dwellings. The only failure is that of local law enforcement who do not always respond quickly and effectively to complaints applying their existing manifold powers.

The NSW Government has many bigger problems to address such as infrastructure challenges and problems in the building and construction sector. The Government should put its resources and energy into these high priority issues and avoid risking damage to a sector that has adequate existing regulation and few problems.

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**From:** Alan Pursch <alan.pursch@gmail.com>  
**Sent:** Thursday, 5 September 2019 11:14 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister

When our two boys grew up and left home, my wife and I began welcoming holiday makers and travellers for short term holiday lets in the self contained ground floor of our two story home.

That was almost 20 years ago, well before Airbnb and HomeAway and other big players entered the market. We now list on those two platforms, as well as welcoming many returning guests. Some come back regularly - the record is 15 visits!

After hundreds of hostings, we have had no complaints from neighbours, who are very supportive of our little enterprise. Many of them have used us at various times to accommodate friends and relatives.

We offer a niche service that does not compete with hotels, motels or resorts.

We contribute to the local economy and have always paid all due taxes and charges, complying with local authority regulations - eg dogs, fire regulations etc.

We understand that short term holiday rentals have caused and continue to cause problems in some areas, with some guests causing noise issues and possibly reducing long term rental availability for local residents and workers. In those areas, we fully support restrictions and regulations, best implemented locally.

Generally (state wide or even eventually nationally) we support "registration and regulation light". Any scheme should put a minimal cost and burden on owners, or they will simply leave the industry, leaving a big hole in local economies and choices for travellers and holidaymakers.

In our case, we are self funded retirees. We live on our superannuation, rent from another rental property, and our short term holiday let income. We do not draw a pension or any other government benefits. If any more than minimal regulations and additional costs were imposed by government, we would simply stop renting out part of our home and apply for an age pension.

Thank you for your attention to this submission.

Kind regards

Alan and Helen Pursch  
2 Red Head Road, Hallidays Point, NSW 2430  
0413482505  
[alan.pursch@gmail.com](mailto:alan.pursch@gmail.com)



---

**From:** andrew@tirian.com  
**Sent:** Thursday, 5 September 2019 11:05 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW - get the balance right for all  
**Attachments:** Air BNB By Law options 180508AG.docx

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** recorded and not sent to DCS, Purple category

Dear Minister and Stayz

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct but with restrictions. Here is why.

I believe that if both Stayz and Airbnb dig in too hard, it will polarise the situation becoming a lose lose for everyone. There is a workable middle ground. *(see attached detailed research and summary below)*

As an owner / Stays Airbnb host & guest (for over 20 years), the chairman of a 16 luxury unit complex at a popular Sydney beach, (and design thinking expert), listening to all sides of the argument to resolve this we first need to craft the **right question to which I believe is the following:**

**“how do we allow and respect people’s private homes (Principle Place of Residence- PPR) stemming from the initial idea of a ‘shared home idea’ and yet stop the abuse of by those that try to over commercialise it, (buying renting units for the sole purpose of renting it short term with no regard to the other owners. (who do not want to live in an unmanaged ‘hotel’ transient block of strangers 52 weeks of the year?)**

- "This is about getting the balance right to ensure that neighbours have certain rights and protections as well as providing for those people that choose to rent out their accommodation for a short period of time, ie whilst they are away on holidays"
- "People have right to 'respectfully' share own homes PPR." (OSR website states 200 days to count as PP)
- "Short-term letting of empty places (ie. which would otherwise be vacant) should be subject to "impact thresholds"
- "Airbnb hosts who temporarily let out their home during a holiday should be exempt from any ban
- "As a principal place of residence, the owner will likely be in residence for a majority of the time. While such a let would not be hosted, we believe that it will be of low impact. This is because the dwelling is a private home rather than an investment property. Therefore an owner in this scenario to a degree the problems will be self managed, and evaporate, as they will do all they can to look after it, ensuring the right holiday people stay there and they manage the whole process as its their home (as it is) so there is no conflict of interest with "profits&parties" V "responsible people"
- Units should not be allowed to be rented 'commercially', through models exercising short term holiday rental, (using Air BNb and the likes). 'Commercial' means the place's primary use is holiday short term rental, and or the place is managed by a third party / agent, and or the use of 'instant booking. Primary place means more than 45 days in a calendar year. Units cannot be sub rented from tenants to other tenants).
- Units however should be allowed to be used under the shared economy model (AirBNB, Stayz HouseSwaps, Home Exchange etc) for temporary, limited and private use, on a non commercial basis. This is defined as being: only directly through the owner in their own unit, which is their primary place of residency, and for no longer than a total of 90 days in a calendar year, All parties to be personally screened by the owner. The owners are the primary occupants of the unit for most of the year (9 months). The owners will arrange and have direct contact and responsibility of all visitors in their unit and strict enforceable rules and behaviours set out. All standard noise bylaws will still apply and if these are not adhered to the owner will be asked to cease. This needs to be approved by the OC based on track record of respecting the property to date.

Regards

Andrew Grant

*Executive Director Tirian: Author, Facilitator, Speaker*

[andrew@tirian.com](mailto:andrew@tirian.com)

Gaia Grant (PhD)

*Executive Director Tirian, Author, Doctoral Researcher & Lecturer*

*Strategy, Innovation and Entrepreneurship | University of Sydney Business School*

[gaia@tirian.com](mailto:gaia@tirian.com)



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**From:** Daphne Nott <daphne.nott1@gmail.com>  
**Sent:** Thursday, 5 September 2019 11:05 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

--

Kind regards,

Daphne Nott

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 5 September 2019 10:57 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Thu, 05/09/2019 - 10:55

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Cameron

**Last name**

Alexander

**Name withheld**

No

## Info

**Email**

[cameron.alexander1976@hotmail.com](mailto:cameron.alexander1976@hotmail.com)

**Suburb/Town & Postcode**

Laguna 2325

**Submission file**

[feedback-on-the-draft-instruments-and-regulations.docx](#)

**Submission**

As attached

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 5 September 2019 9:57 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Thu, 05/09/2019 - 09:56

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Fawaad

**Last name**

Mullick

**Name withheld**

No

## Info

**Email**

[fmullick@gmail.com](mailto:fmullick@gmail.com)

**Suburb/Town & Postcode**

Beecroft

**Submission**

Registration of all holiday rentals – We are supportive of compulsory and simple registration for all properties listed on a short-term rental accommodation platform. When implemented correctly in other parts of the world, the registration of holiday rentals has proven to be a low-cost and effective way of informing the development of sensible rules for our growing sector.

Day caps – We remain opposed to the proposed day limits in Sydney and regional areas. Day caps for holiday rentals not only put the economic uplift associated with the tourism sector at risk, but also fail to address the three most consistently cited concerns about the industry, namely; housing affordability, availability and the impact on amenity.

Making sure the new planning rules have the right coverage – We support a regulatory approach that provides the best balance of consumer safety, community amenity and the contribution of the sector to the economy. For the

NSW approach to work properly, it must treat all properties equally - whether hosted or unhosted, primary or secondary.

Exclusion of 21-day stays from applicable day cap – This proposal is inconsistent with other pieces of legislation, for example long-term rental is defined as an agreement lasting three-months or longer. We would rather that the government develop a clear definition of short-term rental accommodation and work from there.

Banning properties with 12 or more bedrooms – Given the small percentage of short-term rental properties that provided such an offering, this seems to be an arbitrary measure and we have requested more information about the case for this proposal.

If the Government is determined to implement this proposal, we believe the owners of properties that contain 12 or more bedrooms should have the power to apply to their local council for development approval to use their property as a short-term rental.

Limiting the number of guests allowed in a bedroom – We do not support this measure in its current form. This proposal is particularly problematic for people with close supervision needs, for example babies who sleep in cots, very young children who still sleep with their parents and people with special needs.

We are arguing for the current short-term rental code, which has worked well for eight years, to prevail on this matter. The current rules allow for two adults per bedroom, plus two for the household i.e. a two-bedroom property is allowed six people.

For properties that are specifically designed to cater for larger groups than what the above rule would allow, we believe that owners should have the power to apply to their local council for development approval to use their property as a short-term rental and cater a higher number of guests.

**I agree to the above statement**

Yes

---

**From:** Byron Lister <byronl@pobox.com>  
**Sent:** Thursday, 5 September 2019 9:54 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Additionally our property in a tourist destination is a purpose built apartment building for tourists. Limitations on our ability to rent it out all year round impacts our ability to own and maintain the property resulting an economic impact to us, limits guests ability to holiday when they want and potentially increases costs for holidaymakers and could reduce the value of properties.

Thanks

Byron Anderson-Lister  
0412 319 252

---

**From:** deb.mitch.logan <deb.mitch.logan@gmail.com>  
**Sent:** Thursday, 5 September 2019 9:37 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Sent from my SAMSUNG Galaxy S7 on the Telstra Mobile Network



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**From:** Cellito Sands <cellitosands@yahoo.com.au>  
**Sent:** Thursday, 5 September 2019 9:37 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the smoke alarms requirements - the cost of installing all required smoke alarms and security lightning etc will be unaffordable for many owners and therefore you will deprive many holiday homeowners of income they have come to rely on. Maybe a requirement for normal smoke alarms in all rooms will be much better (to follow the requirements in normal long term rentals).

Kind regards

Homeowners - Cellito Sands, Smiths Lake

Sent from my iPhone

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**From:** Belinda Scott <beltiescows@bigpond.com>  
**Sent:** Thursday, 5 September 2019 9:36 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct.

However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Yours sincerely,

B. Scott

---

**From:** Aqua Vista <aquavista.smithslake@gmail.com>  
**Sent:** Thursday, 5 September 2019 9:34 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the smoke alarms requirements - the cost of installing all required smoke alarms and security lightning etc will be unaffordable for many owners and therefore you will deprive many holiday homeowners of income they have come to rely on. Maybe a requirement for normal smoke alarms in all rooms will be much better (to follow the requirements in normal long term rentals).

Kind regards

Homeowners - Aqua Vista, Smiths Lake

Sent from my iPhone

---

**From:** Elizabeth Tomlinson <eliztom@me.com>  
**Sent:** Thursday, 5 September 2019 9:15 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister,

Short-term rental accommodation to allow self funded retirees an opportunity to make some extra money without having to need a government pension.

As a result, regulation for our rural sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As a self funded retiree, this is one of the few opportunities I have to continue to earn some income and not be dependent on government pensions. If you permit a reduction in day limits in regional areas, then I will need to rely on government funds for my survival.

Regards  
Elizabeth Tomlinson  
Byron Shire NSW

---

**From:** Cathy Hoyle <cathyhoyle@gmail.com>  
**Sent:** Thursday, 5 September 2019 9:24 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

I think the most critical change I strongly believe would fix the majority of issues continues to be overlooked. Renters in NSW list their rental properties, almost always without the owners permission and in breach of their residential lease agreements, to short term renters. If you actually got ahead of that and stopped that a lot of the issues would be immediately resolved.

Cathy Hoyle

---

**From:** Eda Oncu <eda086@hotmail.com>  
**Sent:** Thursday, 5 September 2019 9:20 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Regards,

Eda Oncu  
Express Digital Signs

0415 366 064

---

**From:** Andrew Moss <andrwmos@gmail.com>  
**Sent:** Thursday, 5 September 2019 9:20 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Andrew Moss. 0408 77 22 78. Sent from my iPhone (please excuse typos / mis-spellings).

---

**From:** Lizard Financial Solutions Pty Ltd <diana@lizardfinancial.com.au>  
**Sent:** Thursday, 5 September 2019 9:19 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister,

*Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.*

*As a result, regulation for our sector should avoid unnecessary burdens on our operations.*

*As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.*

Our SMSF has a property in Liverpool NSW (which would be considered Sydney metro) that is fully furnished and is available full-time on Stayz for short-term accommodation.

It is mostly rented to people who are staying with relatives undergoing treatment at Liverpool Hospital, or to people coming from interstate to work in the local area, often on government and large infrastructure projects. They prefer to stay somewhere with space and a full kitchen that they can prepare proper meals in, and a laundry that they can wash clothing in.

If you restrict us to only being able to rent it out for 180days a year, where would those people stay for the other 185 days?

If you restrict us to only being able to rent it out for 180days a year, what do we do with the property for the other 185 days? We cannot live in it because it is owned by SMSF. If the answer is to rent it on a long term basis what do we do with the furniture in the meantime?

I am not sure what you would be trying to achieve by restricting us? This seems like another layer of unnecessary regulation.

In relation to strata properties being able to ban short-term holiday letting ... this is also unfair to landlords – as landlords we now CANNOT ban people having pets within our property (so our properties become smelly, flea-ridden and attract noise complaints) but we are not allowed to have people there who can only stay for a short time who are typically very well behaved because they will be reviewed at the end of their stay and they want a good rating. Again, this does not make any sense to me.

We support the responses and submissions made by Stayz/HomeAway.

Thank you,

Diana Oakes



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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 4 September 2019 7:47 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Wed, 04/09/2019 - 19:46

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Geraldine

**Last name**

Campbell

**Name withheld**

No

## Info

**Email**

[geraldine.j.c@outlook.com](mailto:geraldine.j.c@outlook.com)

**Suburb/Town & Postcode**

Pymont 2009

**Submission**

Dear Madam/Sir,

I am a divorced retired 65 year old woman with one income.

This change will have an extremely negative impact on not only my life but my children and grandchildren that I help.

It will be a financial and mental disaster if I do not continue with short term rental which is my only SOURCE of INCOME.

I have worked hard all my life and set up my self funded retirement.

If I am unable to short term rent for the whole 12 months I will have no option but to sell and live off the cash which

will not last long and then I will be forced to apply for the old age pension which I do not want to do.  
Being a burden to society instead of being a benefit as in supplying housing for rent in the greater Sydney CBD.

Please do not take this away from us little people as we fill a void that hotel chains can not, we generate income for restaurants, taxi, buses, trains, Opal cards etc, etc.

Overseas families love what we provide

A very worried Aussie

Regards

Geraldine

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 4 September 2019 5:33 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Wed, 04/09/2019 - 17:32

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Alexandra

**Last name**

Thomas

**Name withheld**

No

## Info

**Email**

[alexandra.thomas@uon.edu.au](mailto:alexandra.thomas@uon.edu.au)

**Suburb/Town & Postcode**

2303

**Submission**

I purchased my first home this year in a brand new block of units. The unit block has 20 apartments and is in a busy location near Newcastle.

Since the properties settled in February, 5 of the 20 apartments are now leased to a short term accommodation company, Astra Apartments. This company now subleases the apartments to the general public and the minimum is one night staying.

We raised concerns through our strata manager and sought legal advice. We also contacted local council as this type of business operations are not permitted under the buildings DA. We have had no course of redress identified.

In the meantime, we now have a rotating door of people coming and going in our property with full access to common areas and the underground parking. This includes renters and also cleaning staff who block our driveway and have no identification. We asked Astra to comply with our by-laws by providing 21 days notice of the changing of tenants however they have refused. We now have a situation where we do not know who is accessing our building and Astra are flouting the same by-laws that all other owners are complying with.

I am concerned that Astra will continue to lease more apartments in the building and that it will effectively become a hotel. I am also concerned about the security threat that this poses.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 4 September 2019 2:38 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Wed, 04/09/2019 - 14:37

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Alan

**Last name**

McCormick

**Name withheld**

No

## Info

**Email**

[alan@mccormickfs.com](mailto:alan@mccormickfs.com)

**Suburb/Town & Postcode**

Double Bay

**Submission**

For the Greater Sydney Region , I think THE 180 days per annum Cap of Unhosted STHR is a reasonable number , and should remain , for all properties that are the principal residence of an owner , or one or more of the owners where there are joint owners.

THIS SHOULD NOT BE CHANGED , and any efforts to put the Cap at 60days as I have seen recently , are unnecessary , and going way too far the other way.

I also feel that the recent proposal to not count individual stays of greater than 21 days against the above Cap makes sense , as those types pf stays are not where the really short term problems are .

We have been renting out within the 180 days Cap for many years , through an Agency, and have had NOT A SINGLE

COMPLAINT FROM OUR OC , OR OTHER OWNERS, IN THAT WHOLE TIME.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Tuesday, 3 September 2019 5:06 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Tue, 03/09/2019 - 17:05

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

CRAIG

**Last name**

REID

**Name withheld**

No

## Info

**Email**

[craig@professionalholidayhomes.com](mailto:craig@professionalholidayhomes.com)

**Suburb/Town & Postcode**

Denistone

**Submission**

As a holiday rental property manager of 35 properties in the Jervis Bay area I wish to make a few points:

1. The proposed maximum of 2 guests per bedroom is too restrictive and highly punitive. Many of our properties have tri-bunks or two sets of bunks in a room. The proposed changes do not take into account the size of property or of the size of rooms. Why should a hotel room be allowed to have 4 or 6 guests (in a single room) but a larger holiday home is restricted? A couple with a young baby cannot sleep in the same room as their child - this is ridiculous.
2. The requirements to meet bushfire regulations would be financially prohibitive to owners and would force many owners out of the industry. This would have a major impact on towns that rely on tourism. A more sensible option would be that STR's in bushfire areas must clearly disclose this in their advertising and have a bushfire evacuation

plan clearly displayed at the property.

3. Why would restrictions be placed on short-term accommodation providers and the same rules not placed on long-term rentals? - particularly with regard to fire safety.

4. We support having an industry that has professional standards and a clear framework in place in order to eliminate unprofessional operators

5. We hope that the process to add guests to an exclusion register is a straightforward one as currently guests that cause damage or issues at properties often escape punishment due to the protection of the booking platforms

6. The restriction of 180 nights on properties in the Blue Mountains would be extremely damaging to tourism in this area and should be abolished

7. The maximum number of guests set at 12 is too low. This will force properties out of business, particularly those catering for events. We have a property that has 7 bedrooms and sleeps 28 guests that would be forced out of business.

8. We believe that properties that are a specific distance from others e.g. 0.5km should be exempt due to their being no possibility of noise

9. Property managers should be supported throughout the changeover process by a designated government body including free legal advice on the changes and a specific account manager that we can receive support from

10. The changes should be supported by significant investment in technology in order to reduce manual processes (e.g. guest exclusion register portal)

Please feel free to contact me should you require further input.

**I agree to the above statement**

Yes



---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Monday, 2 September 2019 2:36 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Mon, 02/09/2019 - 14:35

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

David

**Last name**

Myers

**Name withheld**

No

## Info

**Email**

[dwmyers.46@gmail.com](mailto:dwmyers.46@gmail.com)

**Suburb/Town & Postcode**

2481

**Submission**

Live in level 2 Residential, Airbnb all around me,more and more  
Makes no decision what I say

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Sunday, 1 September 2019 9:31 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Sun, 01/09/2019 - 09:31

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Carol

**Last name**

Joyce

**Name withheld**

No

## Info

**Email**

[enquiries@miltoncountrycottages.com.au](mailto:enquiries@miltoncountrycottages.com.au)

**Suburb/Town & Postcode**

Yatte Yattah NSW 2539

**Submission**

For the past 15 years my husband and I have been the owner/operators of a small accommodation business consisting of 3 holiday cottages on a rural property.

When we built we were required to apply for a DA with strict conditions about building structure and safety, guest amenities and guest safety. We are required to continue to meet these standards, as we should be. We have smoke alarms, fire extinguishers and fire blankets in all kitchens, set number of guests we can accommodate, entry doors openable from the inside without a key, an evacuation plan and a public liability policy for paying guests at a \$20 million level. We also pay GST and all taxes on our earnings as well as being possibly liable for capital gains tax.

We now find our selves in competition with others who are not required to meet these standards. It's not a level paying field. We are listed on Airbnb and get bookings from them. We have to be because that's where people look

these days. But Airbnb keep trying to get us to lower our prices to compete with others who have supposedly similar accommodation. We find it interesting that their recommended price for our 2 bedroom cottage with garden spa bath is much less than for our lesser option.

Since the development of Airbnb we are struggling to survive.

Carol Joyce and Kees Staps

Milton Country Cottages

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Sunday, 1 September 2019 8:15 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Sun, 01/09/2019 - 08:10

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Christopher

**Last name**

Jones

**Name withheld**

No

## Info

**Email**

[topahjones@gmail.com](mailto:topahjones@gmail.com)

**Suburb/Town & Postcode**

Wangi Wangi 2267

**Submission file**

[short-term-rental-submission.docx](#)

**Submission**

My submission is contained in the attached file.  
Thank you for the opportunity to comment.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Saturday, 31 August 2019 3:37 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Sat, 31/08/2019 - 15:37

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Dallas

**Last name**

Griffin

**Name withheld**

No

## Info

**Email**

[Dallas\\_griffin@bigpond.com](mailto:Dallas_griffin@bigpond.com)

**Suburb/Town & Postcode**

Pymont

**Submission**

I write as an owner occupier of a strata apartment. We bought our home with the understanding that all apartments are occupied by owners or lessees with a minimum 6 months lease. Now you want to change the zonings to allow people to rent out their apartments by the night for up to half of each year. I don't think this is fair to owners in strata buildings who do not wish to have short term letting in their buildings. I think that the strata committees should have the right to restrict short term letting if the majority of owners vote accordingly. We are responsible for the management and maintenance of our buildings and should not have to deal with added wear and tear expense and anti social behaviour of un-screened short tenants.

I don't think you can make one law to cover all types of housing in NSW and short term letting may be suitable and acceptable in some areas or building types but I definitely do not think it should be mandatory in strata buildings if the majority of owners do not wish to allow it.

Please consider that apartment owners should have the right to a peaceful home and also to abide by By Laws which have been formulated and approved by owners. That should include the right to determine whether Short Term letting is accepted in their Stata Building.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Saturday, 31 August 2019 12:17 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Sat, 31/08/2019 - 12:16

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Barbara

**Last name**

Enock

**Name withheld**

No

## Info

**Email**

[dbenock@hotmail.com](mailto:dbenock@hotmail.com)

**Suburb/Town & Postcode**

sydney

**Submission**

I oppose short term leasing/renting at Bridgehill residences

Barbara Enock

Apt 610

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 30 August 2019 8:42 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Fri, 30/08/2019 - 20:41

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Cesar

**Last name**

Moreno Bermudez

**Name withheld**

No

## Info

**Email**

[cesar.moreno.bermudez@gmail.com](mailto:cesar.moreno.bermudez@gmail.com)

**Suburb/Town & Postcode**

Darlingurst

**Submission**

Att: Director, Housing and Infrastructure Policy  
NSW Department of Planning, Industry and Environment

Estimated public servants, I have these concerns and feedback related to the last draft about the regulation of short term accommodation

1- I can see that studio apartments are not considered in a different way. We have many studios apartments used for short accommodation in Potts Point, Elizabeth Bay, Rushcutters Bay and Darlinghurst in NSW. If the idea is avoid party-guests . It is very difficult to do a party in a 20-40 sqm unit. These apartments should be treated as on-site-host. The definition of studio to be aligned with the spirit of the law should be linked to unit size.

In the same line of thinking all the fire safety requirement does not make sense ask for them for studios since important is that the building meet the safety rules. A fire extinguisher takes a lot of space in a studio apartment



and also does not make sense if it is only 5 meters out your door

2- My second enquiry is better understanding of the 180 period. It means that I can host anytime through the year and stop when I reach a 180 days occupancy. Or, it means that I am able to rent for example from January 1st to July 30th independent if I am successful or not to get full bookings for that period. I much believe has to be based in total 180 days through the year.

Finally I have to say that I have seen the short accommodation brings very good outcomes for small-working class - residential areas. In these areas host trend to do renovations , care more about the aesthetic of the building inside and outside. The guest are usually with better manners and more respectful than average residents. With a final outcome of better living for all the building residents. With expensive units maybe is the different. Guest may use more the social areas, care less than residents, try to get more for their money ( since they pay high accommodation fees) inviting friends over, doing parties, usually they can guest more than 2 people ... I do not see that the current draft acknowledge and tackle this situation properly

Best regards,  
Cesar Moreno  
Australian Citizen  
M: 0422365139

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 30 August 2019 8:09 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Fri, 30/08/2019 - 20:08

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Bruce

**Last name**

Campbell

**Name withheld**

No

## Info

**Email**

[chelluanna@bigpond.com.au](mailto:chelluanna@bigpond.com.au)

**Suburb/Town & Postcode**

South Durras 2536

**Submission**

To whom it may concern;

I have owned between 2 to 3 apartments since 1994 at One Darling apartment block at 50 Murray Street Pyrmont. The building was managed by Accor and was called the Grand Mercure Darling Harbour Apartments. It was managed by Accor for some 17 years, ending in 2010. As an owner investor we privately short term let one of our apartments and the other two we short term let through Accor. After Accor finished their management of the building, the body corp voted to adopt a special by law to stop short term letting. The remaining owners who short term let their apartments, sought legal advice and asked for this special by law to be repealed or invalidated. They took their case to be heard at the Consumer Trader and Tenancy Tribunal Strata and community Schemes division on the 30th of September 2011.

The Strata Schemes Adjudicated ruled in favour of the owners who short term let their apartments and repealed the special by law and ruled it invalid.

Many owners of private apartments have short term let their apartments in this building for over 26 years for 365

days per year and the ability to short term let, has always been part of the reason they purchased in the first place. How will your new rules effect these owners especially your 180 day maximum for short term letting in the Sydney area. We hope it is not your intension to remove their existing rights. One would think if a building was built for short term letting in a tourism precinct in 1993 these rights would continue to be maintained.

My background is 40 years experience in hospitality and I have served on many industry and Government boards including Tourism Commissioner 1992 to 1996 for the NSW Government.

I agree with having a code of conduct and fire safety standards provided they are operated correctly and fairly. Short term letting or holiday letting is not new and has been part of the tourism industry as far back as I can remember.

I look forward to your feedback.

Yours sincerely

Bruce Campbell F.A.I.M

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 30 August 2019 5:13 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Orange category, Purple category

Submitted on Fri, 30/08/2019 - 17:11

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Dorothea

**Last name**

Jones

**Name withheld**

Yes

## Info

**Email**

[dorotheajones@bigpond.com](mailto:dorotheajones@bigpond.com)

**Suburb/Town & Postcode**

2481

**Submission file**

[190830-micasa-stra-submission.docx](#)

**Submission**

Hello

Please find attached my submission.

Regards

Mrs Dorothea Jones

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 30 August 2019 10:05 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Fri, 30/08/2019 - 10:04

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Genine

**Last name**

Noakes

**Name withheld**

No

## Info

**Email**

[genine@geninenoakes.com.au](mailto:genine@geninenoakes.com.au)

**Suburb/Town & Postcode**

2483

**Submission file**

[stra-genine-noakes.pdf](#)

**Submission**

Submission Attached

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 29 August 2019 10:01 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 29/08/2019 - 21:56

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Ann

**Last name**

McLennan-Simon

**Name withheld**

No

## Info

**Email**

[ansimon1@bigpond.com](mailto:ansimon1@bigpond.com)

**Suburb/Town & Postcode**

Alstonville

**Submission file**

[2019-8-29-stra-submission-ann-mclennan-simon.pdf](#)

**Submission**

Please see attached file- I agree with Code of Conduct and Registration process but disagree with severity of suspension program and the imposition of nightly caps.



**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 29 August 2019 4:54 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 29/08/2019 - 16:52

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Garth

**Last name**

Brien

**Name withheld**

No

## Info

**Email**

[garth.brien@gmail.com](mailto:garth.brien@gmail.com)

**Suburb/Town & Postcode**

2479

**Submission file**

[stra.docx](#)

**Submission**

Please read the attached file for my submission

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 29 August 2019 3:07 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 29/08/2019 - 15:04

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

ANTONY

**Last name**

HUGHES

**Name withheld**

No

## Info

**Email**

[tony2@bigpond.net.au](mailto:tony2@bigpond.net.au)

**Suburb/Town & Postcode**

Byron Bay 2481

**Submission file**

[byron-rental-submission.docx](#)

**Submission**

See Submission File Above.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 29 August 2019 10:49 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 29/08/2019 - 10:48

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

gail

**Last name**

stevenson

**Name withheld**

No

## Info

**Email**

[nonnimcguire@hotmail.com](mailto:nonnimcguire@hotmail.com)

**Suburb/Town & Postcode**

sydney

**Submission**

Good morning, I am an 80 yr. old pensioner who lives in a one bedroom unit and I do ABNB. Most Owners are particular abt. who is renting their property hence no party people wanted.

The tourists are a bonus for our economy

I am able to supplement my pension with this extra cash and that makes a huge difference to my living standard. If this changes I will be forced to rent .

There is another person in my building doing abnb and we have had no complaints.

I see no reason to change what is a help to the people that need it, pensioners.

G. Stevenson

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 28 August 2019 5:07 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Wed, 28/08/2019 - 17:06

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Andy

**Last name**

Chong

**Name withheld**

No

## Info

**Email**

[andycfchong@outlook.com](mailto:andycfchong@outlook.com)

**Suburb/Town & Postcode**

2009

**Submission**

I own an apartment unit within the One Darling Harbour building which was historically a short term stay serviced apartment and had been used as such since the 90s. Purchasing this unit was a decision predicate on the nature of this building to be able to generate income for me if I were to not live there.

As the land on which this building sits is state-owned and this is essentially lease-hold property, measures made to curtail the viability of the building as a short term rental unit would grossly impact the capital value of this property.



I feel that the nature of the building should be taken into account before making sweeping generalizations. I do understand that perhaps newer developments not built with the commercial intent in mind should be controlled.

On that note, I feel that allowances be made in regards to certain older buildings that may have been built with specific short term purposes in mind.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 28 August 2019 9:41 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Wed, 28/08/2019 - 09:41

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Christopher

**Last name**

Durman

**Name withheld**

No

## Info

**Email**

[cpdurman@gmail.com](mailto:cpdurman@gmail.com)

**Suburb/Town & Postcode**

Pymont/ 2009

**Submission**

Strata should be have the ability to make their building impervious to short term rentals with a 75% vote at an AGM or EGM.

We have purchased in a secure building that requires FOB's to get into any of the facilities, car parks and separate floors.

These units were purchased with this level of security in mind.

Short term rentals will totally void this security and the feel of safety within our area.

**I agree to the above statement**

Yes

---

**From:** David-Mifsud <david-mifsud@optusnet.com.au>  
**Sent:** Wednesday, 28 August 2019 8:14 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Proposed regulations for Holiday rental in NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Regarding the proposed changes to the Short-term rental accommodation sector, I would like to convey my thoughts to you please.

As an owner of a holiday rental unit in Forster and a service apartment in Port Macquarie, I would like to think that not only am I a contributor to the tourism sector, the economic growth of NSW but also an employer of services contractors in NSW.

I do think that some regulation in the sector is necessary but please be careful in over regulating the industry by capturing all operators under the one umbrella. As you can appreciate the industry is diverse and ranges from the professional manager who looks after hotels motels, caravan parks and even serviced apartments (as is the case with my property in Port Macquarie), right through to the lower end where individuals (Mum & Dad investors) offer vacation rentals (as I do in Forster). I know from my own experience the operating of these is vastly different.

To put all of these into the one bucket would result in over regulation for our sector and make it untenable in many ways for smaller operators like myself (with regards to my Forster property), who offer modest accommodation, based on traditional family holiday experiences.

When I was growing up my parents used to take myself and my brothers on driving holidays around NSW. Sometimes we travel North, sometimes West and other times South. Dad would pack up the Holden; Mum would make cordial and sandwiches for the drive; and my brothers and I would constantly get elbows in the ribs as we sat on the vinyl seats for the next 6 to 8 hours to our destination. We would finally get to our destination, which Mum & Dad found in the NRMA Holiday guide, and make ourselves at home for the next 7 days having a terrific family holiday. It was the best of times in a time when families had much less disposable income.

It is based on these experiences that lead me to decide to buy a Holiday Unit in Forster. In some way I felt I owed it to others to have the opportunity to enjoy what I did as a youngster in the 70's & 80's. A comfortable unit, in a sleepy seaside town, where families could spend time together doing family things.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many small holiday homeowners like myself the income needed to make the property pay for itself. In fact, what it will do is destroy the simple holiday home rental market, as only the larger serviced apartment complexes, motels and hotels will be able to survive as they will have multiple rooms and scale, to offset the increased overhead and restrictions.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should ensure that any regulatory framework is diverse enough that it segregates the individually owned and operated properties from those that are centrally managed. There is no way Minister that my property in Forster should fall under the same regulatory framework applied to Wyndham Ramada or Best Western. If I am forced to, then the dream I have for others to experience the best family holidays in NSW will die and I will be forced to stop offering my unit to holiday renters. What that will do is drive the tourist to book into the larger complexes, who are mostly owned and operated by Trusts or companies who are Head Quartered overseas.

I fully appreciate we need to make sure the tourist and traveller have a minimum standard to expect, and hence why I support the Code of Conduct and registration.

It is really simple Minister, you need to have two frameworks, one for properties owned or managed by companies or trusts, and one framework for properties that are owned and operated by individuals. The former need to abide by a tough regulatory framework with all the bells and whistles (it is what I expect I would do in my Port Macquarie property), while the latter has a more lenient and practical framework which they must also abide to, while giving them opportunity and encouragement to aspire to a higher level, without taking away their simple offering.

Thank you for reading my submission and best of luck navigating through this tricky situation. If ever you decide you want to take the family for a traditional family holiday, let me know - my unit will be available to you.

Best regards

David Mifsud

7 Coolangatta Ave,  
Burraneer, NSW, 2230

---

**From:** Elizabeth Escandor <elizabeth@becolinvestments.com>  
**Sent:** Wednesday, 28 August 2019 1:21 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

**As a result, regulation for our sector should avoid unnecessary burdens on our operations.**

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

Sincerely yours,

Elizabeth Escandor  
Proprietor  
Becol Investments  
Phone: 0402092248

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Tuesday, 27 August 2019 5:33 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Tue, 27/08/2019 - 17:33

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Anthony

**Last name**

Henderson

**Name withheld**

No

## Info

**Email**

[tony@hendersonshoses.com.au](mailto:tony@hendersonshoses.com.au)

**Suburb/Town & Postcode**

Tolland 2650

**Submission**

I do not believe that the same rules should be applied to holiday homes that are being considered for apartments and room sharing in strata properties in the city. I wish to point out that Short Term Accommodation is not limited to holiday letting but provides a significantly broader service to other members of the community, particularly in regional NSW.

We operate a Short Term Accommodation Business in Wagga Wagga and have done so for the past fifteen years.

Because of our location only a small percentage of our clients are holiday makers. Our clientele includes

Nurses and other health professionals on short term contracts at local hospitals (stays of 4 to 6 weeks)

Emergency housing requirements of FACS and other disability support providers. At present three of our houses are occupied by a disabled client and carer from a couple of days to an extended period of over a year. They are not on a fixed term lease and can depart at any time (e.g. when a foster home can be found for the client)

Patients and/or their families coming to Wagga for medical treatment at either of the hospitals

Defence force personnel and their families relocating to or from the local defence force bases

Researchers and other academic staff plus distance education students attending CSU

Tradesmen coming to Wagga for work projects requiring stays of more than a week.

Our accommodation consists of a home unit, a villa and three and four bedroom homes.

The only alternative to the type of accommodation we provide are motels or hotels. These are architecturally and /or socially unsuited to the type of clients listed above. Disabled people can't get easy access, for example, children awaiting foster care placement need back yards and lawns and more than one room for maybe up to 2 care workers.

Short-Term-Rental is a key part of the visitor and tourist economy of regional cities and towns. If some of the proposed options are put in place, it could be too burdensome to rent out homes on a short term basis.. If this happens then jobs will be lost and the economy will be starved of much needed income in regional New South Wales.

I urge you to treat holiday homes differently to other short term rental and listen to the voices and concerns of homeowners.

**I agree to the above statement**

Yes



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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Tuesday, 27 August 2019 11:29 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Tue, 27/08/2019 - 11:28

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Chris

**Last name**

Michie

**Name withheld**

No

## Info

**Email**

[cmichie@bigpond.net.au](mailto:cmichie@bigpond.net.au)

**Suburb/Town & Postcode**

Annandale 2038

**Submission**

It is recommended that, in addition to the information listed in clause 5.4.8. (a) and (b) of the Code of Conduct, the Host be obliged to give the Owners Corporation the following:

. details of the public liability insurance they have arranged in terms of clause 5.4.3. (a) and (b) of the Code of Conduct, and

. confirmation that they have installed the fire safety requirements detailed in clauses 5.1 to 5.7 of the Fire Safety Standard.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Tuesday, 27 August 2019 8:26 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Tue, 27/08/2019 - 08:24

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Bill

**Last name**

McGowan

**Name withheld**

No

## Info

**Email**

[billmcgo@bigpond.com](mailto:billmcgo@bigpond.com)

**Suburb/Town & Postcode**

NSW 2061

**Submission**

Re: Short-term Rental Accommodation (STRA) regulatory framework.

My submission concerns Strata Schemes being able to adopt by-laws totally prohibiting STRA.

I have lived at Grandview Apartments, Strata Plan 61694 since January 2000. The original Grandview Owners Corporation unanimously approved by-laws prohibiting short term rentals with a requirement that any lease or tenancy agreement must be for a minimum period of 90 days. I stress the by-laws were unanimously approved by the lot owners and any new lot owner has purchased their property based on these by-laws.

The majority of lot owners in Grandview are retired and have purchased their apartments due to the quiet and peaceful environment and based on the extensive bylaws protecting lot owners' rights. These by-laws cover issues such as parking, fire and emergency plans, smoke alarms, use of common areas, storage, building works, use of the pool and gym, smoking, use of lifts, security, noise, sorting rubbish, deliveries, mail, laundry items on balconies, permitted use, children in common areas, lease of lots in the strata scheme, to name a view. Grandview's by-laws cover some 50 pages.

How can an owner's corporation ensure compliance and policing of strata plan by-laws, by short term rental tenants? Any by-law change requires a minimum 75% of lot owners votes and surely this should be a matter for individual Owners Corporations. Strata Schemes should be able adopt a by-law that totally prohibits STRA whether or not, a lot is not a host's principal place of residence.

Why are the NSW Department of Planning, Industry and Environment and Department of Customer Service dictating the wording of by-laws concerning STRA when there is already an extensive Strata Schemes Management Act 2015 covering the management and control of Strata Schemes? Surely this should be the right of individual Owners Corporations to decide if they want to prohibit STRA in their buildings?

Councils reiterated the importance of an enforceable planning framework aligned with the Code of Conduct. How will breaches of the code be policed? Councils currently cannot provide sufficient enforcement officers to police noise legislation. The office of Fair Trading does not currently have sufficient staff to police this.

Lot Owners of Strata Plans should be able to enjoy the piece and quiet of their existing strata environments without being subjected to STRA.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Monday, 26 August 2019 8:55 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Mon, 26/08/2019 - 08:54

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Clarissa

**Last name**

Watson

**Name withheld**

No

## Info

**Email**

[ckswatson@gmail.com](mailto:ckswatson@gmail.com)

**Suburb/Town & Postcode**

Wattamolla 2535

**Submission**

Dear Sirs/Mesdames

RE Short Term Rental Accommodation Reforms

Lessons can be learned from areas here and abroad that are overwhelmed and devalued by unlimited hoards of tourists, and tragedies that have resulted.

For instance, Iceland, which has become a popular tourist destination, is currently considering caps on tourist numbers to conserve the very qualities that the tourists wish to experience, and to maintain a quality of life for its citizens who are calling on their government for relief from the tourism influx. Last year In Greece tourists were killed while fleeing along unfamiliar roads during bushfires.

In deciding caps on numbers of rental accommodation in any area in NSW the following factors are important:

\* the nature of the area. Biodiverse areas, where the natural qualities are the tourism draw card, need to have less traffic and less tourist accommodation (short term rental accommodation) in order to preserve the safety of the wildlife and the environment. Natural areas need to be preserved for wildlife to move unimpeded and quietly through the landscape.

\* the ratio of tourist accommodation to permanent accommodation in any rural area is vital for safety. Where tourist accommodation outnumbers the permanent residents' accommodation there will be less fire fighting volunteers in the event of bushfire, so more probability of tragedy, especially with large numbers of people unfamiliar with the country roads and without personal fire plans. Caps on numbers of rental accommodation need to be imposed to maintain safety of residents and of the tourists. The bushfire tragedy of trapped tourists in Greece last year could very easily be replicated in rural tourism areas here.

\* the amenity of permanent residents in any area should be considered especially as tourists in rental accommodation in the country are unaware of how far sound travels in country areas, especially in valleys which act as amphitheatres. Often the rental accommodation will be used for loud parties which disturbs not only neighbours in small towns but also in rural areas.

Please consider allowing councils to set caps on the numbers and locations of short term rental accommodation based on these considerations.

Yours Sincerely

Clarissa Watson

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Sunday, 25 August 2019 5:55 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Sun, 25/08/2019 - 17:54

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Christopher

**Last name**

Mack

**Name withheld**

No

## Info

**Email**

[kriztoefa@hotmail.com](mailto:kriztoefa@hotmail.com)

**Suburb/Town & Postcode**

POTTS POINT

**Submission**

I encourage law makers to remember that many of us middle-Australians need freedom and fairness. I live in a block of units where an over-zealous, ill-considered and blanket rule against having paying guests was slapped down with no care or consideration as to why some of us HAVE to do it from time to time to get by.

As an owner of an apartment, I want the freedom to rent my spare room when I want, or my entire place when I go away. It is unfair that a small number of self-interested members of the Strata Committee can decide how I use my own home (or a Government).

It is also unreasonable that as an owner of an apartment, my rights are less than someone who has a free-standing home - we become a second, lesser asset holder than those with houses. All the old people on the Strata Committee and who have time to vote and rabble rouse while the rest of us work 5-6 days and scrape to get by, don't care about us younger and middle aged people who pay an enormous amount (far greater % of income than they ever did) to buy (or rent) our homes.

We need to be able to honour our enormous mortgages (or rent) during times of unemployment or other periods of low income. We are considerate neighbours and make sure that our guests (paying or not) are as well. We need freedom to use our own home, within our own walls, as we see fit.

There are plenty of Laws to prevent bad neighbours already. Why limit us? For every bad Short Term Let home, there is an equally bad permanent resident who parties too loud, is rude to neighbours etc.

**I agree to the above statement**

Yes



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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 23 August 2019 12:46 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Fri, 23/08/2019 - 12:46

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Eileen

**Last name**

Davie

**Name withheld**

No

## Info

**Email**

[eednef@gmail.com](mailto:eednef@gmail.com)

**Suburb/Town & Postcode**

Woollahra 2025

**Submission**

There is no doubt about it.STL is a wonderful thing in serviced apartments.Where is should be kept.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 23 August 2019 9:59 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Fri, 23/08/2019 - 09:58

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Craig

**Last name**

McIntosh

**Name withheld**

No

## Info

**Email**

[craig@holidayscollection.com.au](mailto:craig@holidayscollection.com.au)

**Suburb/Town & Postcode**

2534

**Submission**

Hello,

I am the owner of The Holidays Collection and South Coast Holidays. We manage a combined 250 properties from Kiama to Jervis Bay, and in the Southern Highlands. My key comments are as follows:

1. restricting a property to 12 guests is unfair. We have numerous properties that sleep 14 or 16 or 19 that NEVER have any problem guests or issues that affect neighbours (some are acreage properties). 12 seems to be a very

arbitrary number and would disadvantage many property owners unfairly

2. we like the system of a black list register for guests and properties but in this day and age of INSTANT BOOKING, the system will only work if Airbnb, Homeaway, TripAdvisor, Booking.com etc are forced to integrate their systems in real time to check a guest or property at the time of booking. Forget about agents or homeowners looking up on a separate register! That will not work and is an outmoded solution. It has to be integrated / instant / real time

3. how will you get around a rogue guest booking in another name or via a friend? Rogue guests will be able to evade the system, but a property owner will be black listed for 5 years

4. what if a property sells or changes management company, or is refurbished and repriced? Can the 5 year ban be lifted. A house often attracts the wrong guests if it is in poor condition or cheap

5. the appeal process for a home owner must be very clearly set out. You will open the door for very vindictive owners using the 5 year black list register to unfairly target neighbours who they don't like. I could give you examples of where some neighbours have heard about this legislation and are already doing what they can to nit pick over any issue that will build a case to attempt to have their neighbour's property alienated. And many of my owners will not sit back and take that - they will use every legal right possible to protect their property rights / investment income. I think you are grossly under estimating how many vindictive actions will spring up

Regards, Craig McIntosh

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 22 August 2019 8:27 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 22/08/2019 - 20:26

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Anita

**Last name**

Lee

**Name withheld**

No

## Info

**Email**

[littlemoss@gmail.com](mailto:littlemoss@gmail.com)

**Suburb/Town & Postcode**

Maroubra

**Submission**

Having stayed in two short stay accommodations since arriving in Australia last month, I'd say there are a few big issues to clean up:

1. Right to privacy. The guy who owned the block we were in (4 apartments used solely for short lets), decided he wanted to sell and gave us less than 24 hours to tidy up so an agent could take photos. He then had a real estate agent send us a viewings schedule for twice per week during our three week stay. That just isn't reasonable.

2. Right to security. The code for the front door is set to the address of the flat. 352, as we're at flat 3, 52 xxx Street. Guess what the code is for the other four flats... Not only that, but the 'front door' is actually an inner glass panelled door, ie not secure and certainly not a fire door.

3. Unreasonable check in requirements. Both accommodations demanded we email them a copy of our passport and credit card and wouldn't give us the access code without it. You just don't send that kind of data over email, it isn't secure. But you don't know they're going to ask for that until you've booked and paid, non-refundable. The card particularly grated as they'd already taken payment via booking.com. Neither company has a privacy policy so who knows what they're doing with my stuff, probably selling it to [www.stealyouridentity.ru](http://www.stealyouridentity.ru)!

4. A clear definition of 'serviced apartment'. I've seen some pretty thin 'service.'

5. Someone to contact on the ground, including out of hours. Not a voicemail in Queensland or an office who don't answer after 5pm if there's an urgent problem!

Both of these accommodations were in the Eastern Suburbs and well over \$200 per night.

**I agree to the above statement**

Yes

---

**From:** Anthony Borgese <aborgese@borgese.com.au>  
**Sent:** Thursday, 22 August 2019 3:39 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

Kind regards  
Anthony

**Anthony Borgese**  
m +61 400 552 665

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 22 August 2019 11:43 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 22/08/2019 - 11:42

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Chris

**Last name**

Fozard

**Name withheld**

No

## Info

**Email**

[manager@budgetmotels.com.au](mailto:manager@budgetmotels.com.au)

**Suburb/Town & Postcode**

Frankston

**Submission**

My name is Chris Fozard, and I am responding on behalf of the Budget Motel Chain.

- Regulations for 'Short-Term Rentals' (STRs) should be the same as any other accommodation provider.
- 'STRs' should have to be registered with their local council, pay an annual fee and be inspected yearly by the health inspectors to retain their registration and follow the same rules and laws that apply to any other accommodation provider.

- 'STRs' should have to obtain the same insurance as any other accommodation provider, not just domestic insurance. (The potential implications here for the insurance industry, and their fees, is obvious).
- 'STRs' should have to follow the same fire regulations as any other accommodation provider, in accordance with council, health and state building regulations.

The 'standard accommodation providers, Hotels, Motels, Motor Inns, Caravan Parks, Cabin Parks, Hostels, etc. all have to follow a strict set of laws to ensure the health and safety of the people they accommodate. By allowing 'STRs' to run, unchecked, can risks the lives of those who stay at one of these houses. There are so many reasons that can be argued as to why 'STRs' should be stringently regulated, but protecting the lives of those who stay at these unregulated properties is number one

Kind Regards

Chris Fozard  
Operations Manager  
Budget Motel Chain  
03 9784 4111

**I agree to the above statement**

Yes



---

**From:** David Berry <daveberry80@gmail.com>  
**Sent:** Wednesday, 21 August 2019 8:26 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Minister,

The idea of restricting only two people to a room seems very unnecessary. Families often have more than two children who like to stay in the same room. Some of my best childhood memories are of holidays where I was able to 'bunk' in with friends, cousins and the like. To try and put in place restrictions on this would be absolute kill joy, have no impact on the safety, lead to a loss of revenue for tourism as a whole - Australians will just go abroad for holidays and fewer foreigners will come to Australia where they dont have to holiday under a nanny state - what is wrong with us??? A more appropriate measure might be to only allow the number of people to sleep in rooms for the number of beds that are available.

Regards  
David Berry

On 21 Aug 2019, at 7:57 pm, David Berry <[daveberry80@gmail.com](mailto:daveberry80@gmail.com)> wrote:

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

David Berry  
Phone: +61 407 370 372  
[Email: daveberry80@gmail.com](mailto:daveberry80@gmail.com)

---

**From:** David Berry <daveberry80@gmail.com>  
**Sent:** Wednesday, 21 August 2019 7:57 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

David Berry  
Phone: +61 407 370 372  
[Email: daveberry80@gmail.com](mailto:daveberry80@gmail.com)

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 21 August 2019 2:04 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Wed, 21/08/2019 - 14:04

Submitted by: Anonymous

Submitted values are:

#### **Submission Type**

I am making a personal submission

## **Name**

#### **First name**

Geoff

#### **Last name**

McErvale

#### **Name withheld**

No

## **Info**

#### **Email**

[gtrmcervaw@gmail.com](mailto:gtrmcervaw@gmail.com)

#### **Suburb/Town & Postcode**

Freshwater

#### **Submission**

When will the Politicians ever learn always acting after the event heads in the sand over and over .  
Airbnb and holiday homes and apartments can be death traps. The majority of these places have been built to a very poor standard and have avoided proper building procedures. No smoke detectors or detectors out of date ;Electrical wiring illegally installed no safety switches etc , unsafe balconies, Unfenced pools .I have even seen a tent advertised on Airbnb. Personally I would like to see Airbnb banned they have no comeback ,take no responsibility . Every home that is let for short stays should have a up to date building inspection,pool inspection,electrical contracting company inspection and fire brigade inspection this should be carried out at intervals throughout lifetime at least every 5

years .  
Thank you

**I agree to the above statement**

Yes

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**From:** Clive Cunningham <clivec9@gmail.com>  
**Sent:** Tuesday, 20 August 2019 8:35 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

Clive Cunningham

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Tuesday, 20 August 2019 4:05 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Tue, 20/08/2019 - 16:05

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Barry

**Last name**

Gardner

**Name withheld**

No

## Info

**Email**

[barneygardner07@hotmail.com](mailto:barneygardner07@hotmail.com)

**Suburb/Town & Postcode**

Millers Point

**Submission**

Having to reside in close proximity to short term rental accommodation and Airb&b's I and my neighbours have suffered from continual partying and drunken brawls at all hours as well as the coming going of noisy guests night and day!

Also the build up of rubbish left by short-term let guests in side and back lanes that emit strong smells are at times unbearable!

There is frequently rubbish stacked in bags and cardboard boxes and left on the curb which collectors are not obliged to pick up unless placed in garbage bins and this entices vermin!

Whilst all this goes on there is never a host/manager in sight and I think that permanent residents that reside near these short term lets be given the genuine names and phone numbers of the owners and managers so we can

directly contact them if we have complaints!

We at times contact the police but because they may be under staffed or busy they can't always respond rapidly!

**I agree to the above statement**

Yes

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**From:** Sales (Forceboats) <sales@forceboats.com>  
**Sent:** Tuesday, 20 August 2019 10:59 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.



Virus-free. [www.avast.com](http://www.avast.com)



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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Tuesday, 20 August 2019 9:42 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Tue, 20/08/2019 - 09:42

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Brian

**Last name**

Walshe

**Name withheld**

No

## Info

**Email**

[brian@rubbish2move.com.au](mailto:brian@rubbish2move.com.au)

**Suburb/Town & Postcode**

CUMBALUM

**Submission**

I provide a wheelie bin service for holiday rentals. We make sure bins are emptied on scheduled council collections and that bins are kept clean and in good order. We also handle any excess rubbish and contamination issues. Its a service that property owners use because they care about keeping their property in order and about providing a quality experience for their guests. I employ six people (1 full time, 5 casual). My business is 99% reliant on the holiday rental market in Byron Bay. I sternly object to the suggestion of a CAP to the amount of days owners will be permitted to rent as this will have a dramatic effect on my business and on the lives of those I employ. Thank you for the opportunity to make this submission and for taking it into consideration.

**I agree to the above statement**

Yes

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---

**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Monday, 19 August 2019 1:14 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Mon, 19/08/2019 - 13:14

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Beverley

**Last name**

Waters

**Name withheld**

No

## Info

**Email**

[damebeverleywaters@gmail.com](mailto:damebeverleywaters@gmail.com)

**Suburb/Town & Postcode**

Crawley 6009

**Submission**

I wish to submit my opposition to any short term rentals in residential occupied apartment buildings. Any term under 6 months should not be allowed. This is to protect permanent residents or owner occupiers from people taking somewhere for a week/ overnight/ and partying in the apartment to the distress of owner occupiers who have to go to work the next day. Hotels/ motels are available for overnight or short term stays.

**I agree to the above statement**

Yes

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**From:** Dina Boyling <dina@catchycrafts.com.au>  
**Sent:** Sunday, 18 August 2019 6:47 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission

Many Thanks

*Dina Boyling*

---

**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Saturday, 17 August 2019 4:10 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Sat, 17/08/2019 - 16:10

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

David

**Last name**

Goodman

**Name withheld**

No

## Info

**Email**

[david.goodman2011@gmail.com](mailto:david.goodman2011@gmail.com)

**Suburb/Town & Postcode**

Bellevue Hill 2023

**Submission**

The problem with Short Stay rentals with absent owners, is that the renters may disturb the other residents. They may also increase the risk profile of the building and jeopardise insurance, and add to the cost of premiums.

The fact that renters conduct might breach the Strata By laws is of no assistance, as the enforcement procedures are so cumbersome and complex and time consuming that enforcement is generally not possible without expensive legal advice. There may well be a right, but for all practical purposes, it is a right without a remedy.

Short term rentals are a business, conducted in residential properties. There needs to be proper and well resourced licensing and monitoring and enforcement-which will never happen.

**I agree to the above statement**

Yes

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**From:** Ania @gmail <gloverfamily04@gmail.com>  
**Sent:** Saturday, 17 August 2019 1:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

Ania Glover



---

**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Saturday, 17 August 2019 10:40 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Sat, 17/08/2019 - 10:40

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Brian

**Last name**

Eyre

**Name withheld**

No

## Info

**Email**

[eyrebd@gmail.com](mailto:eyrebd@gmail.com)

**Suburb/Town & Postcode**

Sapphire Beach 2450

**Submission**

I believe STRA should be restricted and not allowed in r2 zoning. It should only apply if the property owner lives in the property.

An absentee landlord situation often results in a STRA property causing an undesirable living environment for neighbours.

R2 zoning should be residential only.

There should be at least one residential zoning which is free from STRA problems.

**I agree to the above statement**

Yes

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-----  
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authority states them to be the views of the NSW Office of Environment and Heritage.

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---

**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 16 August 2019 4:25 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Fri, 16/08/2019 - 16:24

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Christine

**Last name**

Davitt

**Name withheld**

No

## Info

**Email**

[legalcosting@optusnet.com.au](mailto:legalcosting@optusnet.com.au)

**Suburb/Town & Postcode**

Fairlight

**Submission**

My submission is in relation to the proposed restrictions on the number of days when a property in the "Greater Sydney Area" can be let for short stays. The restriction to 180 days per year is, in my opinion, unfair and unreasonable - as is the definition of the "Greater Sydney Area".

Property prices in and around Sydney are the highest in the country. For those who go to the time and expense to set up a property for either long term or short term rentals, the prospect of only being able to recover 50% of the available opportunities to recover those expenses and to obtain any form of income are virtually wiped out. Apart from the initial costs of setting up a property after a long period of residence by the owners, the ongoing expenses

of Land Tax, utilities and maintenance cannot be realistically recovered in only 6 months of the year. It appears to me that the said restriction is a means of keeping the powerful Hotels lobby in line by reducing the amount of competition for large and long standing hotel operators in the Sydney CBD. This type of market manipulation is unfair and unreasonable. Hotels and related accommodation providers should be subject to market demands just like everyone else. If they provide quality products at reasonable prices they will thrive. They should not be openly advantaged in relation to the short stay market because of Government regulation.

In my situation, I had a very large house in which I raised a large family. At the age of 66 I could no longer maintain that property living there on my own. It was essential that I downsize to the security of a home unit. However, as we all know, the housing sale market in Sydney has been dramatically falling for the past 3 years. As a result, I could not sell my property at the time I needed to downsize without taking a drop in price to a figure that would have been acceptable nearly six years ago. I could not afford to do that, and I could not get a permanent rental return to cover my expenses. I had no option but to convert the property to a short stay property. But if I can only recover six months worth of bookings, it makes it an almost impossible proposition to actually make any income from the business - not because of any failing on my part, but only because of an inexplicable Government interference that does not affect the vast majority of the rest of the State. So, the very properties that need the most income to survive are being strangled by the Government's own policies and deterred from surviving.

If the short stay market did not provide a service that the people wanted, it would collapse. That is not the case. The short stay market is growing rapidly only because of market demand.

I could understand the proposed number of day restrictions if applied to the Sydney CBD, but to extend that out to residential suburbs where there are very few other accommodation options is absurd and damaging to the whole of the short stay enterprise and the individuals in those outer Sydney areas like mine, some 8 ks from the CBD but miles from the nearest practicable hotel accommodation.

I urge the government to reconsider this proposed restriction. It is unfair, unreasonable and damaging to the individual owners who, for a variety of reasons particular to the Sydney market and cost of living, want to or NEED to go into the short stay market in order to either earn an income or, like me, preserve a property for the short to mid term. I say that, in principle, it is inherently unjust to apply commercial restrictions to individual portions of the community based on geographic considerations as is the case in this instance. The affect of the limits for owners from Newcastle to Wollongong is to pretty much make is non viable to either begin or continue providing short stay facilities. This may be great news for the major hotel chains, but it does not reflect what the owners and their many many thousands of prospective guest travellers are looking for or wanting as has been proved by the statistics available for the past few years. Government has no business interfering in and distorting the market in this way.

Christine Davitt

**I agree to the above statement**

Yes

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-----  
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**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 16 August 2019 10:33 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Fri, 16/08/2019 - 10:32

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Chris

**Last name**

wilesmith

**Name withheld**

No

## Info

**Email**

[cwilesmith@ozemail.com.au](mailto:cwilesmith@ozemail.com.au)

**Suburb/Town & Postcode**

Sapphire, Coffs Harbour

**Submission**

I bought into a residential estate zoned not for rental accomodation soon after an investor bought a property and has had short term holiday let's occurring, fair to say it has been a nightmare , people swearing late night parties defecating in gardens put simply I bought a property based on it being residential I am totally apposed to changing the laws to allow commercial business to be conducted in a residential estate such as holiday let's

**I agree to the above statement**

Yes

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-----  
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**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 15 August 2019 12:33 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 15/08/2019 - 12:33

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Dylan

**Last name**

Furnell

**Name withheld**

No

## Info

**Email**

[dylan.furnell@oberon.nsw.gov.au](mailto:dylan.furnell@oberon.nsw.gov.au)

**Suburb/Town & Postcode**

Oberon 2787

**Submission**

1.

The general form and provisions of both the STRA SEPP and the Regulation are much easier to follow than the previous draft and reduce the grey areas. They also allow for more specific control of un-hosted and hosted accommodation.

2.

The new draft clears up a lot of the potential misinterpretation from the old draft. The way the policy is written is

plain English and relatively easy to follow.

3.

One issue I have is how compliance would work with the 21 day bookings not counting toward total days? Will there be a requirement to report the number of days booked etc.? I cannot see an easy way to ensure compliance with the total days, especially when 21 day bookings are likely to make it a more complex equation.

4.

The general obligations for industry participants are fine.

5.

Occupancy days and numbers of occupants are the two obvious choices for reporting. Perhaps general opportunities for feedback from operators on how the code is impacting on their occupancy (eg. do they need to turn away large groups due to restrictions in place by the codes in areas where large groups wouldn't impact on amenity etc.?).

6.

From what I can see obligations for these parties are all reasonable and adequate.

7.

The complaints process is deemed adequate.

8.

Placing a guest on an exclusion register is unlikely to solve any issues as most likely they would be staying within a larger party in which another name could be used for future bookings. I think the strikes policy is likely to make hosts hold guests to a higher standard, making them potentially monitor their guests more closely which is a positive.

9.

Ideally the booking agency would remove or not allow accounts which are related to a person on the exclusion list. With proper identification checks it should not be hard to compare an name on the exclusion list and any account.

10.

The review process is clear and sufficient.

11.

Penalties seem to be reasonable.

12.

Clause 22B(1) captures the end to end property management services.

13.

None

14.

It is appropriate to exclude some uses.

15.

None.

16.

The appeal process is acceptable.

17.

The fee recovery is reasonable.

18.



The amount of properties and their occupancy rates is the appropriate way to proportion costs. This would allow the participants to easily pass on some or all of these costs to hosts etc. at a per property, per night flat rate fee.

19.

The amount is appropriate. Any less and penalties will not be worthwhile.

20-35.

No Answer.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 14 August 2019 3:45 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Wed, 14/08/2019 - 15:45

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Anika

**Last name**

Stokes

**Name withheld**

No

## Info

**Email**

[stokesanika@hotmail.com](mailto:stokesanika@hotmail.com)

**Suburb/Town & Postcode**

Bangalow 2479

**Submission**

Hi. I agree there needs to be a consistent message. In the Byron area we keep getting told different things and how do we hosts plan for the year ahead. The council gives no information and it's about time there was consistency

I agree with the standards re the fire alarms etc as there are too many dodgy StL

Thanks

Anika

**I agree to the above statement**

Yes

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**From:** Carol Giuseppi <carol@tourismaccommodation.com.au>  
**Sent:** Sunday, 25 November 2018 12:54 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** RE: Exhibition of proposed amendments for short-term rental accommodation  
**Attachments:** DPC submission - Explanation of Intended Effect.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Suzie,

My apologies but I noted an error in my conclusion and thus have amended.

Please find attached the amended submission.

Kind Regards,

Carol

---

**From:** Carol Giuseppi  
**Sent:** Monday, 19 November 2018 4:28 PM  
**To:** 'DPE PS STHL Mailbox' <STHL@planning.nsw.gov.au>  
**Subject:** RE: Exhibition of proposed amendments for short-term rental accommodation

Dear Suzie,

Please find attached a copy of the Tourism Accommodation Australia submission in response to the Exhibition of proposed amendments for short-term rental accommodation.

Please advise if you should require any further information.

Kind Regards,

Carol

---

**From:** Suzie Hatherly [<mailto:Suzie.Hatherly@planning.nsw.gov.au>] **On Behalf Of** DPE PS STHL Mailbox  
**Sent:** Friday, 16 November 2018 10:37 AM  
**To:** Carol Giuseppi <[carol@tourismaccommodation.com.au](mailto:carol@tourismaccommodation.com.au)>  
**Subject:** RE: Exhibition of proposed amendments for short-term rental accommodation

Hi Carol,

Thank you for your email.

Confirming we will accept your submission on Monday.

Kind regards,

## Short-term Rental Accommodation (STRA) Team

Housing Policy | Policy and Strategy

GPO Box 39, Sydney NSW 2001

E: [sth1@planning.nsw.gov.au](mailto:sth1@planning.nsw.gov.au)

W: <http://www.planning.nsw.gov.au/STHL>



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---

**From:** Carol Giuseppi <[carol@tourismaccommodation.com.au](mailto:carol@tourismaccommodation.com.au)>

**Sent:** Thursday, 15 November 2018 4:57 PM

**To:** DPE Planning Mailbox <[planning@planning.nsw.gov.au](mailto:planning@planning.nsw.gov.au)>; DPE PS STHL Mailbox <[STHL@planning.nsw.gov.au](mailto:STHL@planning.nsw.gov.au)>

**Subject:** RE: Exhibition of proposed amendments for short-term rental accommodation

Dear Sandy,

I would appreciate an extension on this submission to Monday, 19 November.

Regards,

**Carol Giuseppi**

**National / NSW CEO**

**Tourism Accommodation Australia**



**A division of the AHA**

Level 15, Hudson House | 131 Macquarie Street | Sydney | NSW | 2000

Ph: 02 8218 1816

Fax: 02 8281 1864

Mob: 0403 452 177

W: [tourismaccommodation.com.au](http://tourismaccommodation.com.au)

---

**From:** DPE Planning Mailbox [<mailto:planning@planning.nsw.gov.au>]

**Sent:** Friday, 5 October 2018 3:31 PM

**To:** DPE Planning Mailbox <[planning@planning.nsw.gov.au](mailto:planning@planning.nsw.gov.au)>

**Subject:** Exhibition of proposed amendments for short-term rental accommodation



## Exhibition of proposed amendments for short-term rental accommodation

The NSW Department of Planning and Environment is calling for feedback on proposed amendments to planning rules in order to provide for short-term rental accommodation (STRA) in NSW. STRA was formerly known as short-term holiday letting.

Following growth in STRA, the NSW Government investigated policy options to regulate the industry in NSW in consultation with communities, councils and industry. As a result of these investigations, the Minister for Planning and the Minister for Better Regulation and Innovation announced a whole-of-government framework which includes:

- state-wide planning rules
- an industry-wide mandatory Code of Conduct
- changes to strata legislation.

More information on the framework can be found [here](#) or on the Department's [website](#).

An [Explanation of Intended Effect](#) has been prepared outlining the proposed amendments to planning rules and is on exhibition until 16 November 2018. To make a submission, please visit our [website](#).

For more information, please contact us:

- Email: [STHL@planning.nsw.gov.au](mailto:STHL@planning.nsw.gov.au)
- Phone: 1300 305 695

Best regards

**Sandy Chappel**  
**A/ Director, Housing Policy**  
**Policy and Strategy**

---

**From:** janehearn@homemail.com.au  
**Sent:** Friday, 27 September 2019 10:01 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** OCN submission - proposed STRA FRAMEWORK - NSW  
**Attachments:** OCN FULL SUBMISSION DPE STRA FRAMEWORK 27092019 JH [Final].pdf

Dear Ms Chappel

Please find attached the submission from the Owners Corporation Network of Australia Pty Ltd.

The submission is lodged today as agreed with Luke Walton.

We look forward to further discussion on the Framework for NSW.

Please acknowledge receipt.

Kind regards

Jane

Jane Hearn BA LLB GAICD  
Deputy Chair  
OCN  
M:+61 432618937

---

**From:** janehearn@homemail.com.au  
**Sent:** Friday, 27 September 2019 10:01 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** OCN submission - proposed STRA FRAMEWORK - NSW  
**Attachments:** OCN FULL SUBMISSION DPE STRA FRAMEWORK 27092019 JH [Final].pdf

Dear Ms Chappel

Please find attached the submission from the Owners Corporation Network of Australia Pty Ltd.

The submission is lodged today as agreed with Luke Walton.

We look forward to further discussion on the Framework for NSW.

Please acknowledge receipt.

Kind regards

Jane

Jane Hearn BA LLB GAICD  
Deputy Chair  
OCN  
M:+61 432618937



---

**From:** Susan Stannard <Susan.Stannard@wsc.nsw.gov.au>  
**Sent:** Thursday, 26 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission from Wingecarribee Shire Council  
**Attachments:** WSC STHL SUBMISSION FINAL.pdf

Please find attached Council's submission to the recent exhibition of the short term rental accommodation policy framework.

At its Ordinary Meeting of Council of 25 September 2019 Council resolved as follows:

**MN 458/19**

***MOTION*** moved by Deputy Mayor G M Turland and seconded by Cllr P W Nelson

- 1. *THAT* Council endorse a submission (Attachment 1) to be sent to the Department of Planning, Industry and Environment in relation to the proposed Short Term Rental Accommodation regulatory framework; and**
- 2. *THAT* Council not seek to limit the amount of days an un-hosted Short Term Rental Accommodation activity can occur in the Wingecarribee Shire.**
- 3. *THAT* signage indicating the relevant authority of compliance issues or complaints be placed on the front of the property viewable by the general public.**

***PASSED***

The attached submission included the resolution at 3 above.

With regards

**Susan Stannard** Senior Strategic Land Use Planner

**Wingecarribee Shire Council**

e. [susan.stannard@wsc.nsw.gov.au](mailto:susan.stannard@wsc.nsw.gov.au)

t. (02) 4868 0854

Civic Centre, 68 Elizabeth St. Moss Vale, NSW 2577 | PO Box 141 Moss Vale NSW 2577

[www.wsc.nsw.gov.au](http://www.wsc.nsw.gov.au)



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**From:** Michael Bures <bures.michael@gmail.com>  
**Sent:** Tuesday, 24 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** RE; Proposed Regulation and Code of Conduct for Airbnb / Highgate, 127 Kent St Millers Point.

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

September 23 2019  
To whom it may concern,

Primarily this is my objection to the proposal that any organization or STRA could by way of a new regulation control or influence the way I live.

I have the right to object as an 81 year old semi-retired Architect, having worked hard all my life and at the age of 73, sold my house and invested in a new way of life, to live in Highgate, 127 Kent St Millers point rather than fill the ranks of people dependent on handouts and or live in a retirement village.

I have extensive experience in the housing industry, including, seeing what happens quite frequently, to property let short term and not under the direct control of the owners or a body corporate. I am happy to furnish details relating to private and government built and controlled properties in NSW and WA.

Now, regarding my home in a well-controlled building, containing approximately 200 apartments, where I have lived during the past five and a half years, I have noticed how difficult it is to mix with ones' neighbours. This is not due to the physical separation but due to the number of new faces encountered and turnover of tenants already accruing under the present strata rules. I live with this and accept this.

I cannot accept however, the proposed dilution of self-control and reduction to the standard of living of my home.

I keep emphasizing that this IS my home. So far I have not complained about the turnover of new residents and rubbing shoulders with their frequent visitors but I do and will resist any additional influx of short term residents that would not be easily controlled and would further dilute the quality of life in this building.

Apart from my personal issues and emotional reaction above, there are a large number practical and financial matters that would be adversely affected by having to accommodate short term residents and their guests. - In my opinion, should this be allowed, this building in its present configuration could not function. Again, I can submit a list of fact-based matters relating to this, not available from other sources.

Apart from the fact that one size does NOT fit all, I do believe that every stratum must have the ability to control its own destiny according to individual needs of each building, and as determined by the majority of the owners and occupants, and local government - of course.

This is as basic as our other hard-won rights in this society and country.

I am sorry, I reject the concept of intrusion and regulation by STRA, and thus, the inevitable, subsequent disruption to our existing carefully crafted and managed individual strata bodies, democratically elected.

Sincerely  
Michael Bures

---

**From:** Bronwyn Inglis <binglis@thehills.nsw.gov.au>  
**Sent:** Tuesday, 24 September 2019 1:14 PM  
**To:** DPE PS STHL Mailbox  
**Cc:** Jessie Wiseman; Megan Munari  
**Subject:** The Hills Shire Council - Feedback on short-term rental accommodation framework  
**Attachments:** 188746465.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Tessa,

Thank you for your phone call on 12 September 2019 in which you granted an extension of time to 25 September 2019 for The Hills Shire Council to forward a submission on the short-term rental accommodation framework.

Please see the attached letter from The Hills Shire Council.

It would be appreciated if you could please confirm receipt of Council's letter.

I can be contacted on 9843 0531 if you require any clarification.

Yours sincerely,

Bronwyn Inglis

---

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**From:** VINCENT J ACTON <vinacton@bigpond.com>  
**Sent:** Tuesday, 24 September 2019 1:10 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** STRA Submission

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Sir,

My wife and I have lived in a city high rise strata apartment at 127 Kent St., Millers Point for many years. The vast majority in this building are owner/occupiers and we have enjoyed a warm, cooperative and friendly atmosphere. We are terrified that this building should be opened to short stay rentals and the changes which will result. This would have enormous impact on the staff, amenities and any feeling of some moderating control on behaviour.

When we purchased our apartment there was no indication that this change in the character of the building might occur.

We cannot understand why there is any need to legislate to change the character of a strata building when the great majority of owners oppose the move. We strongly object to this suggestion.

Sincerely,

Vincent and Helen Acton

---

**From:** Ken Moon <ken\_moon@hotmail.com>  
**Sent:** Tuesday, 24 September 2019 12:48 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Short term letting

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

To whom it may concern.

Dear sir/madam

My home is an apartment in the Highgate building at 127 Kent Street, Millers Point 2000

I have no problem with 3 month rentals but i think that using the building as an hotel as would happen with Air BNB

would spoil the life style of everyone that lives permanently in the City of Sydney.

I think that a building should be able to make it's own decision with a majority democratic vote on whether to opt in or opt out of short term lettings

Your faithfully

K J Moon

2602/127 Kent Street

Millers Point

---

**From:** robert sillar <bobsillar@hotmail.com>  
**Sent:** Tuesday, 24 September 2019 11:37 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** short tem letting

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Sir/madam

As an owner of a unit in the Highgate building, 127 Kent St, Millers Point, NSW 2000 I wish to give my opinion on the proposed regulation on short term letting in this area. AS most of the owners in the Highgate building are owners or 'permanent' tenants a large influx of short term tenants, as would happen with unrestricted Airbnb occupancy, would have an undesirable effect on the quality of their residency as well as adding to the overall cost of living.

I hope issues are considered when legislation is proposed.

yours

Robert Sillar  
8 Bombala St  
Dudley  
NSW 2290

---

**From:** mhackmanhk@gmail.com  
**Sent:** Tuesday, 24 September 2019 10:03 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** STRA Discussion Paper

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Sir/Madam,

I am owner of an apartment in Highgate apartments in Kent Street and it has been my home for 22 years and it is where I intended to reside into my retirement. This, and many other, vertical villages provide amenity and security, in large part due to us knowing all residents, on our floor particularly, and being

Also we have grown as a family in Highgate, bringing up our children, just as many others are doing now. Infants and children need a quiet environment and to know other children in the building.

Also, with an aging component as well as young families we enjoy (and pay dearly for) use of swimming pool and gymnasium. This is important for a healthy lifestyle.

I wish to express my alarm at any possibility of the lifestyle is seriously compromised as is being proposed. If our home were to be turned into a hotel building, for the profit of non-residents who lease their apartments for short stay holiday makers it would be a complete travesty.

Michael Hackman  
2410/127 Kent Street  
Miller' Point NSW 2000

---

**From:** Richard Lowder <rmldowder@icloud.com>  
**Sent:** Tuesday, 24 September 2019 9:22 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** STRA Discussion Paper

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Sir/Madam,

I am writing to voice my concern about the possible outcomes of the STRA discussion paper.

As an owner and resident of a unit in a stable and peaceful strata title building, I am concerned that the outcomes may have a large negative effect on quality of life in our residence.

Strata buildings need to be able to determine their own position. The imposition of short term rentals will have a big impact on costs and the peace and serenity of life within the building. The permanent residents need to have a say and vote as to whether short term stays are allowed within a particular building. We have a very good relationship with all tenants in our building. The inclusion of short term rentals will change the dynamic considerably and reduce the harmony that is currently present.

I strongly urge you to consider the wishes of residents to determine their own rules within each strata building.

Yours sincerely,  
Richard Lowder  
Unit 1709/127 Kent St  
Millers Point, NSW 2000

Sent from my iPhone



---

**From:** peter fletcher <peterfletcher6@bigpond.com>  
**Sent:** Monday, 23 September 2019 4:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Short Term Letting - Discussion Paper Response

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Sir / Madam,

I am responding to the NSW Government's Discussion Paper and Consultation process in respect of Short Term leasing of properties within NSW.

I am a resident of an apartment building in the Sydney CBD area and have some major concerns with the suggested Government policy in respect of this issue.

In overview I do not regard the Government's intended policy as appropriate for the hundreds of thousands of residents of strata based apartment buildings in NSW who should be recognised as living in very different circumstances to those residing in stand-alone houses.

Strata building residents are, for good reasons, used to living in a highly regulated and democratically determined co-existence with their fellow residents for the common good and 'quiet enjoyment' of our homes.

Due to our close proximity with our fellow neighbours it is critically important that our shared co-existence of the property is well ordered and protected by legislatively backed strata laws that guarantee that noise and short term stays by guests are closely managed or restricted.

The Government's latest policy proposals re. short term letting will fundamentally undermine these traditional objectives and protections, especially in cases where the building's resident owners do not want to have their communal living preferences (and hence in-house strata laws) overruled by legislation.

My view is that each Strata building should be afforded the right to determine by democratic means whether short term letting is at all appropriate or desired for that particular building.

As such a vote of owners to an appropriate clear majority democratic level (I would suggest 75% as reasonable) should be the determining factor as to whether the building should be available for owners to engage in short term letting beyond the previously regulated minimum period levels.

I trust that my views as a strata owner / resident will be put forward and strongly considered in your current review process.

Yours Sincerely,

**Peter Fletcher**  
**1207/127 Kent Street,**  
**Sydney. NSW. 2000.**

---

**From:** Tet & Lucy Choong <tetandlucy@ozemail.com.au>  
**Sent:** Sunday, 22 September 2019 11:21 PM  
**To:** DPE PS STHL Mailbox  
**Cc:** chairman@highgate.com.au  
**Subject:** Regulations and code of conduct for Air Bnb. STRA Discussion paper

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Sir/Madam,

I write as an owner of a unit in 127 Kent St., Millers Point. I am very concerned regarding the introduction of Air Bnb into Strata buildings.

By its nature, residents in a strata building, live very close to their neighbours, often sharing common walls. Their day to day activities impact on one another and in particular the "noise" level. Over time they build up a friendship and understanding of each other's activities and privacy.

The introduction of Air Bnb will change these dynamics, converting a residential building to one akin to a boarding house. There will be new people coming and going every few days or few weeks, who may or may not take as much care as owners or long term tenants. There is likely to be more usage of the facilities such as the swimming pool and gymnasium and hence increased wear and tear, leading to more costs for the owners.

I propose that the unit owners in each strata building decide on whether AirBnb may be introduced into their building by a vote requiring at least 75% of the owners agreeing to it.

I for one am very much against the introduction of Air Bnb into 127 Kent St, Millers Point.

With kind regards  
Tet Choong.

---

**From:** Nicky Solomon <nicky.solomon@icloud.com>  
**Sent:** Sunday, 22 September 2019 1:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** A New Regulatory Framework Discussion Paper

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

I am an owner resident in a large strata apartment complex in Darlinghurst. I am writing in relation to the New Regulatory Framework Discussion Paper in order to draw attention to the particularities of strata living, and the need for these to be taken into account in the design of the new Regulations. The current draft regulations enable stays of over 21 days to be an exception to the agreed 180 day yearly cap. A potential effect of this, is that apartments in the building would be allowed to have year round short term lettings, even though the zoning for the building is residential. Moreover, owners in a residential area would not wish to have the area creep towards hotel-like accommodation (as a defacto alternative zoning).

There are approximately 100 apartments in the complex and while these apartments are spread over a number of buildings, all apartments are in close proximity to each other. My apartment has neighbours directly above and below, and it has common walls with two sets of adjacent apartments. While noise will always be a feature of dense inner city living, the short term rental market population significantly increases the chances of noisy short term occupants. This is in contrast to the noise factor in apartments that are occupied places of residence.

In order to give residents of apartment buildings choices, it is my view that each Body Corporate should have to right to make decisions on its own STRA position. Decisions could be based on special resolutions that are backed by 75% of the members of the Body Corporate.

Nicole (Nicky) Solomon  
61/299 Forbes St  
Darlinghurst 2010  
Ph: 0414 518699

---

**From:** Peter Coates <prcoates@icloud.com>  
**Sent:** Saturday, 21 September 2019 2:30 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** AirBnb Code of Conduct and Regulations

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Sir/Madam,

I am extremely concerned about the proposed new regulations and code of conduct for AirBnb. There appears to be very little in these regulations etc which protects the rights and quality of life of strata dwellers.

Strata dwellers live in very close proximity to their neighbours and the quality of life of strata dwellers is very much dependent on the atmosphere, style and culture that is generated by other strata dwellers. This quality of life is very much disrupted by the impact of constantly changing short term residents.

All strata facilities are finely tuned to the needs of permanent residents and the addition of short term visitors adds to the cost of running and maintaining a state building and increases the cost of living to all residents.

We, the owners who have elected to purchase and live in a strata residence because of the particular style and culture of that strata residence must be allowed to protect our interests and we must have the right to decide our own STRA position. This can be fairly managed by requiring a 75% vote.

The concept of self regulation by the STRA industry is not viable and the STRA must be administered by an independent body.

Yours Sincerely,

Peter Coates. AO

---

**From:** Robyn Eisermann <rEisermann@tweed.nsw.gov.au>  
**Sent:** Friday, 20 September 2019 2:56 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Tweed Shire Council submission to the exhibition on Short Term Rental Accommodation legislative framework  
**Attachments:** CI report draft legislation\_Sept2019 final and resolution.pdf; TSC\_Signed submission\_Sept2019.pdf  
  
**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Hi all

As previously agreed, Tweed Shire Council forwarded a draft submission to the STHL exhibition by the closing date of 11 September, to be followed up with a Council endorsed submission following consideration at their meeting of 19 September 2019.

Council resolved to forward this submission, now attached along with the Council report and resolution.

Regards Robyn

---

## Robyn Eisermann

Acting Coordinator Strategic Planning and Urban Design



p (02) 6670 2562

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**From:** Robyn Eisermann <rEisermann@tweed.nsw.gov.au>  
**Sent:** Friday, 20 September 2019 2:56 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Tweed Shire Council submission to the exhibition on Short Term Rental Accommodation legislative framework  
**Attachments:** CI report draft legislation\_Sept2019 final and resolution.pdf; TSC\_Signed submission\_Sept2019.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa to review these, council submission

Hi all

As previously agreed, Tweed Shire Council forwarded a draft submission to the STHL exhibition by the closing date of 11 September, to be followed up with a Council endorsed submission following consideration at their meeting of 19 September 2019.

Council resolved to forward this submission, now attached along with the Council report and resolution.

Regards Robyn

---

## Robyn Eisermann

Acting Coordinator Strategic Planning and Urban Design



p (02) 6670 2562

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**From:** Neil Thompson <neilthompson888@gmail.com>  
**Sent:** Friday, 20 September 2019 5:07 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** STRA New Regulatory Framework Discussion Paper - comments

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

I am writing to express my opposition to the proposed STRA Regulatory Framework as currently drafted in the Discussion Paper

As the owner of a Strata unit, I am firmly of the view that each Strata must have the right to decide its own position on short term rentals. Stratas are capable of managing their own by-laws, and this should be via a 75% vote on an appropriate Special Resolution.

The "21 day exemption" in the draft Framework creates a loophole which clearly undermines the rights of strata owners to manage their property according to the individual circumstances of what is a very wide range of strata sizes, configurations and locations.

Strata owners ultimately bear the costs of common facilities and maintenance of buildings. These include, but are not limited to, security, gardens, car parking, rubbish collection and cleaning. Strata fees and levies are carefully aligned to the running costs of buildings based on the assumption of long term residency.

Experience with the short term rental market shows clearly that, in addition to adding cost to the running and maintenance of strata dwellings, there is additional inconvenience to owners and long term residents from increased noise from short term renters with no vested interest in the wellbeing of neighbours.

This is not an industry that can be relied on to self-regulate, as can be seen with the recent failures of the property development and inspection regime which is placing an enormous financial and safety burden on some owners, and ultimately on the insurance industry as well.

Short term rentals should be regulated by an independent government body.

Thank you for your attention

Neil Thompson

Owner : 62/299 Forbes Street, Darlinghurst NSW 2010

---

**From:** Jenny Abraham <jabraham@ords.com.au>  
**Sent:** Thursday, 19 September 2019 4:35 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** STRA Discussion Paper

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

In response to the Government's call for new regulations and a code of conduct for AIRBNB and the like, I wish to register the following comments:

1. My overwhelming consideration is that the owners in strata units have the right to determine the rules under which they live. If those rules are to be changed they must be subject to a 75% vote.
2. The above arises from the concern over the disruption that short term rentals would have on the well-being of resident owners and long term rentals.
3. I find it hard to believe that the present proposals for STRA are put forward by people who have any knowledge of the day to day running of a large strata complex with all the facilities therein, namely swimming pool, gymnasium, sauna and common areas.

All I'm pleading for is a fair go to allow the democratic process to prevail.

Thank you,  
Ms Jenifer Abraham  
"Highgate"  
2102/127 Kent Street  
Millers Point NSW 2000  
Mob. 0414 969854

\*\*\*\*\*

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**From:** Sandy Chappel <[Sandy.Chappel@planning.nsw.gov.au](mailto:Sandy.Chappel@planning.nsw.gov.au)>  
**Sent:** Wednesday, 11 September 2019 4:45 PM  
**To:** Jane Partridge <[Jane.Partridge@lgnsw.org.au](mailto:Jane.Partridge@lgnsw.org.au)>  
**Cc:** Linda Blinkhorn <[Linda.Blinkhorn@lgnsw.org.au](mailto:Linda.Blinkhorn@lgnsw.org.au)>; Vanessa Burow <[Vanessa.Burow@lgnsw.org.au](mailto:Vanessa.Burow@lgnsw.org.au)>  
**Subject:** RE: STRA Regulatory Framework - LGNSW Preliminary Comments

Hi Jane  
Thank you very much.  
Sandy

---

**From:** Jane Partridge <[Jane.Partridge@lgnsw.org.au](mailto:Jane.Partridge@lgnsw.org.au)>  
**Sent:** Wednesday, 11 September 2019 4:41 PM  
**To:** Sandy Chappel <[Sandy.Chappel@planning.nsw.gov.au](mailto:Sandy.Chappel@planning.nsw.gov.au)>  
**Cc:** Linda Blinkhorn <[Linda.Blinkhorn@lgnsw.org.au](mailto:Linda.Blinkhorn@lgnsw.org.au)>; Vanessa Burow <[Vanessa.Burow@lgnsw.org.au](mailto:Vanessa.Burow@lgnsw.org.au)>  
**Subject:** STRA Regulatory Framework - LGNSW Preliminary Comments

Hi Sandy

Thank you for providing us with an extended timeframe for submitting feedback on the STRA Regulatory Framework. This is welcome as we are concerned that the period provided for comment has not been adequate given the scope of the package and council reporting timeframes.

Our submission will expand on the following themes:

### **Integrated Approach**

LGNSW welcomes the consultation of the entire STRA package, ie both the draft planning instruments and code of conduct, as it is important that councils have the opportunity to comprehensively view these documents together

LGNSW supports an integrated approach to STRA but considers that the planning instrument, compliance and regulation components proposed are not sufficiently linked and will present regulation issues for councils and confusion within the industry.

### **Planning Instruments**

While there is some flexibility for regional councils to nominate different day limits to no lower than 180 days, the inability to specify a number of days below 180 days does not provide sufficient flexibility to manage the impact of STRA for the different circumstances across NSW. LGNSW considers that the SEPP should allow all councils to determine the number of days properties can be used for STRA, and that this should not be capped at 180 days, so they can balance local economic, tourism and long term housing needs.

The provision that un hosted bookings of STRA for 21 or more consecutive days not contribute to applicable day thresholds is seen as problematic. Issues include difficulties in measuring and compliance, and its potential use by landlords to avoid requirements under the Residential Tenancies Act for properties rented to longer term tenants.

Risks associated with bushfires and flooding are important considerations. In terms of practical implementation, some issues identified by our members include how the provisions will apply to properties already being used for STRA that would not comply with the proposed provisions and that in some regional areas the provisions will apply to large areas and may be too restrictive.

The SEPP excludes certain forms of dwellings from its operation, but does not exclude dwellings, such as those approved for affordable housing under the Affordable Rental Housing SEPP (2009) and SEPP No. 70 - Affordable Housing (Revised Schemes). Use of these dwellings for STRA could undermine the objectives of these policies.

STRA provisions may be used by developers of high-rise buildings to withhold dwellings from the market (but allow their use as STRA) until the warranty period for major building defects has passed.

Fire Safety Regulation - Councils are concerned about the ability to measure compliance with the provisions, particularly for dwellings currently being used for STRA and for exempt development.

## **Compliance**

The Code of Conduct and establishment of a register are supported, however there is a strong view that the register must be administered by the Department of Customer Service rather than an industry-led register as proposed.

Councils are concerned that while the framework seeks to address amenity impacts through the Code of Conduct and regulation under the *Fair Trading Act 1987*, councils will still receive and be expected to deal with complaints. Adequate resources such as websites and public information programs for participants and local communities are required. This would assist to minimise the impacts of the anticipated additional compliance load on some councils.

There is significant concern about how councils will be able to effectively manage compliance of the proposed framework and the resourcing and cost impacts. Councils consider that a state government register must include up-to-date, accurate information on bookings, property compliance, owner and host details. This should be available in real-time to councils.

A further issue of concern is the need for greater clarity about the relationship between breaches of the Code of Conduct and compliance with the SEPP.

## **Implementation, Monitoring and Review**

The property register and the Code of Conduct must be in place before the SEPP takes effect.

LGNSW considers that further work on the proposed framework is required to address the issues raised. This should be informed by further consultation with councils. When all components of the framework are in place, a review after 12 months operation is supported.

Please contact me or Linda or Vanessa if you have any questions.

Regards

Jane

JANE PARTRIDGE MPIA  
**STRATEGY MANAGER, PLANNING AND TRANSPORT**  
**LOCAL GOVERNMENT NSW**

T 02 9242 4093  
[JANE.PARTRIDGE@LGNSW.ORG.AU](mailto:JANE.PARTRIDGE@LGNSW.ORG.AU)  
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**From:** Susan Jessee <susanjessee@earthlink.net>  
**Sent:** Tuesday, 17 September 2019 4:09 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** STRA Discussion Paper

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Comments from Susan Jessee  
127 Kent Street Unit 810  
Millers Point 2000

I am concerned that AirBnB rentals in my Strata building will change the whole atmosphere of the environment I bought into last year.

I have felt very comfortable knowing the concierges and other residents know who should be here. Previously I had 30 years of living with a household security system and I don't feel exposed here without one as I feel that the environment is known and safe. I'm 72 now and the stability of my environment is an increasing concern.

I've experienced one building evacuation due to a fire alarm. Being on the 8th floor with a cracked kneecap it wasn't fun getting down to the first floor. My supposition is that more transient residents increases the likelihood this will happen again: someone makes the unit smoky and opens the door to the common area and all hell breaks loose.

On a much more petty level the current residents have a hard enough time figuring out the recycling rules. Temporary residents would more likely misfile or just dump everything into the garbage chute.

The residents here are not transient. Most have lived here a number of years, even if they are renting. There are a number of established clubs and organizations. I do not look forward to sharing the gym and swim facilities with people who are expecting a hotel. There are enough hotels in Sydney.

Please allow us to continue to manage our own living arrangements.

Sincerely,  
Susan Jessee

---

**From:** Ministerial Services <MinisterialServices@customerservice.nsw.gov.au>  
**Sent:** Tuesday, 17 September 2019 3:04 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** STHL submission - Ministerial corro  
**Attachments:** 16092019160024-0001.pdf

**Categories:** Tessa Submissions

STHL submission received at Minister Anderson's office.

Regards  
Wendy

Wendy McKenzie  
Senior Advisor, Ministerial Services  
Office of the Secretary  
Department of Customer Service  
92-100 Donnison Street, Gosford  
(02) 9219 3809 [wendy.mckenzie@finance.nsw.gov.au](mailto:wendy.mckenzie@finance.nsw.gov.au)

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**From:** Ministerial Services <MinisterialServices@customerservice.nsw.gov.au>  
**Sent:** Tuesday, 17 September 2019 2:54 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Consultation submission  
**Attachments:** 16092019160033-0001.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions

For info:

Ministerial correspondence received via Minister Anderson's office.

Regards  
Wendy McKenzie

Wendy McKenzie  
Senior Advisor, Ministerial Services  
Office of the Secretary  
Department of Customer Service  
92-100 Donnison Street, Gosford  
(02) 9219 3809 wendy.mckenzie@finance.nsw.gov.au

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**Sent:** Tuesday, 17 September 2019 2:54 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Consultation submission  
**Attachments:** 16092019160033-0001.pdf

**Categories:** Tessa Submissions

For info:

Ministerial correspondence received via Minister Anderson's office.

Regards  
Wendy McKenzie

Wendy McKenzie  
Senior Advisor, Ministerial Services  
Office of the Secretary  
Department of Customer Service  
92-100 Donnison Street, Gosford  
(02) 9219 3809 wendy.mckenzie@finance.nsw.gov.au

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**From:** Josie Simpson <umtalahouse@gmail.com>  
**Sent:** Tuesday, 17 September 2019 1:27 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW - Bushfire risk properties

**Categories:** Tessa Submissions

Dear Minister,

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct.

In particular I am very concerned about the specification for Complying Development - non-hosted short term rental accomodation and clause e "No part of the lot on which the dwelling is situated is bush fire attack level-40 (BAL-40) or in the flame zone (BAL-FZ)". My concern is around the use of the lot as the definition of the boundary as a lot can vary hugely in both shape and size. It would be more consistent to specify a radius around the dwelling or the current measure using the exposure of the building footprint in the PBP "the building will not be exposed to radiant heat leaves exceeding 29Kw/m2 (1090K)."

I trust you will take this feedback into account to provide clarity and consistency in the application of measuring a fire risk to a property.

Kind regards  
Josie

---

**From:** Des Monaghan <korepun5@gmail.com>  
**Sent:** Tuesday, 17 September 2019 1:11 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Fwd: Airbnb- a choice not an imposition

**Categories:** Tessa Submissions

>>>> To whom it may concern.

>>>

>>>> Strata owners must have the right to determine if their building was to allow Airbnb lettings-a vote of the 4/5ths of the owners association in favour would be required to allow the apartment block to permit Airbnb or similar lettings.

>>>> We have nothing against short term rentals in principle but recognise from direct experience that when permitted,they fundamentally change the character and amenity of an apartment complex.

>>>> An hotel environment is markedly different to that of an apartment block that is open only to owner occupiers and long term residents.

>>>> Even the most exemplary short term renters inevitably lead to greatly increased traffic in lifts ,public facilities ( pool,gym etc) subsequent accelerated wear and tear and a need to increase staffing levels with the inevitable rise in strata fees.

>>>> In short only an overwhelming majority of owners should have the power to allow ,what would be profound change to their "home" environment,short term rentals such as Airbnb.

>>>> Yours faithfully.

>>>> Ros and Des Monaghan

>>>> 2505.

>>>> Highgate,

>>>> 127, Kent St

>>>> Millers Point.

>>>> NSW,2000

>>>>

>>>>

>>>>

>>>> Sent from my iPad

---

**From:** Karl Sullivan <ksullivan@insurancecouncil.com.au>  
**Sent:** Tuesday, 17 September 2019 11:56 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission STRA  
**Attachments:** 2019\_09\_17\_ICA\_Submission\_short term rental reforms and Code.pdf; ATT00001.htm

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions

Please find attached a short submission on the STRA reforms.

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**From:** Karl Sullivan <ksullivan@insurancecouncil.com.au>  
**Sent:** Tuesday, 17 September 2019 11:56 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission STRA  
**Attachments:** 2019\_09\_17\_ICA\_Submission\_short term rental reforms and Code.pdf; ATT00001.htm

**Categories:** Tessa Submissions

Please find attached a short submission on the STRA reforms.

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**From:** Mullaway On The Beach <mullawayonthebeach@gmail.com>  
**Sent:** Tuesday, 17 September 2019 10:56 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations including an expensive permitting system.

I use the income as a self funded retiree to support myself and wife.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Regards,  
Peter Kristensen

---

**From:** Joe and Judy Mellis <jmellis@bigpond.net.au>  
**Sent:** Tuesday, 17 September 2019 10:48 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** STRA Discussion Paper

**Categories:** Tessa Submissions

We are a retired couple owning an apartment at 127 Kent Street, Miller's Point.

We really love living here and enjoying the lifestyle, the amenities, the social groups and just mixing with the many like-minded people living in our apartment block.

We therefore strongly object to any proposal that will affect the ambience of our home, which is often referred to as a 'vertical village'. Some disruptions would include;

- Our shared facilities e.g. our pool, gym, sauna, lounge area, library etc. could just become noisy public areas if allowed to be used by anyone. They are currently there for the needs of permanent residents and would have trouble coping with the added load of constantly changing short term visitors
- The addition of short term visitors would add to the cost of running and maintaining a strata building due to need for extra concierge, cleaning and building management assistance and support. This would increase the cost of living by raising levies for all residents. Not only is this unfair, there are many retired couples like us living in the building who are of necessity careful with expenditure
- Every strata building is different and should have the right to decide its own policy re STRA by special resolution requiring a majority vote
- The extra and excessive noise generated by short term visitors with constant moving in and out, parties etc. as they do not have the same feeling of responsibility and commitment to the building as do long term residents

Yours sincerely  
J and J Mellis

---

**From:** judy tuck <jtuck310@hotmail.com>  
**Sent:** Tuesday, 17 September 2019 10:45 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Strata Discussion Re SAirBnb

**Categories:** Tessa Submissions

Dear Sir/Madam

I am very distressed that our Strata Bye-Laws may not be able to stop Airbnb. I lost my husband several years ago and as I am elderly I sold the family home to move into an apartment. I feel very confident living here with our fantastic security and 24hour staff.

i

In an apartment block, as you can imagine, we live in close proximity but knowing the residents on my floor is a great help and we share all facilities, pool spa and gym and of course expenses with our Strata Levies. We are very proud of our building and our hard working Body Corporate oversee and maintain it constantly.

I cannot understand that Apartment Blocks cannot make their own rules, it is our home and we should be able to decide.

Yours faithfully

Judith Tuck  
2205/127 Kent Street  
Millers Point 2000



---

**From:** Loran Able <loran.able@gmail.com>  
**Sent:** Monday, 16 September 2019 5:11 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

I live in Coffs Harbour and Coffs needs as many tourists/beds it can get to maintain and grow our tourism offer. Often even with hundreds of short term rental properties there are times when it is difficult to find accommodation. Short term holiday rentals are often very affordable enabling more people to travel.

Coffs is also a retirement destination and renting out a room or part of a house gives these people in most cases a much needed boost to their income and providing them with a better living standard. Taxes are of course paid on the earning which is good for the government.

Let people get ahead in these tough economic times.

Sincerely

Loran Able

---

**From:** Sandy Leask <Sandy.Leask@health.nsw.gov.au>  
**Sent:** Monday, 16 September 2019 3:23 PM  
**To:** DPE PS STHL Mailbox  
**Cc:** Katrina Wall; Paul Byleveld  
**Subject:** FW: NSW Health submission on short-term rental accommodation reform

Good afternoon

Please find below NSW Health's submission to the short term rental accommodation reform:

Short-term rental accommodation have obligations to comply with the *Public Health Act 2010* under the following divisions:

Division 1 Safety measures for drinking water, where the accommodation does not receive drinking water from a reticulated town supply and as such is considered a private water supply. Private water supplies are required to have and comply with a drinking water quality assurance program that complies with the requirements of the Public Health Regulation 2012. Penalties may apply if the requirements are not followed.

Division 3 Control of public swimming pools and spa pools where swimming pools and/or spas pools are provided for use by guests. Swimming pools or spas are captured by *Public Health Act 2010* requirements if they are provided at a hotel, motel or guest house or at holiday units, or similar facility, for the use of guests. Swimming pools and spas have operating and maintenance requirements prescribed by the Public Health Regulation 2012. Penalties may apply if the requirements are not followed.

**NSW Health requests that the Code of Conduct should note the separate obligations relating in Public Health Legislation, so that hosts are made aware of the requirements.**

The requirements should not be included in the Code of Conduct.

Please call me if you would like to discuss this submission.

Regards

Sandy

**Sandy Leask**

A/Manager, Water Unit

**Environmental Health Branch**

**NSW Health**

**Street Address** - 100 Christie St ST LEONARDS 2065

**Postal Address** - Locked Mail Bag 961 NORTH SYDNEY NSW 2059

Tel. 02 9391 9893 | Fax. 02 9391 9960 | Mob. 0402 703 928 | [sandy.leask@health.nsw.gov.au](mailto:sandy.leask@health.nsw.gov.au)

<http://www.health.nsw.gov.au/environment/water/Pages/default.aspx>

**Water Unit on-call 02 9391 9939 | 0491 227 423**

---

**From:** Paul Byleveld

**Sent:** Wednesday, 11 September 2019 3:37 PM

**To:** [sth@planning.nsw.gov.au](mailto:sth@planning.nsw.gov.au)

Cc: Katrina Wall <[Katrina.Wall@health.nsw.gov.au](mailto:Katrina.Wall@health.nsw.gov.au)>

Subject: NSW Health submission on short-term rental accommodation reform

Good afternoon

NSW Health intends to make a submission on short-term rental accommodation with respect to swimming pools and private water supplies (for premises that do not have a public drinking water supply).

The submission is pending approval. I expect that we will submit tomorrow.

Please call me or email if you wish to discuss.

Kind regards Paul

**Dr Paul Byleveld PSM**

Manager Water Unit | **Environmental Health Branch** | **NSW Health**

Locked Mail Bag 961 NORTH SYDNEY NSW 2059

Tel. 02 9391 9835 | Fax. 02 9391 9960 | Mob. 0411 264 070 | [paul.byleveld@health.nsw.gov.au](mailto:paul.byleveld@health.nsw.gov.au)

[www.health.nsw.gov.au/environment/water](http://www.health.nsw.gov.au/environment/water)

**Water Unit on-call 02 9391 9939 | 0491 227 423**



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Views expressed in this message are those of the individual sender, and are not necessarily the views of NSW Health or any of its entities.

---

**From:** Sandy Leask <Sandy.Leask@health.nsw.gov.au>  
**Sent:** Monday, 16 September 2019 3:23 PM  
**To:** DPE PS STHL Mailbox  
**Cc:** Katrina Wall; Paul Byleveld  
**Subject:** FW: NSW Health submission on short-term rental accommodation reform

Good afternoon

Please find below NSW Health's submission to the short term rental accommodation reform:

Short-term rental accommodation have obligations to comply with the *Public Health Act 2010* under the following divisions:

Division 1 Safety measures for drinking water, where the accommodation does not receive drinking water from a reticulated town supply and as such is considered a private water supply. Private water supplies are required to have and comply with a drinking water quality assurance program that complies with the requirements of the Public Health Regulation 2012. Penalties may apply if the requirements are not followed.

Division 3 Control of public swimming pools and spa pools where swimming pools and/or spas pools are provided for use by guests. Swimming pools or spas are captured by *Public Health Act 2010* requirements if they are provided at a hotel, motel or guest house or at holiday units, or similar facility, for the use of guests. Swimming pools and spas have operating and maintenance requirements prescribed by the Public Health Regulation 2012. Penalties may apply if the requirements are not followed.

**NSW Health requests that the Code of Conduct should note the separate obligations relating in Public Health Legislation, so that hosts are made aware of the requirements.**

The requirements should not be included in the Code of Conduct.

Please call me if you would like to discuss this submission.

Regards

Sandy

**Sandy Leask**

A/Manager, Water Unit

**Environmental Health Branch**

**NSW Health**

**Street Address** - 100 Christie St ST LEONARDS 2065

**Postal Address** - Locked Mail Bag 961 NORTH SYDNEY NSW 2059

Tel. 02 9391 9893 | Fax. 02 9391 9960 | Mob. 0402 703 928 | [sandy.leask@health.nsw.gov.au](mailto:sandy.leask@health.nsw.gov.au)

<http://www.health.nsw.gov.au/environment/water/Pages/default.aspx>

**Water Unit on-call 02 9391 9939 | 0491 227 423**

---

**From:** Paul Byleveld

**Sent:** Wednesday, 11 September 2019 3:37 PM

**To:** [sth@planning.nsw.gov.au](mailto:sth@planning.nsw.gov.au)

Cc: Katrina Wall <[Katrina.Wall@health.nsw.gov.au](mailto:Katrina.Wall@health.nsw.gov.au)>

Subject: NSW Health submission on short-term rental accommodation reform

Good afternoon

NSW Health intends to make a submission on short-term rental accommodation with respect to swimming pools and private water supplies (for premises that do not have a public drinking water supply).

The submission is pending approval. I expect that we will submit tomorrow.

Please call me or email if you wish to discuss.

Kind regards Paul

**Dr Paul Byleveld PSM**

Manager Water Unit | **Environmental Health Branch** | **NSW Health**

Locked Mail Bag 961 NORTH SYDNEY NSW 2059

Tel. 02 9391 9835 | Fax. 02 9391 9960 | Mob. 0411 264 070 | [paul.byleveld@health.nsw.gov.au](mailto:paul.byleveld@health.nsw.gov.au)

[www.health.nsw.gov.au/environment/water](http://www.health.nsw.gov.au/environment/water)

**Water Unit on-call 02 9391 9939 | 0491 227 423**



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Views expressed in this message are those of the individual sender, and are not necessarily the views of NSW Health or any of its entities.

---

**From:** Rocks Studios <rocksstudio3@gmail.com>  
**Sent:** Monday, 16 September 2019 2:53 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** STRA discussion Draft .

**Categories:** Tessa Submissions, non Air BNB run

We support STHL and We support the Draft recently put out for comment recently by NSW Gov.

Share Economy - Let Sydney & NSW lead the way !

If you own a property - good on you - you should be given a go - its hard enough to get ahead in Sydney - let there be diversity.

Regards,

Jordan Plant

Sydney NSW 2000

---

---

**From:** Marti <martih@iinet.net.au>  
**Sent:** Monday, 16 September 2019 1:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** STRA

**Categories:** Tessa Submissions, non Air BNB run

Dear Planning NSW,

My husband and I are retired and living in a large apartment building.

We cannot afford the extra expense of having Air B and B people treating our home as a short stay hotel. The cost of living here would rise considerably to employ the staff needed to supervise casual visitors.

Our building is complex and only functions properly with all residents knowing and obeying the many regulations controlling behaviour in the building. It is impossible for short stay occupants to learn all this. Chaos results!

Regards

Marti Hinde

1303 Highgate

127 Kent Street

Millers Point

NSW 2000



Virus-free. [www.avg.com](http://www.avg.com)

---

**From:** J J Stephens <jazisoze@icloud.com>  
**Sent:** Sunday, 15 September 2019 7:39 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** STRA Discussion Paper  
  
**Categories:** Tessa Submissions, non Air BNB run

**Opposition to AirBnb forced upon strata apartments by legislation.**

**My address is HighGate 127 Kent Street Millers Point**

**Every strata should have the right to decide its own STRA position.  
This should be determined by special resolution requiring a 75% vote.**

**This is democratic and democratic is Australian.**

**sincerely concerned**

**Judith Stephens OAM**



---

**From:** Audrey Marsh <audrey.marsh@planning.org.au>  
**Sent:** Friday, 13 September 2019 3:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** PIA STRA Regulation Submission  
**Attachments:** PIA STHL regulation submission.pdf

**Categories:** Tessa Submissions, non Air BNB run, Attachment to previous sub

To Whom It May Concern:

Please find attached PIA's submission regarding the STRA regulatory framework.

Thank you for considering this late submission.

Kind regards,

**Audrey Marsh** | MPIA  
Policy Officer

**Mobile:** 0431 019 989 | **Email:** [audrey.marsh@planning.org.au](mailto:audrey.marsh@planning.org.au)  
Suite 10, Level 21, 233 Castlereagh Street SYDNEY NSW 2000

*I work Tuesday, Wednesday and Friday.*



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18-19 September 2019



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---

**From:** Ministerial Services <MinisterialServices@customerservice.nsw.gov.au>  
**Sent:** Friday, 13 September 2019 10:33 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** FW: ECONOMIC LOSS over \$565,200,000.00 pA for Regional NSW STRA  
**Attachments:** Support Regional NSW rentals.pptx; Support Regional NSW rentals.pdf

Please see submission to consultation  
Regards  
Ministerial Services  
Department of Customer Service

---

**From:** DLO Anderson [mailto:DLO@anderson.minister.nsw.gov.au]  
**Sent:** Friday, 13 September 2019 9:11 AM  
**To:** Ministerial Services <MinisterialServices@customerservice.nsw.gov.au>  
**Subject:** FW: ECONOMIC LOSS over \$565,200,000.00 pA for Regional NSW STRA

Hi MS,

Please register as a departmental response.

Thanks

---

**From:** ElectorateOffice Tamworth <[ElectorateOffice.Tamworth@parliament.nsw.gov.au](mailto:ElectorateOffice.Tamworth@parliament.nsw.gov.au)>  
**Sent:** Thursday, 12 September 2019 10:46 AM  
**To:** DLO Anderson <[DLO@anderson.minister.nsw.gov.au](mailto:DLO@anderson.minister.nsw.gov.au)>  
**Subject:** FW: ECONOMIC LOSS over \$565,200,000.00 pA for Regional NSW STRA

Good morning,

Please find email regarding Minister Anderson's portfolio, for your attention.

Kind regards,

Rachel Wells  
Electorate Officer  
Kevin Anderson MP  
TEL: 02 6766 1422

---

**From:** [members@visitregionalnsw.com.au](mailto:members@visitregionalnsw.com.au) <[members@visitregionalnsw.com.au](mailto:members@visitregionalnsw.com.au)>  
**Sent:** Wednesday, 11 September 2019 4:06 PM  
**To:** [members@visitregionalnsw.com.au](mailto:members@visitregionalnsw.com.au)  
**Subject:** ECONOMIC LOSS over \$565,200,000.00 pA for Regional NSW STRA

Dear Liberal and National Members,

Regional NSW has supported you and we need your support to not devastate Regional NSW Tourism with a cap of 12 guests for Homes in Regional NSW.

Please view Presentation attached and video link of hundreds and hundreds of affected homes in Regional NSW.

1. Submission:  
<https://youtu.be/cE1pjWZ-e08>

2. Video of about 1000 homes in Regional NSW affected by can of 12 guests

<https://youtu.be/JDKq6CKlVnw>

SHORT-TERM RENTAL CAP OF 12 GUESTS = ECONOMIC LOSS OVER \$565,200,000.00 PA

SUPPORT US. Support Regional NSW  
SCRAP the CAP  
of 12 guests for Regional NSW

Protect hundreds of Regional Families and homes

- \* Protect Regional Tourism
- \* Protect Farmers
- \* Protect local jobs
- \* SCRAP the CAP for Regional NSW

\* For us:

- Unsustainable to keep our small farm
- We may need to Sell our farm
- A Loss of direct local jobs x 4
- Loss of indirect jobs in community
- Hundreds of thousands of \$ in the community lost
- Average guest size 30 with no where to stay as hotels are not an option for family reunions, schools, etc

\* For REGIONAL NSW

\* \$565,200,000.00 lost in the economy pA If 20 guests is an average for these >12 guest homes

\* \$367,380,000.00 per year lost that's if 1000 homes affected x 13 guests (reality is many rural homes have 20-40 guests) x \$157 spend per person x 180 days of rental.

\* = Loss of thousands of direct and indirect jobs affected in NSW

\* =- Devastation for farmers relying on tourism

For and on behalf of Regional NSW Homes, Families, Farmers, Pensioners and businesses that rely on Regional Tourism that WILL be devastated by a 12 guests cap for Short Term Home rentals.

Thank you for viewing the presentation and submission.

visit Regional NSW

- Email: [members@visitregionalnsw.com.au](mailto:members@visitregionalnsw.com.au)
- Phone: 02 8859 8292

\*\*\*\*\*

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**Categories:** Tessa Submissions, non Air BNB run

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Regards  
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Department of Customer Service

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Rachel Wells  
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Kevin Anderson MP  
TEL: 02 6766 1422

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**From:** [members@visitregionalsw.com.au](mailto:members@visitregionalsw.com.au) <[members@visitregionalsw.com.au](mailto:members@visitregionalsw.com.au)>  
**Sent:** Wednesday, 11 September 2019 4:06 PM  
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Thank you for viewing the presentation and submission.

visit Regional NSW

- Email: [members@visitregionalsw.com.au](mailto:members@visitregionalsw.com.au)
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\*\*\*\*\*

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Friday, 13 September 2019 9:03 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, non Air BNB run

Submitted on Fri, 13/09/2019 - 09:02

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Helena

**Last name**

Maughan

**Name withheld**

No

## Info

**Email**

[helenamaughan@aapt.net.au](mailto:helenamaughan@aapt.net.au)

**Suburb/Town & Postcode**

Suffolk Park

**Submission**

As a community member I am witness to the impact on our community holiday letting is having. When several houses in a street are owned by absentee landlords and used for short term holiday letting it destroys the neighbourhood. You don't have neighbours you have strangers. People who work in our town are forced out due to lack of permanent rental properties available. When a town loses community it loses everything from students in schools, volunteer fire service members, green and clean volunteers etc etc. But most of all it loses its soul and the energy that sustains it.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Friday, 13 September 2019 8:58 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, non Air BNB run

Submitted on Fri, 13/09/2019 - 08:55

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Aaron

**Last name**

Darcy

**Name withheld**

Yes

## Info

**Email**

[aaron@lakegroupstrata.com](mailto:aaron@lakegroupstrata.com)

**Suburb/Town & Postcode**

Charlestown 2290

**Submission file**

[short-term-letting-submission.pdf](#)

**Submission**

Please see submission attached.



**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Thursday, 12 September 2019 9:42 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, non Air BNB run

Submitted on Thu, 12/09/2019 - 21:42

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Peter

**Last name**

Hopper

**Name withheld**

No

## Info

**Email**

[hebejebe@tpg.com.au](mailto:hebejebe@tpg.com.au)

**Suburb/Town & Postcode**

Manly 2095

**Submission**

I am in full agreement with the Owners Corporation Network (OCN) that:

1. Complying Development: STRA in residential strata schemes must be classed as 'complying development' with inspection by Local Council or a private certifier, not 'exempt development'. This is the only way to ensure the mandatory fire safety standards are met.

2. Day Caps: Un-hosted STRA must be capped at 60 days for the Greater Sydney Region to contain STRA to 'Home

Sharing'. All STRA to count toward the cap. No exceptions.

3. Development Consent Conditions: Residential apartment buildings in mixed use and commercial zones with express prohibitions on short term letting must have their development consent conditions respected and preserved.

4. The Register: The planning law changes must not start without The Register, which must be run by Government or a neutral platform not operated or controlled by the short-term letting industry. The Register must include the days of occupation and all the platforms on which the premises is listed, Local Councils must be involved in designing the system. Local Councils and NSW Fire and Rescue must have access to the data.

5. Host Obligation: There must be an enforceable obligation for hosts to register their premises before it is listed and used for STRA purposes. This should be part of the complying development criteria, so it is clear the use of unregistered premises for STRA is illegal and penalties apply.

6. Platform Obligation: There must be a legal obligation for platforms and agents not to list any unregistered residential dwellings for STRA. International experience shows that without such an obligation, platforms will continue to list thousands of illegal apartments. Platforms must also have an obligation to share data with State and Local Government. All listings and other advertising must clearly display the host's unique ID.

7. Charges and Fees: Residential strata schemes must have clear authority to levy additional charges and fees to additional wear and tear and costs whether STRA is hosted or un-hosted.

8. Flexibility: Local Councils must have flexibility to set a lower cap and apply zoning restrictions to meet their strategic planning objectives.

I would also like to be reassured that all owners and operators of short-term-rental accommodation (STRA) are meeting their various taxation obligations.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Thursday, 12 September 2019 4:24 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, non Air BNB run

Submitted on Thu, 12/09/2019 - 16:14

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

KEVIN

**Last name**

BOWE

**Name withheld**

No

## Info

**Email**

[bowekw@gmail.com](mailto:bowekw@gmail.com)

**Suburb/Town & Postcode**

New Brighton

**Submission file**

[stra-code-of-conduct-and-registration-feedback.pdf](#)

**Submission**

Restricting short term holiday rentals will have the following negative impacts

Many locals who service the properties, including cleaners and tradespersons will have their incomes reduced.

Local supply businesses will also be negatively impacted.  
Families who enjoy quite and peaceful holidays may not be able to do so.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Thursday, 12 September 2019 4:03 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Thu, 12/09/2019 - 16:02

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Michelle

**Last name**

Rudd

**Name withheld**

No

## Info

**Email**

[mooshellrudd@yahoo.com.au](mailto:mooshellrudd@yahoo.com.au)

**Suburb/Town & Postcode**

CAMPERDOWN

**Submission**

The mere suggestion of limiting the availability and affordability of accommodation in a city that has had its night time economy obliterated by the lock out laws is simply absurd. \$16B night time economy is about to be unshackled only to be restricted by short sighted approach. Greater Sydney should be make more options available not less. Pure stupidity again!

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Thursday, 12 September 2019 12:38 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Tessa Submissions, non Air BNB run

Submitted on Thu, 12/09/2019 - 12:37

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Rod

**Last name**

Smith

**Name withheld**

No

## Info

**Email**

[rsmith@thestratacollective.com.au](mailto:rsmith@thestratacollective.com.au)

**Suburb/Town & Postcode**

SYDNEY

**Submission**

This submission is made on behalf of The Strata Collective. I am the Managing Director of this company and manage multiple large strata schemes that have been negatively impacted by short term letting.

Short term letting has been detrimental to our clients for the following reasons:

ISSUES

- The proposal to not count lettings of 21 days or more to count toward the 180-day cap of un-hosted STRA is unacceptable.
- The loss of Local Council control over planning control for short term lettings.
- Mixed use strata schemes with prohibitions on short term letting must retain those development consent

conditions. There are many apartment buildings in urban areas with specific development consent conditions that prohibit short term letting (< 3 months).

- Hosts in strata buildings will not be able to ensure all required fire safety measures are met because of ignorance of the requirements and the lack of authority to rectify any deficiencies.
- The implementation of a government run register or a neutral platform (not controlled by members of the short-term letting industry) is required prior to any planning law changes.
- Hosts must register their premises, before listing for STRA. Planning law must require this to ensure unregistered premises for STRA are illegal and penalties apply.
- The Strata Management Act needs modification to allow owners to vote to accept the 180 day cap for non-resident owners or modify the cap.
- No consideration has been given to taxation of STRA. GST payment and supply of TFN should be considered.
- A register of unacceptable hosts and guests is required.
- A consumer disclosure or public database stating what percentage any strata plan is short term letting needs to be established.
- Owners Corporations should be empowered to create by-laws to set additional levies on lot owners persistently undertaking STRA.
- Illegal, unapproved sub-letting by tenants needs to be stopped.

## DISCUSSION

- The risk of fire is increased by short stay tourists and visitors especially in high rise apartment buildings. Residential apartment buildings with complying development is required to ensure that the mandatory fire, BCA and safety standards are implemented.
- How will the 180-day cap be monitored across all available platforms? Cooperation between all platforms is unlikely. How will government ensure data across all platforms is captured?
- The proposal to not count lettings of 21 days or more to count toward the 180-day cap of un-hosted STRA is unacceptable.
- The loss of Local Council control over planning control for short term lettings.
- Mixed use strata schemes with prohibitions on short term letting must retain those development consent conditions. There are many apartment buildings in urban areas with specific development consent conditions that prohibit short term letting (< 3 months).
- Government must have statutory oversight of the host register and undertake regular audits.
- Platforms must have a counter to monitor and report on guest nights
- Hosts must display the unique Host ID on all listings and declare all platforms that their ads appear on, and where applicable, the strata plan number. Hosts must have adequate insurance in place, verify all required fire, BCA and safety requirements have been complied with.
- Platforms and agents need a legal obligation not to list unregistered accommodation. Platforms must share data with state and local government. All listings and other advertising must display clearly the Host's unique ID.
- Independent third parties, such as BNB Guard, are needed to scan the market for unregistered hosts.
- The Host Register must include reporting on remaining days of occupation (caps), disclose all platforms on which the premises are listed. The Register must generate a unique Host ID.
- Local Councils must be involved in designing the system and have unimpeded access to data and monitor to ensure original development consent conditions are complied with.
- First home buyers or owner occupiers purchasing strata apartments require details of the percentage of STRA in the building they are proposing to live in. Purchasers of strata lots in buildings containing 50-70% STRA lettings would have reason to believe they have been deceived. They may think twice before buying.
- STRA causes additional maintenance and cleaning costs in common property areas in strata buildings. Owners Corporations should be empowered to resolve by-laws to recover reasonable additional costs.
- Many residential tenants sub-let their residence without seeking landlord approval when they go away on holiday. There have been numerous instances of adverse outcomes occur in these situations (eg. Bed bug infestations, removal of smoke alarms by short term guests).

## RECOMMENDATIONS

- All Un-Hosted STRA is to count toward the maximum cap.
- Buildings need to be able to ban short term letting if they the owners resolve by Special Resolution to do so



- Local Councils can set a lower cap and apply zoning restrictions to meet local strategic planning objectives. A uniform state-wide approach is not workable.
- Taxation aspects of STRA must be considered.
- Compliance with all fire, BCA & safety requirements is essential.
- To protect consumers details of unacceptable hosts & guests must be available.
- Monitoring of all aspects of STRA is essential to ensure compliance
- Enabling searches by strata plan number on the register would enable prospective purchasers to determine the percentage of STRA in buildings. Apps such as “Strata Check” proposed by Minister Dominello could be utilised.
- Empower Owners Corporations to introduce cost recovery by-laws to levy STRA lots.
- Introduce landlord approval requirements as part of host listing on platforms.

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Thursday, 12 September 2019 10:57 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, council submission, non Air BNB run

Submitted on Thu, 12/09/2019 - 10:56

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Edward

**Last name**

Paterson

**Name withheld**

No

## Info

**Email**

[edwardp@kiama.nsw.gov.au](mailto:edwardp@kiama.nsw.gov.au)

**Suburb/Town & Postcode**

Kiama

**Submission**

Council is generally supportive of the proposed reforms to short-term rental accommodation (STRA) regulation as very little is changing regarding the permissibility of STRAs in the Kiama Municipality.

Council welcomes the transfer of the role of compliance to the Department of Fair Trading.

Council understands the supportive role the accommodation sector plays in growing our economy but are also aware of the community's concerns regarding the negative impacts associated with STRAs.

Council also notes that the previously proposed amendment to the Strata Schemes Management Act 2015, requiring the owners corporation of Strata complexes to vote on individual units being used for STRAs, has not been included in this round of exhibited amendments.

Council are interested in reducing the number of days a non-hosted STRA can be occupied for in the Municipality, in a similar fashion to the Greater Sydney Region, the Ballina area and the City of Lake Macquarie area. Council would welcome the opportunity to be involved in further discussions regarding this matter.

Yours faithfully

Ed Paterson  
Acting Manager Strategic Planning

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Thursday, 12 September 2019 10:56 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, non Air BNB run

Submitted on Thu, 12/09/2019 - 10:55

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Johnny

**Last name**

Abegg

**Name withheld**

No

## Info

**Email**

[johnnyabegg@gmail.com](mailto:johnnyabegg@gmail.com)

**Suburb/Town & Postcode**

Byron Bay 2481

**Submission**

My name is Johnny Abegg and have lived in the Byron Shire for over 20 years. In that time, Byron has changed dramatically, a lot of positive change, but also negatives. I've had a lot of friends I grew up with in my late teens, to early adulthood and beyond, who've had to move over the last few years, as housing availability, and affordability has sky-rocketed. I've also noticed the 'locals' I grew up seeing and sharing our community with, I don't see as much anymore. Obviously Byron has always been tourist town, and I enjoy the influx of new faces and energy, but that balance has shifted somewhat these days.

I read recently that Air BnB properties in the Byron shire have jumped from 1,172 in 2016 to 3,306 in August this year. Of those, 1,331 listings for an entire home/apt are listed by 359 landlords only - evidence of multiple landlords with multiple properties. There's not many long time residents who can list multiple houses, most of which can barely afford to rent one. None of my long time friends can find a place to live here where they gre up, when investors are driving up prices up and effecting the permanent rental market in Byron Bay.

The new proposed State Environmental Planning Policy (Short-term Rental Accommodation) will entrench Short Term Holiday Letting in our Shire and change it for good, in a negative way I believe. There are 2,572 whole homes listed on Air BnB in Byron Shire, only 725 listings are for private rooms in people's homes.

I feel NSW is somewhat out of touch with locations all over the world. Major towns and cities are placing restrictions on Air BnB, but in NSW the state government appears to have allowed the short term letting accommodation industry to write the rules. There needs to be a cap placed on holiday letting in Byron Shire, we get the second highest amount of visitors behind Sydney in NSW, and don't have the ability to let out our housing, instead giving affordable housing back to the people who want to live and reside here long term.

Thanks for your time,  
Johnny Abegg

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Thursday, 12 September 2019 8:51 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Thu, 12/09/2019 - 08:50

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Peter

**Last name**

Kavanagh

**Name withheld**

No

## Info

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**Suburb/Town & Postcode**

Wyong, 2259

**Submission file**

[ccc-submission-2.docx](#)

**Submission**

See attached submission

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Thursday, 12 September 2019 5:24 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, non Air BNB run

Submitted on Thu, 12/09/2019 - 05:21

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Ian

**Last name**

Connolly

**Name withheld**

No

## Info

**Email**

[iscon2006@yahoo.com.au](mailto:iscon2006@yahoo.com.au)

**Suburb/Town & Postcode**

2120

**Submission file**

[short-term-accomm..docx](#)

**Submission**

I have attached a short document which addresses my concerns with the proposed regulatory framework as best as I can. I ask that you consider my submission.

**I agree to the above statement**

Yes



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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 11:59 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 23:58

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Toni

**Last name**

Carroll

**Name withheld**

No

## Info

**Email**

[tonicarroll74@hotmail.com](mailto:tonicarroll74@hotmail.com)

**Suburb/Town & Postcode**

2535

**Submission**

We are owners of a rural property on the outskirts of Berry NSW. Our 5 bedroom, 3 bathroom house sits on 20 acres of land.

I wish to have my concerns noted specifically in respect of the proposal to require that each bedroom in such accommodation can only sleep 2 people or a maximum of 12 per dwelling whatever is the lesser.

Limiting each bedroom to 2 people only without any reference to the standards of accommodation, size of rooms, supporting infrastructure (e.g. living areas and bathrooms etc) is not fair or reasonable.

Our property is an example of a luxury holiday accommodation property that currently does take 12 people with a

maximum of 10 adults. We have configured the house so that it is possible for families to reunite and as such one of the bedrooms (large in size) accommodates 2 bunk beds designed for children.

As mentioned, the house is serviced by 3 bathrooms and 3 large living rooms. Each providing ample space and facilities for the guest limits provided (ie 12 people, maximum 10 adults).

I trust that you can see from this illustration that it is reasonable and acceptable to configure holiday accommodation in this way. And that the proposed changes to regulations would put undue restrictions on properties like ours.

We would request that you closely review this area of the regulations to ensure that it does not discriminate against properties like ours which are appropriately appointed to accommodate the numbers we do today.

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 11:36 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 23:30

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Trevor

**Last name**

Smith

**Name withheld**

No

## Info

**Email**

[president@callalabeach.org.au](mailto:president@callalabeach.org.au)

**Suburb/Town & Postcode**

Callala Beach NSW 2540

**Submission file**

[cbpa-planning-nsw-sthl-submission-september-2019.pdf](#)

**Submission**

Dear Sir/Madam

REFERENCE: DRAFT Submission on the State Environmental Planning Policy (Short-term Rental Accommodation) 2019 - Public Consultation Draft.

Please see our submitted draft submission along with the below caveat promising the Callala Beach Progress Association Inc. an extension of time until 11:59 PM on 25th September 2019 to convey to the Director, our full submission.

CAVEAT

We have received verbal permission from Planning NSW staff (Sally) via phone conversations on the 6th, 9th & 10th of September 2019 that we have the right to present this submission in draft form because of time constraints and technical analysis in developing our submission. This submission is therefore made with the understanding that it is a draft submission and a full and complete submission will be made by 11:59 PM on 25 September 2019.

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 11:15 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 23:13

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Nicole

**Last name**

Gurran

**Name withheld**

No

## Info

**Email**

[nicole.gurran@sydney.edu.au](mailto:nicole.gurran@sydney.edu.au)

**Suburb/Town & Postcode**

University of Sydney School of Architecture, Design and Planning

**Submission file**

[gurran-philbbs-university-of-sydney-str-submission.pdf](#)

**Submission**

Director, Housing and Infrastructure Policy  
NSW Department of Planning, Industry and Environment  
GPO Box 39  
SYDNEY NSW 2000

Re: SHORT-TERM RENTAL ACCOMMODATION A new regulatory framework – Call for feedback

Thank you for the opportunity to comment on the proposed new regulatory framework for Short-Term rental accommodation in NSW. As urban planning and housing researchers, we have been examining the rise of online platforms for short-term rental accommodation and the implications for housing markets, cities and local communities over a number of years.

A recent summary of these issues as they have arisen in Australia and internationally, including links to international research, was presented by Prof. Gurrán at a forum organised by the UK Collaborative Centre for Housing Evidence (CACHE) in July 2019, attended by the Scottish Government and Dublin City Council and can be accessed here: <https://housingevidence.ac.uk/global-home-sharing-local-housing-markets-and-neighbourhoods/> .

We focus our remarks in this submission on what we see as the main areas of concern with the proposed regulatory framework.

#### Impacts of short-term rental accommodation on housing supply and rental affordability

Overall, we are surprised that the proposed framework neither acknowledges or addresses the fundamental housing market risks arising from the conversion of residential units to short-term rental accommodation.

A growing number of studies throughout the world are demonstrating that removing housing units exacerbates problems with rental supply. The research evidence on this point has grown significantly since the first round of consultation around the regulation of short-term rental accommodation in NSW.

Whilst vacancy rates in Sydney currently are high enough to lose additional rental supply without putting upward pressure on rents (over 3%) during most of the period between 2010 and 2018 vacancy rates were less than 2 percent. This means that losses of housing supply to short term rentals would be placing upward pressure on Sydney rents. Given the high costs of renting in Sydney, this can have a significant impact on the rental stress levels of moderate and lower income households.

Further, encouraging new housing supply has been one of the government's major policy platforms for addressing Sydney's affordability pressures. Yet for this strategy to work, landlords need to begin discounting rents, in response to increased supply. The short-term rental market provides an alternative to discounting, potentially undermining the supply strategy. For instance, in the City of Sydney there were around 1,900 new dwellings completed between 2016/17, but a total of 5,675 listings on Airbnb. Of these, 1,552 were whole units which appeared to be permanently offered as short-term rental accommodation (equivalent to 81% of the City's new housing units in that year).

Further, we note the irony that secondary dwellings are permitted as code assessable development under the State Environmental Planning Policy (SEPP) Affordable Rental Housing 2009, but under the proposed short-term rental regulatory framework, will be able to be used as a form of tourist accommodation – a use neither anticipated or assessed when the Affordable Rental Housing SEPP was enacted.

Notably, concern to protect permanent housing stock underpins many of the attempts made by cities throughout the world to regulate or prevent the listing of residential homes on platforms such as Airbnb. Typically, hosted accommodation, and short term sharing of a principle place of residence is permitted up to a threshold number of days and guests – for instance 90 days and a single group of up to 6 guests .

In contrast to this international practice, the proposed regulatory package for NSW stands out as unusual in its latitude.

We see a very high risk that permanent housing units in high demand locations will be converted to short term accommodation – serving visitor needs but exacerbating housing affordability pressures and rental shortages. Further, we are concerned that the precarious private rental sector will be further eroded by the introduction of a quasi three week lease, due to the proposed exception granted for stays of 21 days or more.

#### Impacts on residential buildings and neighbourhoods

We note that the discussion paper and some of the proposed reforms recognise and attempt to address the concerns of neighbours. Tourist accommodation within residential settings presents a significant risk of land use conflict, which is why it has traditionally been regulated via land use zoning or other controls – such as the short-term rental controls contained in the 15 Local Environmental Plans (LEPs) which will be deleted by the proposed SEPP. Even though holiday rentals and second homes have long been an important part of the fabric of coastal and high amenity inland communities in NSW, these local authorities have seen the need for a regulatory framework to manage potential impacts on permanent residents. We are of the view that it would be more prudent to preserve these controls pending the trial period for the STRA SEPP.

Our research shows that the main impacts for neighbouring residents arise from large groups of friends or extended families (who typically seek out large properties to hold parties and significant events). Similar problems are associated with poorly managed homes where the ‘host’ does not have a local presence or manager, and when the character of a building or neighbourhood changes from primarily residential in character to one characterised by transient visitors.

In the latter case, the sense of alienation and anxiety associated with a continual churn of newcomers and the lost opportunities to know one’s neighbours, are recognised in the international research literature on ‘touristification’ – a phenomenon that is now known to arise very rapidly with the introduction of online platforms for short-term rentals.

We are of the view that the maximum numbers of occupants anticipated by the draft SEPP – up to 12 ‘hosted’ guests – will enable de facto backpacker accommodation to enter the residential sector; while 12 guests in an un-hosted property presents a very high risk of neighbour disturbances.

#### Comments in response to discussion paper prompts

In the sections below, we structure our specific comments in response to the relevant consultation prompts outlined in the discussion paper.

##### 1. What is your view on the form of and provisions in the STRA SEPP, Regulation and Safety Standard?

The provisions of the STRA SEPP do not, in our view, provide a sufficient basis for managing risks presented by residential style tourism accommodation within high demand markets such as Sydney.

The proposed threshold of 180 days for un-hosted properties in Sydney and in nominated non metropolitan local government areas, is not sufficient to preserve permanent housing units. Within the 180 day period, a home could be rented for every weekend as well as during peak Christmas and Easter periods, for all intents and purposes changing from a permanent residence to tourist accommodation.

Further, the proposed exception for stays of 21 days or more, while intended to support the ‘mobile workforce’ has the perverse effect of further eroding the precarious private rental sector.

As noted above, the proposed maximum number of occupants – up to 12 guests in hosted or un-hosted accommodation, while subject to a cap of 2 occupants per bedroom, introduces a real risk that backpacker style accommodation and/or ‘party houses’ will continue to emerge in residential areas and buildings. This is particularly so in locations likely to be attractive to tourists – such as beach side suburbs, inner city areas, and rural fringe locations, where neighbours may be subject to persistent disturbance and anxiety associated with an ongoing churn of short-term visitors.

It is difficult to introduce a statewide regulation for managing these risks, which emerge differently in different housing and tourism markets. For this reason, we suggest trialling certain measures of the proposed SEPP (such as those relating to whole home rentals and hosted accommodation of more than 4 guests) only in localities that do not already have existing LEP provisions for short-term rentals in place. A further strengthening of the SEPP could limit the exemption to primary residences only. This would enable genuine home sharing; while protecting residential homes and neighbourhoods. Further, this approach would help prevent the loss of permanent housing units and guard against the problems arising from absent / anonymous ‘hosts’.

2. Are there any elements of the draft instrument that are open to misinterpretation or require further clarification?

It is not clear to us whether the SEPP would have the effect of introducing existing use rights in areas where short-term rental accommodation is currently subject to a regulatory framework, and whether this will have implications for possible revisions to the regulation following the review period.

We were unable to find a reference to a register of short-term rental accommodation, or an exclusion register, in the draft SEPP. We suggest making inclusion in any such register a mandatory requirement for exempt and complying short-term rental accommodation.

3. What are your views on new policy elements relating to days, flood control lots and bushfire prone land?

We have outlined our views about the number of days above. In short, if the intention of a 180 day restriction is to preserve residential housing from conversion to tourist accommodation, the threshold is insufficient.

We are supportive of the basic provisions in relation to flood and fire risk.

31. Should industry be required to report registration information, including number of stays (days), to Government and/or local councils? If so, how frequently? Why?

Mandatory reporting via a shared, openly accessible platform/ register is essential for local compliance officers and or police, who are most often the front line when issues arise. This data is also necessary to monitor impacts on housing supply and affordability over the long term.

32. Should any information on the register be made publicly available? If so, what information could be made available and why?

Aggregate data at sub-LGA level should be made publicly available for monitoring and planning purposes. Real time data would be helpful for local government to monitor seasonal trends in visitor populations and to inform tourism planning and management.

36. What data sources could the NSW Government use to inform the review? How can industry and councils assist with data collection for the review?

The review should include an assessment of housing market impacts – tracking rental vacancies and ‘churn’ as well as rental trends by postcode and LGA. The Rental Bond Board should supply this data.

A twelve month period is insufficient to determine housing and neighbourhood impacts – following the establishment of the register by industry, to establish baseline data on the stock of short-term rentals, ongoing monitoring is required to observe growth and change in the sector, and any associated impacts.

Please feel free to contact us with any questions and or to supply any of the references in our own or others’ research.

Yours sincerely,

Professor Nicole Gurr  
Professor Peter Phibbs

11 September 2019

References to some of our relevant research – please contact us if you are unable to access this material.

Gurr, N. (2017). Global Home-Sharing, Local Communities and the Airbnb Debate: A Planning Research Agenda. *Planning Theory & Practice*, 1-7. doi:10.1080/14649357.2017.1383731



Gurran, N., & Phibbs, P. (2017). When Tourists Move In: How Should Urban Planners Respond to Airbnb? *Journal of the American Planning Association*, 83(1), 80-92. doi:10.1080/01944363.2016.1249011

Gurran, N., & Sadowski, J. (2019). Regulatory Combat? How the 'Sharing Economy' is Disrupting Planning Practice. *Planning Theory & Practice*, 20(2), 271-275.

Gurran, N., Searle, G., & Phibbs, P. (2018). Urban Planning in the Age of Airbnb: Coase, Property Rights, and Spatial Regulation. *Urban Policy and Research*, 1-18. doi:10.1080/08111146.2018.1460268

Gurran, N., Zhang, Y., Shrestha, P., & Gilbert, C. (2018). *Planning responses to online short-term holiday rental platforms*. Sydney: The University of Sydney.

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 11:05 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 23:05

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jeffrey

**Last name**

Pilon

**Name withheld**

No

## Info

**Email**

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**Suburb/Town & Postcode**

Randwick

**Submission**

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it provides flexible way for me to live in our family property while studying in Sydney and travelling back to country areas to work in the family business it has made this effective way both use the property and be able to rent while away for work I only have respectful people stay in our apartment and never had any issues

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

I Don't agree with the 180 day ruling in Sydney areas as I don't see this fair, we are not going to un furnish our property to rent out if we go over the limit while having our property for own use and rental at the same time, we would not want to rent full time as the property has been set up nicely for us to use and the short term guest, how is this going to effect the rental market which is already in a bad state of affairs with properties staying empty for many months affecting people trying to pay high mortgages, Real estates are also stating they cant ren furnished apartments?

Thank you for reading my submission.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 11:04 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 23:04

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Tonya

**Last name**

Pilon

**Name withheld**

No

## Info

**Email**

[tonya@mac.com](mailto:tonya@mac.com)

**Suburb/Town & Postcode**

Coogee

**Submission**

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it provides flexible way for me to live in our family property while studying in Sydney and travelling back to country areas to work in the family business it has made this effective way both use the property and be able to rent while away for work I only have respectful people stay in our apartment and never had any issues

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

I Don't agree with the 180 day ruling in Sydney areas as I don't see this fair, we are not going to un furnish our property to rent out if we go over the limit while having our property for own use and rental at the same time, we would not want to rent full time as the property has been set up nicely for us to use and the short term guest, how is this going to effect the rental market which is already in a bad state of affairs with properties staying empty for many months affecting people trying to pay high mortgages, Real estates are also stating they cant ren furnished apartments?

Thank you for reading my submission.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 11:03 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 23:03

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Trent

**Last name**

Pilon

**Name withheld**

No

## Info

**Email**

[tjpilon84@hotmail.com](mailto:tjpilon84@hotmail.com)

**Suburb/Town & Postcode**

West Wyalong

**Submission**

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it provides flexible way for me to live in our family property while studying in Sydney and travelling back to country areas to work in the family business it has made this effective way both use the property and be able to rent while away for work I only have respectful people stay in our apartment and never had any issues

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Thank you for reading my submission.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 11:00 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 22:59

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jennifer

**Last name**

Bohn

**Name withheld**

No

## Info

**Email**

[jenniferbohn74@gmail.com](mailto:jenniferbohn74@gmail.com)

**Suburb/Town & Postcode**

Mount Victoria / 2786

**Submission**

The proposal that rental properties in the Blue Mountains should be treated the same way as residential / suburban areas is certain to impact negatively on residents and future of the area.

The Blue Mountains - especially the towns in the upper mountains - rely heavily on tourism for the local economies. The advancements that have been made in recent times to roads and local infrastructure support the region and can only be seen as positive. The area does, however, rely heavily on short-term rental availability. To limit that will reverse any gains made.

It must be considered that most homes in the Blue Mountains are in bush fire prone surrounds. The very thing that causes the risk is what makes it an attractive destination for holiday makers - the bush. With the majority of homes

being older and not compliant to BAL29+ conditions, the pool of available accommodation will be shrunk - as will the number of visitors to our towns. The result - businesses losing trade and a town shutting down. Then, of course, there are the homes that do comply with the requirements of the bushfire code. Why limit the number of days for rental availability. Less days available on the market will make no difference to the safety or compliance of a house in the event of fire.

I hope that you will reconsider the proposal with the benefit and protection of local economies and also common sense in mind.

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 10:21 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 22:20

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

William

**Last name**

Gregor

**Name withheld**

No

## Info

**Email**

[bandg@ozemail.com.au](mailto:bandg@ozemail.com.au)

**Suburb/Town & Postcode**

Wagstaffe 2257

**Submission**

My partner and I are the owners of an apartment in a Class 2 (National Construction Codes of Australia) residential flat dwelling in the City Of Sydney. We have owned this apartment since 2002.

We also own a Class 1(a) (National Construction Codes of Australia) single family dwelling on the Central Coast of NSW. We have owned this dwelling since 1990.

We use both dwellings for our own residential use, only occasionally renting out one or the other on a valid lease basis of at least 3 months or more.

We undertook all due diligence in purchasing these two residential dwellings; it was our clear understanding that short-term holiday letting was a 'prohibited use' at both locations. Indeed, the City of Sydney took action in 2015 in the NSW Land and Environment Court and obtained Orders which stopped a Short Term Rental Operation in our city

apartment block.

Following the issuing of LEC Orders we experienced a period of peace and calm – for the first time since purchasing into the city property. Much to our distress, multiple Airbnb landlords are again renting out residential apartments in clear breach of our Development Consent and Court Orders, and the City of Sydney Council is now refusing all requests to take enforcement action against the illegal operators.

To alter the State Environmental Planning Policy [SEPP], as has been proposed by the Department of Planning and Environment, would amount to the retrospective rezoning of both our homes. And it would represent a clear breach of our proprietary rights without compensation. In fact the changes proposed would leave every NSW Resident without an area or building in which they could live in a residential setting.

We know too well the impacts on the home lives of residents who find themselves living amongst short-term holiday rentals and we ask that the Minister uphold our current legislation – which we deem to be 'world's best' - and mandate that all NSW Local Councils enforce residential zoning.

Considering the above proposed planning framework we make the following points :

\* So much of what we read seems to point to the fact that the 'rights' of people like us are of no consequence. Its all about the 'industry', tourism, greed etc etc.

\* We find ourselves so upset by what is happening, because of short term letting, in and to both communities in which we live that it is difficult to find the words to comment further. In that regard please refer to the submission from The Owners Corporation Network of Australia, all of which we agree with wholeheartedly.

Sincerely,  
William Gregor

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 10:20 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 22:19

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Michael

**Last name**

Bartlett

**Name withheld**

No

## Info

**Email**

[accent@bigpond.net.au](mailto:accent@bigpond.net.au)

**Suburb/Town & Postcode**

Milsons Point

**Submission**

11th September 2019

The Secretary  
Port Jackson Tower  
38 Alfred Street  
Milsons Point NSW 2065  
Sydney, Australia

To whom it may concern,

I am making this submission as the Secretary of the Executive Committee of Strata Plan 49496.

We have several areas of concern with the proposed package on short-term letting that has been released by the NSW Government, with the main areas of concern covering 5 key areas, namely: -

#### Owners' Rights

Residential apartment buildings in mixed use and commercial zones with express prohibitions or limitations on short term letting should have their by-laws respected because these by-laws represent the views of the vast majority of owners.

The key area of concern is that high rise residential buildings such as Port Jackson Tower which was built some 25 years ago, are simply not set up to accommodate short term guests. We have no concierge service or 24 x 7 caretaker or building manager services, which makes dealing with short term guests almost impossible.

Many of our facilities such as our pool, small gym and sauna are surrounded by residential apartments and any increased use of these facilities would disrupt the peaceful enjoyment of these residents.

Port Jackson Tower has only two lifts which is barely adequate for permanent residents let alone short-term renters who would by their very nature put an additional burden on these lifts adversely effecting all other residents in the building.

#### Fire Safety Standards

- (a) Fire safety standards should be more onerous for short-term holiday visitors in high-rise apartment buildings as the threat to life of all residents is increased significantly.
- (b) Fire standards applicable to residential apartment buildings do not address the fire risks of cooking, BBQ's or smoking on balconies which are common problems with short stay visitors unfamiliar with by-laws or local customs.
- (c) Fire safety in residential strata schemes must not be left to self-regulating platforms or amateur hosts as it poses an unacceptable risk to all residents.

#### Security

Security arrangements in individual buildings will be compromised, a large number of extra visitors, many of whom may not be registered with the various platforms, pose significant additional risks to existing residents.

#### Collective Cost of Permitted Short-term Letting

Residential schemes must have authority to levy charges and fees on Hosts conducting short-term letting. The disproportionate cost to owners and owners' corporations from STRA operations (e.g. wear and tear of lifts, gyms, garbage and other utility areas as well as administration and management costs) means they are effectively subsidising those running STRA businesses.

#### Preservation of Local Government Oversight

Local Councils should have the ability to set and apply zoning restrictions to meet their strategic planning objectives. They should be involved in designing and be part of the compliance and enforcement function of any registration system.

Yours faithfully,

Michael Bartlett  
Secretary, Port Jackson Tower

#### **I agree to the above statement**

Yes



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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 10:16 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 22:15

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Keith

**Last name**

Learn

**Name withheld**

No

## Info

**Email**

[keithbarb09@gmail.com](mailto:keithbarb09@gmail.com)

**Suburb/Town & Postcode**

Kangaroo Valley 2577

**Submission**

Do not agree with STRA self regulation or registration

- hasn't worked in the past
- no hands on control -distance-
- no community input or complaint register
- no local enforcement of local bylaws or risk conditions -fire risks, flood risks, no. of occupants,noise etc.
- little contribution to local infrastructure-ambulance,hospital, roads, police etc. Usually Involves multiple families and cars.
- property rates should be based business rates not residential rates- see below.

Possible solutions :

Let Councils manage but only if fully financially compensated.

#### Compensating Councils

- all STRA accommodations should have to submit a 'Development Application' with appropriate fees.
- a yearly fee should also apply , sufficient to hire compliance officers to check for booking register, facility standards, complaints investigations, safety regulations and enforcement of occupancy standards.
- all STRA should pay 'business rates on the entire property as they are 'businesses

Conclusion:

-This would make a fairer competitive solution for existing DA compliant tourist operators and the suffering neighbours.

Keith Learn  
Chairman of Development Committee  
Kangaroo Valley Community Association Inc.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 10:01 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 21:58

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Robert

**Last name**

Rosen

**Name withheld**

No

## Info

**Email**

[robertrosen26@gmail.com](mailto:robertrosen26@gmail.com)

**Suburb/Town & Postcode**

Brunswick Heads 2483

**Submission file**

[stradiscussionpaperrr.docx](#)

**Submission**

Feedback on STRA Discussion Paper and Draft Instruments and Regulations

1. What is your view on the form of and provisions in the STRA SEPP, Regulation and Safety Standard?

- All dwellings –  
Agree no more than 2 persons per bedroom/12 persons per property.  
Agree to smoke alarms.  
Don't agree with lighting of hallway unless it is part of the smoke alarm itself.

Multi unit –

Agree re entry doors.

Agree re fire extinguishers and fire blanket in kitchen.

Agree with evacuation signage.

Stand alone dwellings –

Agree with heat detector when a garage is not accessible by guest and is underneath the property.

2. Are there any elements of the draft instrument that are open to misinterpretation or require further clarification?

- No

3. What are your views on new policy elements relating to days, flood control lots and bushfire prone land?

- Days

Byron Shire Council (BSC) are seeking to reduce STRA in some areas to 90 days and is required to prepare “a planning proposal to identify or reduce the number of days that non-hosted short-term rental accommodation may be carried out in parts of its local government area”, as per Ministerial Direction 3.7. In addition the Byron Council, in August 2019, agreed at Council Meetings to request the NSW Government to, even prior to the Ministerial Direction No 37 being determined, to reduce all of the Shire’s STRA operation to only 180 days a year. However they have not consulted with any potentially effected parties and have only focused on issues that are experienced in the town of Byron Bay, and not on the rest of the Shire. In Brunswick Heads, where there are no significant negative social or affordable housing impacts from STRA, a reduction to either 90 or even 180 days is likely to have a devastating impact on the local economy.

Code: Industry participants obligations.

4. Are the general obligations for industry participants adequate? If not, what other general obligations should be considered? Why?

- Yes

5. What types of STRA information will be useful for the Secretary to collect to inform the further improvement of the Code and the STRA regulatory framework? Why?

- The Secretary could ask for a copy of participants’ current complaint records to determine the type and extent of complaints experienced to date.

6. Are the specific obligations on booking platforms, letting agents, hosts, guests and facilitators in the Code adequate? If not, what other obligations should be considered for each of these industry participants? Why?

- Yes in relation to guests, booking platforms & letting agents. However public liability insurance to cover the death or injury of STRA guests or visitors and the damage to their property, is only likely covered by most insurers, where death, injury or loss of property is the result of the STRA owner’s negligence, but not where such death, injury or loss of property is caused by the guests’ or visitors’ own actions.

Code: Complaints

7. Is the complaints process detailed in part 6 of the Code sufficient? If not, what other matters should be considered or set out in the process? Why?

- No

All complaints should go to the host/letting agent first, so that they are given the opportunity to rectify any concerns within a reasonable amount of time. If the issue continues to be a problem, or the complaints are considered vexatious, then the Commissioner should become involved.

8. Are the grounds for recording a strike fair and reasonable? What other matters (if any) should the Commissioner consider when deciding whether to record a strike? Why?

- In general Yes, but how will a situation where person A, who is on the exclusion register, gets person B, (who is also a guest but is not on the exclusion register) to make the booking, be dwelt with ?

9. What are potential ways to facilitate industry participants' access to the exclusion register while limiting potential privacy impacts? What factors should be considered?

- All industry participants should hold a registration number. These numbers are checkable on the register. This number will advise whether the participant is excluded without providing any personal information.

10. Is the review process clear and sufficient? What other matters (if any) should be considered should be considered? Why?

- Yes, the review process clear and sufficient.

11. Are the proposed penalty notice offence and civil penalty provisions appropriate? What provisions should or should not be identified as penalty notice offence and/or civil penalty provisions? Why?

- The penalties seem rather excessive for the nature of the activities involved. Although the penalties should be sufficient that reasonable costs incurred are recovered from the relevant STRA industry participants.

Amendment Regulation: Prescribed classes of STRA industry participant

12. Does clause 22B(1) appropriately capture end to end property management services that specifically service STRA properties? Why or why not?

- Yes

13. What other organisations or persons should be prescribed classes of STRA industry participants (if any)? Why?

- None

Amendment Regulation: STRA industry participants excluded from Code of Conduct

14. Is it appropriate to exclude the STRA industry participants set out in clause 22C? Why or why not?

- Yes

15. What other STRA operators (if any) should be excluded from being covered by the Code? Why?

- None

Amendment Regulation: Appeals against listing on exclusion register

16. Is the appeals process clear and sufficient? What other matters (if any) should be considered? Why?

- Yes

Amendment Regulation: Fees and cost recovery

17. Which industry participants should contribute to the cost of administering and enforcing the Code? Why?

- Guests and owners, as they are those who will ultimately benefit financially, however it may be necessary for other industry participants who charge fees or commissions to guests and owners to in the first instance, to contribute to the costs of administering and enforcing the Code, provided that they can then recover these costs from guests and owners.

18. How should costs be apportioned across different STRA industry participants? Why?

- Registration Fee – for guest to register
- Registration Fee – for property owners to register
- Administration Fee – per booking, per property paid for by guest

## Amendment Regulation: Penalties

19. Is the proposed penalty notice offence amount appropriate? Why or why not?

- Excessive for a first offence. Maybe it would be more appropriate to determine the penalty amount based on a certain percentage of the booking amount that it relates to.

## Proposed industry- led property register

20. How can industry be organised to develop and manage the registration system?

- Through a STRA Committee of relevant parties, and those listed in Appendix 2. The STRA Committee should not include local council representatives. The Byron Shire Council should not be permitted to maintain its own local STRA Register, as proposed in motions passed at its Council Meetings in August 2019.

Also the comment on Page 17 of the New Regulatory Framework “that Local Councils could use the information (in the Register) to enforce compliance with day thresholds” also seems inconsistent with such compliance being the responsibility of the Commissioner.

21. What would be the costs to industry in establishing and maintaining the register? How would industry propose to meet these costs?

- Through registration and administration fees imposed on guests and registrations fee for STRA properties.

22. What role should the Government play in developing or overseeing the register, if any?

- There should be a State Government representative on the STRA Committee.

23. Are there other outcomes a register should deliver?

- No

24. How can the approach ensure registration applies to all STRA operators, regardless of how the property is advertised for rent?

- This should be determined by the STRA Committee.

25. What audit and verification processes would be needed to ensure accuracy of data?

- This should be determined by the STRA Committee.

26. Should there be separate or additional penalties for failure to register? If so, which industry participants should they be imposed on?

- No, This is covered in penalties detailed above and in the Code.

27. What information should the register collect? Why?

- Agree – name & contact details of host
- Agree – address of property
- Do not agree that it should include the number of days the property is booked as bookings can be cancelled or varied, although it could include the number of days a property is actually stayed in.
- Do not agree that if it is a strata building, that the register should include whether the STRA complied with the by-laws. This is because if it does not comply with these by-laws, it should not be listed on the register in the first place.
- Records of any breaches, enforcement action or ‘strikes’ should be included in the register, but this information should not be available to the general public. However if someone is excluded they should be given right of access to the reasons why they, but not others listed on the register, have been excluded.
- Also be guests name and contact details should be included on the register.

28. What role should different industry participants (e.g. hosts and booking platforms) play in the registration process?

- None apart from placing their names on the register.

29. What role should Government play in the registration process or providing information for the register?

- Information that NSW Fair Trading has upheld complaints, enforcement actions and strikes could be on register, provided it is not available to the general public.

30. Should any information on the register be made publicly available? If so, what information could be made available and why?

- Information as to whether a participant is excluded or not, should be be publically available.

31. Should industry be required to report registration information, including number of stays (days), to Government and/or local councils? If so, how frequently? Why?

- Registration information, including number of stays (days) could be reported to the Office of Fair Trading and or the STRA Committee, but local government should not be involved in this process.

32. Should any information on the register be made publicly available? Why?

- Same question as No 30.

#### Commencement of the regulatory framework

33. How much lead time would industry need to develop and establish the proposed STRA property register? Please provide reasons.

- This should be determined by the STRA Committee in conjunction with the Office of Fair Trading

34. When should the STRA regulatory framework start? Please provide reasons.

This should also be determined by the STRA Committee in conjunction with the Office of Fair Trading. However to comply with the proposed new regulatory framework some STRA owners may need to expend considerable amounts of money. It would therefore be unreasonable for them to, after they have complied with the regulatory framework, to be informed that the Government had approved a local Council's request to reduce number of days that STRA can operate in their Shire, if such a reduction is likely to result in their STRA being no longer economically viable. Therefore for example, until such time as the Ministerial Direction No 37, which may result in parts of the Byron Shire being limited to as little as 90 days, is determined, it would be unreasonable to expect STRA's in the Shire to expend any funds to comply with the new regulatory framework.

#### 12-month review of regulatory framework

35. Do you support the proposed scope of the review? What additional considerations might be necessary?

- Yes

36. What data sources could the NSW Government use to inform the review? How can industry and councils assist with data collection for the review?

- By encouraging submissions from registered participants or conducting surveys of these participants.
- By submissions being made by relevant industry organisations and others who are concerned about impacts of the regulatory framework on local economies.
- Researchers from Southern Cross University are currently undertaking a survey of opinions about the future of "Short Term Holiday Letting" on the North Coast and they might be interested in undertaking a follow up survey as part of the 12 months review of the regulatory framework.

#### Personal Background

My wife and I have been involved in holiday letting, using local real estate agents, for about 20 years, mainly in Brunswick Heads but also in the Gold Coast, Yamba, Angourie and Coogee. I have also been actively involved in the Brunswick Heads Chamber of Commerce's Holiday Letting Committee for about 16 years and have also been an office bearer in the Byron Bay based Holiday Letting Organisation (HLO). For the last 35 years I have also taken a keen interest in affordable housing issues and was a founding director of one of the largest multiple occupancy communities on the NSW North Coast, and my wife and I have both been former members of the Byron Shire Council's Affordable Housing Committee. I am also currently a director of Social Habitat Housing Ltd.

#### About Brunswick Heads

Unlike nearby Byron Bay, there has not been any significant growth in managed STRA accommodation in Brunswick Heads recent years. The range of holiday accommodation is also much more limited than in Byron Bay. Brunswick Heads has three holiday parks managed by NSW Crown Holiday Parks, four motels, one hotel and no licenced bed and breakfast accommodation except for one on the outskirts of the town. Hotel Brunswick currently offers fourteen rooms but will cease offering this accommodation in January 2020.

Brunswick Heads' tourist demographic is very different from that of Byron Bay and unlike Byron Bay, the town has been a tourist destination for well over 100 years. The Brunswick Heads Simple Pleasures branding has been highly successful in managing tourism and the relationship between visitors and residents is generally very harmonious. Yet the Local Council has persistently ignored representations from Brunswick Heads that the town's tourism demographic is significantly different than Byron Bay's and that any marked reduction in STRA is unlikely to have any significant positive effect on affordable housing in the town, but is likely to have a major impact on the local economy, due to the town's significant dependence on tourism.

**I agree to the above statement**

Yes



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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 9:57 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 21:48

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

MARILYN

**Last name**

URCH

**Name withheld**

No

## Info

**Email**

[marilyn.urch@bigpond.com](mailto:marilyn.urch@bigpond.com)

**Suburb/Town & Postcode**

CRONULLA

**Submission file**

[final-10th-sept-submission-to-dept-of-planning-nsw-re-short-term-holiday-legislation-from-north-cronulla-precinct-committee.docx](#)

**Submission**

NORTH CRONULLA PRECINCT COMMITTEE

Residents' issues in North Cronulla, South Cronulla & Woollooware

9th September 2019

NSW Dept of Planning

SHORT TERM RENTAL ACCOMMODATION (STRA) NSW LEGISLATION SUBMISSION

The Precinct Committee makes the following comments on the discussion paper and attachments.

#### NO PROTECTION FOR DETACHED HOUSING – ADJOINING NEIGHBOURS

There is a lack of equity in the relative rights of strata title owners and individual single dwelling residents. Under the proposed legislation and regulatory regimes, strata title owners can, by a majority vote of the corporate body (75% of those present at the relevant meeting), prohibit the STRA Operations within the building, other than when it is a unit occupied by the owner.

The owner of residential houses have no such right of veto. The rules should be the same for all owners. This could be corrected by allowing a 75% majority of nearby neighbours to prohibit STRA operations within their street or zone. If there is any doubt about how this could be done, given that home owners do not live in one building, the right of veto could be allowed to a majority of the closest neighbours to the property - say the nearest 15 or 20 neighbourhood houses.

Neighbours of detached dwellings around a STRA would be more adversely affected by noise and other issues than home units on levels below or above the STRA property.

#### LARGE NUMBER OF DAYS OFFERED TO AIRBNB OPERATIONS IN NSW BY THIS LEGISLATION

The legislation on STRA offers AirBNB style accommodation up to 365 days a year when the host is on site during the letting or 180 days when host is not on site.

Sydney has a population of around 5 million, larger than Paris, Berlin, Vienna, Barcelona and other cities listed. It is worth noting the limits on AirBNB operations set by major international cities:

- New York (20 million) – advertising an unoccupied apartment for less than 30 days is illegal. (IE No host, no short term lettings).
- London (8.8 million) STHL (STRA) is allowed for up to a total of 90 nights in any calendar year.
- Berlin (3.7 million) it is illegal to let more than 50% of an apartment on a short-term basis without a permit from the city.
- Paris (2.5 million) - authorisation is required for STHL (STRA) longer than 120 days
- Vienna (1.9 million) and in Barcelona (1.6 million), most short term rentals are barred.
- San Francisco (900,000) - STHL (STRA) defined as a rental of all or some of the primary residential unit for less than 30 consecutive nights.
- Vancouver (650,000) - require a business license for anyone doing short-term rentals.

NSW should allow no more than 180 days under any circumstances and, as mentioned hereunder, allow up to only 90 days in certain circumstances.

A “host” can be an owner, an agent for the owner, or even a tenant. When booking a house it is highly uncommon for a host to be on site. Keys are handed over by an owner or agent and often it’s the cleaners that arrive at your designated time of departure.

The rationale for the STRA to be allowed for 365 days a year when the host is present is difficult to understand and if this is to be allowed, it should only be when the Host is the owner and lives in the property.

A host should provide contact details to all nearby home owners, not simply the adjoining ones.

#### PROVISION FOR A 90 DAY LIMIT ON STRA

It has been noted from the background notes that Byron Shire Council was offered to prepare a planning proposal that could introduce a 90 day threshold in the most impacted towns of the local Government area. It is not clear from the discussion paper what the outcome from this has been.

The reasons for the offer to Byron Council are understood but it is not considered that there are sound grounds for making such an offer to one council only. It is believed that a 90 day rule should be applied across the state for all areas/zones nominated by the relevant council.

Such an arrangement would help to reduce the adverse impacts of STHL on neighbourhood amenity, noise, and anti social behaviour, excessive people and vehicular traffic, parking issues, problems with garbage etc.

It would also help to reduce the adverse impacts of STRA on permanent housing rental availability and adverse impacts on motel/hotel accommodation industries.

**“PARTY HOUSES”**

In Qld the Sustainable Planning Act enables a local planning scheme to declare that a “Party House” may be “assessable development” requiring approval and restricting “Party houses” to particular precincts and or ban them from others. Similar protections should be provided for in NSW.

**STRIKES INITIATED BY SURROUNDING HOME OWNERS OF DETACHED HOUSING. –**

This is extremely difficult to see how it would work in practice. Apart from calling police, who are often not available for this type of call out, it is extremely hard to prove, under strong privacy laws, what is actually taking place within the STRA.

**LEGISLATION FOR BUSINESSES OPERATING AS BED AND BREAKFAST.**

It is understood that strict licensing and other rules and regulations are in place for traditional Bed and Breakfast establishments and it is not clear why similar controls have not been put in place for STRA establishments.

Yours sincerely

Kerry Coomes Marilyn Urch  
President Secretary 0438373620  
Email: northcronullaprecinctcommittee@bigpond.com

**I agree to the above statement**

Yes

---

**From:** Mark Tomlins <Mark.tomlins@outlook.com>  
**Sent:** Wednesday, 11 September 2019 9:09 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** STHL submission and document annexures for this submission.  
**Attachments:** STHL submission.pdf; 14 listing identifiers.xlsx; 16 filtered data on specified listing.xlsx; 15 Combined Detailed Calendars.xlsx

**Categories:** Rob submission 3.0, Attachment to previous sub, non Air BNB run

Dear Sir/Madame,

This is my submission as well as some additional annexures to my submission building on my prior e-mails this afternoon containing earlier document annexures.

Kind regards,  
Mark

Mark Tomlins  
+61 408 626 923

*This message and any attachments may contain information that is confidential and subject to legal privilege. If you have received this message in error, please destroy all copies and notify the sender immediately.*

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 8:50 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 20:47

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Rachael

**Last name**

Griffin

**Name withheld**

No

## Info

**Email**

[rachael@tweedbillabong.com.au](mailto:rachael@tweedbillabong.com.au)

**Suburb/Town & Postcode**

Tweed Heads South

**Submission file**

[tsc---stra-code-of-conduct-and-registration-feedback.pdf](#)

**Submission**

Please see attached

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 8:33 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 20:32

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Linda

**Last name**

Heaton

**Name withheld**

No

## Info

**Email**

[linda.heaton10@gmail.com](mailto:linda.heaton10@gmail.com)

**Suburb/Town & Postcode**

2099

**Submission**

1. Complying Development: STRA in residential strata schemes must be classed as 'complying development' with inspection by Local Council or a private certifier, not 'exempt development'. This is the only way to ensure the mandatory fire safety standards are met.
2. Day Caps: Un-hosted STRA must be capped at 60 days for the Greater Sydney Region to contain STRA to 'Home Sharing'. All STRA to count toward the cap. No exceptions.
3. Development Consent Conditions: Residential apartment buildings in mixed use and commercial zones with express prohibitions on short term letting must have their development consent conditions respected and preserved.

4. The Register: The planning law changes must not start without The Register, which must be run by Government or a neutral platform not operated or controlled by the short-term letting industry. The Register must include the days of occupation and all the platforms on which the premises is listed, Local Councils must be involved in designing the system. Local Councils and NSW Fire and Rescue must have access to the data.

5. Host Obligation: There must be an enforceable obligation for hosts to register their premises before it is listed and used for STRA purposes. This should be part of the complying development criteria, so it is clear the use of unregistered premises for STRA is illegal and penalties apply.

6. Platform Obligation: There must be a legal obligation for platforms and agents not to list any unregistered residential dwellings for STRA. International experience shows that without such an obligation, platforms will continue to list thousands of illegal apartments. Platforms must also have an obligation to share data with State and Local Government. All listings and other advertising must clearly display the host's unique ID.

7. Charges and Fees: Residential strata schemes must have clear authority to levy additional charges and fees to additional wear and tear and costs whether STRA is hosted or un-hosted.

8. Flexibility: Local Councils must have flexibility to set a lower cap and apply zoning restrictions to meet their strategic planning objectives.

**I agree to the above statement**

Yes

---

**From:** Lucas Pender <lpender@brickfielderge.com>  
**Sent:** Wednesday, 11 September 2019 8:26 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Submission extension request - Stayz  
**Attachments:** Stayz submission on NSW Government STRA regulatory framework - 11.09.2019.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Director,

Further to my email below – on behalf of our client Stayz please find attached the finalised submission (including Appendix B) from Eacham Curry, Director, Government and Corporate Affairs at Stayz.

I believe we successfully uploaded this final version via the online portal earlier this evening but did not receive confirmation so are resending here.

This submission provides a background to the company and presents our perspective on four of the features of the NSW Government's draft regulatory framework that we believe require further clarification and development, in particular the:

1. Draft planning instruments
2. Draft Code of Conduct for the Short-term Rental Accommodation Industry
3. Proposed industry-led STRA property register
4. Commencement timeframe and 12-month review of regulatory framework

In Appendix A we have summarised our responses to the questions posed in the Discussion Paper. In Appendix B we present recently commissioned data showing the short-term rental accommodation sector's size and economic contribution to NSW and its tourism regions for the 2017-18 financial year.

Our aim through this submission and in our further engagement with the NSW Government is to raise the policy and regulatory issues that require detailed attention and the solutions that we think are best suited to deliver on the Government's policy aims. In doing so, we have sought to provide value to your deliberations and a starting point for our further engagement with the Department and the NSW Government.

An acknowledgement that this submission has been received and accepted would be appreciated.

If you require further information please don't hesitate to get in contact.

Kind regards,

**Lucas Pender** (on behalf of Eacham Curry, Director, Government and Corporate Affairs at Stayz)  
Associate  
+61 400 930 301  
[lpender@BrickfielderGE.com](mailto:lpender@BrickfielderGE.com)

---

**From:** Lucas Pender <lpender@brickfielderge.com>  
**Date:** Wednesday, 11 September 2019 at 5:00 pm  
**To:** "sth@planning.nsw.gov.au" <sth@planning.nsw.gov.au>  
**Subject:** Submission extension request - Stayz

Hello,



Following my call with Suzie Hatherly this afternoon I'd like to request a short extension on behalf of Stayz for their submission on the Short-Term Rental Accommodation Discussion Paper.

I have attached a draft here (not for publication).

Appendix B (to be added) will present recently commissioned data showing the STRA sector's size and economic contribution to NSW and its tourism regions for the 2017-18 financial year.

We will have the final version with you as soon as possible this evening.

Best,

**Lucas Pender**

Associate

+61 400 930 301

[lpender@BrickfielderGE.com](mailto:lpender@BrickfielderGE.com)

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 7:45 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 19:44

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Tracey

**Last name**

Murphy

**Name withheld**

No

## Info

**Email**

[tractez.tm@gmail.com](mailto:tractez.tm@gmail.com)

**Suburb/Town & Postcode**

2009

**Submission**

My unit is self managed super fund in Pymont.

Located in the Oaks apartments (Hotel) at 243 Pymont St Pymont.

As this is my super I am unable to live there for any length of time.

Due to my inability to use this dwelling as my home and the fact that it is in a Hotel, I should be exempt from these new regulations.

All consideration should be taken in these certain circumstances.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 7:03 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 19:01

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jimmy

**Last name**

Thomson

**Name withheld**

No

## Info

**Email**

[mail@jimmythomson.com](mailto:mail@jimmythomson.com)

**Suburb/Town & Postcode**

Kings Cross, Sydney. NSW 2011

**Submission file**

[holiday-letting-submission.docx](#)

**Submission**

Observations on the new holiday letting regulations

By Jimmy Thomson of the Flat Chat website and newspaper column

Both the proposed Code of Conduct and the Registry of STRA (holiday letting) premises are essential steps in allowing apartment owners and renters to regain some control over their homes.

The cavalier way in which the concept of genuine shared ownership (through such mechanisms as strata schemes) has been allowed to be undermined and damaged by entirely fake “sharing” in the commercial exploitation of empty homes, will some day be seen as the betrayal of whole communities that it is.

All the more shameful is the fact that this was perpetrated to allow a minority of individuals and one or two multinational corporations to make (literally) untold profits at the expense of people who believed they were buying and renting homes, not rooms in de facto hotels.

Meanwhile, the proven, fundamental dishonesty at the heart of the “home sharing” business is the only justification that the government needs for making the new regulations as tight and enforceable as required to restore some sanity to the sector.

Dishonesty? We are dealing with companies and individuals who use the flag of convenience of personal privacy to mask their true nature.

The great fiction that some online agencies are all about individuals letting rooms in their homes to impoverished visitors has been exploded time and again, yet it goes unchallenged by our lawmakers.

In short, we are dealing with entities that have shown themselves to be neither entirely honest nor transparent in their activities. They ignore proof that their hosts flout planning laws and strata by-laws, refusing to de-list them, despite claiming they require hosts to obey local laws.

These same agencies now expect us to believe that they should police themselves.

Based on their misleading publicity campaigns, their misrepresentation of statistics, their selective reporting and their failure to reveal the true extent and nature of their businesses, they cannot and should not be trusted.

The same applies to many of their hosts, many of whom for the past few years have knowingly flouted local council zoning and strata by-laws for their own profits. And perhaps both the agencies and their clients can start paying tax on those profits.

The proposed code of conduct and register should be allowed restore a level of honesty and decency to the holiday letting scene, especially in regard to apartment blocks. But that will only happen provided they are given teeth.

This is not about punishing genuine home-sharers. It’s about deterring those who would break the rules in pursuit of profits, and that will require meaningful penalties and simple mechanisms by which the culprits can be exposed.

The registry should be a simple system, paid for via a fee to an independent, possibly commercial agency, which would provide two unique serial numbers – one for the host and one for the property.

Agencies that listed properties without having both serial numbers would be in breach. Proven breaches of the Code of Conduct would result in fines (as outlined) while the serial numbers would be blacklisted.

Further finessing of the rules could include:

1. Any breach of the Code of Conduct or failure to register should result in immediate, if temporary, suspension by the apartment and the host from all online agencies until the matter is resolved by an independent tribunal such as NCAT.
2. Owners Corporations should be allowed to charge illegal or unregistered holiday let “hosts” the full costs of investigations and tribunal actions, should it be proved they were operating illegally.
3. Illegal or unregistered holiday let hosts should be required to compensate owners’ corporations by the amount they earned while they were operating illegally.
4. NCAT should be able to issue enforceable orders allowing officers and agents of the owners corporation, as well as fire safety officers, to enter apartments that they have good reason to believe are being used for illegal or unregistered short-term holiday lets, to check and gather evidence.
5. Owners and tenants of apartment who have been proved to be in breach of the code of conduct or the rules of the register, should have to inform any other strata scheme where they own or rent homes, that they have a history of ignoring or flouting the law.
6. All holiday let strata apartments should carry a 10 per cent additional fee on their levies to compensate for additional wear and tear of common property, use of facilities, additional administration costs and disruption.
7. From Day 1 of the new legislation, apartment blocks that have been given planning approval on the basis that they were not for holiday letting, should have, by default, a new by-law that reflects that status. This would protect owners who bought in on that basis. The owners corporation can remove or change the by-law by normal processes later, if they wish.

As a final observation, it’s all very well for people to be excited and enthused by “disruptive” entrepreneurs. But this is an opportunity to assess who and what is being disrupted.

This is not just about noisy parties – far from it. One of the main reasons people choose to live in apartment blocks is for personal security. That is severely diminished when you don’t know who your neighbours will be from one weekend to the next.

The whole strata system is based on all owners paying a fair share for the use of common property. That is disrupted by unfair “sharing” with paying guests.

And long-term tenants are having to compete with tourists if they want to stay in areas that they may have called home for decades.

It’s time we stopped encouraging disruption for its own sake. This is an opportunity to apply logic and fairness to the situation before we end up worse off than the cities around the world that have already been gutted by holiday lets.

**I agree to the above statement**

Yes

---

**From:** Paula Carleton <paulamcarleton@gmail.com>  
**Sent:** Wednesday, 11 September 2019 6:58 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Feedback on Short Term Rental Accommodation provided by 11 September, 2019

Feedback on the Short Term Rental Accommodation was until 11 September, however I couldn't find a link on your website to register my feedback today (11 September). Please ensure the below is included when reviewing feedback.

My feedback relates to Section 4.2.4 and in particular that "No more than 2 persons/bedroom or 12 persons, whichever is the lesser. "

We have a large home with 7 bedrooms (which comfortably sleeps up to 17: 12 adults, 5 children and also has cots for 2 babies) which is available for short term rental in the Shoalhaven shire. Our guests quite often are family members gatherings to celebrate significant birthdays/wedding anniversaries of elderly relatives or just getting together to enjoy extended family time. By restricting the number of persons to 12 this would mean these groups would be restricted in their numbers and they would either be unable to meet together as a family to share a celebration over a weekend or have to rent another house increasing the cost of the family gathering and reducing their time together as they would be in different locations.

Also quite often families have younger children or babies that may need to sleep in the same room as their parents, by restricting the number of people in bedroom to 2 this could put undue stress on younger members of the family not being able to sleep in their parents room.

We also have one room that has four beds, two single beds and bunks this rooms is type that enables younger members of the different families to sleep in the same room and enjoy the company of their young relatives, creating fond memories of the times spent together.

Thank you for considering the above.

Regards

Paula Carleton

Sent from [Mail](#) for Windows 10

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 6:22 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 18:21

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

peter

**Last name**

prideaux

**Name withheld**

No

## Info

**Email**

[dynaflow@netcall.com.au](mailto:dynaflow@netcall.com.au)

**Suburb/Town & Postcode**

byron bay

**Submission**

Dear Sir/Madam,

I have been a permanent resident of Byron Bay for 52 years and an owner/rate payer of a four bedroom family residence for 38 of those years. My wife and three children were all born and raised here. We live only a few blocks from the main street and have witnessed the unprecedented growth of Air BnB in our area. For example, of the fourteen residences in our short and narrow lane way that ends in a cul-de-sac, only three premises are owner-occupied...all the others are owned by absentee landlords (mostly from interstate) and short-term rented, either on Air BnB, Home Away or Booking.com just to name a few of the prominent sites, or a .com site sign out front to contact for bookings. This situation has led to late night noise and anti-social behaviour that has seen the gradual loss of amenity for residents, particularly those of us living anywhere near the CBD. I could go on, but rather the purpose of my submission is to urge those in power to implement the guidelines proposed that would view Byron

Bay as an exceptional case...i.e.limiting the number of days a property can be short term holiday let.Additionally, this proposed exception if passed needs to be strictly monitored and those found in breach penalised.

Yours Faithfully,

P.J.Prideaux

58 Shirley Lane

Byron Bay 2481.

**I agree to the above statement**

Yes



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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 6:06 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 18:06

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Greg

**Last name**

Corin

**Name withheld**

No

## Info

**Email**

[greg.corin@gmail.com](mailto:greg.corin@gmail.com)

**Suburb/Town & Postcode**

Jeir 2582

**Submission**

Please reduce the 3 week exemption period down to at least 1 week to make it more practical and functional.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 6:02 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 18:01

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Valentina

**Last name**

Gombi

**Name withheld**

No

## Info

**Email**

[info@byronthaimassage.com](mailto:info@byronthaimassage.com)

**Suburb/Town & Postcode**

Byron Bay 2481

**Submission**

I can't talk for every town and city in NSW, nor the world, but what I know very well, having lived in Byron Bay for 22 years, is that Byron Bay is suffering a huge housing crisis.

Not because of the lack of housing being built, but because most of the houses built end up empty most of the year and available only for holiday accommodation rental or AirBnB.

This has pushed all the locals who didn't already own their own house out of Byron and now they are being pushed further and further.

Housing prices are being pushed up by all the rich investors, coming to buy or build and not renting long term to locals.

The houses for holiday letting, without owner present, disturb neighbors and get heaps of complains. The police ends up being busy for petty noise disturbance calls, working locals can't sleep.

Not to talk about the amount of extra tourists that the holiday letting brings to a town, without council having the ability to charge them a bed tax. The extra use if the info-structure, roads, etc has a major toll on council's finances.

What about the approved holiday letting businesses who have paid extra for DA approval, who pay extra in taxes, who make sure health and safety is all ok? They are all closing down, not being able to sustain the competition with people who don't have to comply and pay anything extra.

I personally don't find it right to overcome council's decisions. Every town and city is different and they should have the power to decide what is best for their own town, for the particular circumstances.

Nothing of this kind is ever good at a national level. You are taking local council's power away and destroying our towns.

Let council decide what is best and how long to limit holiday letting for.

Thank you

**I agree to the above statement**

Yes

---

**From:** Gordon Clark <Gordon.Clark@shoalhaven.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 5:53 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Draft Submission - Shoalhaven City Council - Short Term Rental Accommodation - Proposed Regulatory Framework  
**Attachments:** Draft STRA Submission - Shoalhaven.pdf  
**Categories:** council submission, Rob submission 3.0, non Air BNB run

As agreed with Douglas Cunningham from the Department, please find attached Council's draft submission on the proposed regulatory framework for short term rental accommodation.

This submission has not yet been reported to the elected Council for consideration and endorsement. This will occur in due course and following this we will forward Councils final submission.

If you have any queries regarding the detail of Councils submission please contact me.

Regards

**Gordon Clark**  
**Strategic Planning Manager**  
Shoalhaven City Council

02 4429 3355 | 0401 447 635  
Bridge Rd (PO Box 42) Nowra NSW 2541  
[gordon.clark@shoalhaven.nsw.gov.au](mailto:gordon.clark@shoalhaven.nsw.gov.au)

---

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 5:44 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 17:42

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jan

**Last name**

Barham

**Name withheld**

No

## Info

**Email**

[janbarham@bigpond.com](mailto:janbarham@bigpond.com)

**Suburb/Town & Postcode**

Byron Bay 2481

**Submission file**

[short-term-rental-accommodation-sepp---jan-barham-sept-2019.docx](#)

**Submission**

I oppose the Draft Short Term Rental Accomodation SEPP.

I may have sent the wrong / incomplete submission file previously, if you could please consider this my submission.  
regards

Jan Barham

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 5:30 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 17:29

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Ian

**Last name**

Cohen

**Name withheld**

No

## Info

**Email**

[ian.cohen.green@gmail.com](mailto:ian.cohen.green@gmail.com)

**Suburb/Town & Postcode**

Broken head 2481

**Submission**

Support limited days in Byron shire  
Owners should be onsite or proper management  
Needs to be effective methods ensuring proper tax payment  
Support a daily levy on all holiday let's to go directly to Council  
Strict fines for agents and owners for lack of noise management  
An effective hotline to be established with powers to fine  
Holiday let is a priveledge not a right and must be effectively policed  
Limit and stipulate numbers of guests at any time

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 5:15 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 17:14

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Marie

**Last name**

Hayes

**Name withheld**

No

## Info

**Email**

[mariedball@yahoo.com.au](mailto:mariedball@yahoo.com.au)

**Suburb/Town & Postcode**

Byron Bay NSW Australia 2481

**Submission**

I, Marie Hayes object toThe new proposed State Environmental Planning Policy (Short-term Rental Accommodation) 2019 under the Environmental Planning and Assessment Act 1979 .

The unlawful Short Term Rental Accommodation has resulted in a rapid recent change in demographics in Byron Bay resulting in increased crime, unavailability of affordable rental accommodation forcing people living on the streets, being the highest number in NSW.

In my culdesac alone abuse to home owners by short term rentals e.g. people unknown every 3 or 6 months is an ongoing concern, bicycles, lawn mowers house hold items stolen, mismanagement of parking ,rubbish ,and undue noise in a residential zone where children and workers need their sleep , Quiet enjoyment and peace of their property is a common law. It is abhorrent and pure greed that someone interstate or over seas can buy 20 houses in residential zones in Byron Bay as an investment to let out in full for short term rentals leaving them empty for 6

months of the year , no onsite management causing disruption of small town, (population 9,000) residential living, a noticeable breakdown of community values, preventing Byron Shire families and working residents of all ages to find affordable full time rental accommodation. To adhere to relevant zoning for Short term rental accommodation is the only way forward and equitable to legal Bed and Breakfast Establishments and managed services apartments by development application for residential zones. Yours sincerely Marie Hayes

**I agree to the above statement**

Yes



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 5:14 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run, council submission

Submitted on Wed, 11/09/2019 - 17:11

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Alan

**Last name**

Chen

**Name withheld**

No

## Info

**Email**

[alan.qi.chen@innerwest.nsw.gov.au](mailto:alan.qi.chen@innerwest.nsw.gov.au)

**Suburb/Town & Postcode**

Ashfield 2131

**Submission file**

[short-term-rental-accommodation-reform---inner-west-council-submission.pdf](#)

**Submission**

Hi - the attachment is Inner West Council's submission letter to the STRA reform.

Please message me once you received this submission.

Regards,

Alan

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 5:10 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run, council submission

Submitted on Wed, 11/09/2019 - 17:05

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Mary-Anne

**Last name**

Crawford

**Name withheld**

No

## Info

**Email**

[mcrawford@singleton.nsw.gov.au](mailto:mcrawford@singleton.nsw.gov.au)

**Suburb/Town & Postcode**

Singleton

**Submission file**

[singleton-council-submission-into-short-term-rental-accommodation.pdf](#)

**Submission**

Please refer to the attachment.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 5:04 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 17:04

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Laura

**Last name**

Crommelin

**Name withheld**

No

## Info

**Email**

[laura.crommelin@unsw.edu.au](mailto:laura.crommelin@unsw.edu.au)

**Suburb/Town & Postcode**

UNSW Sydney 2052

**Submission**

Please see attached file.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 5:02 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 17:02

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

John

**Last name**

Evans

**Name withheld**

No

## Info

**Email**

[john@jcrearchitect.com](mailto:john@jcrearchitect.com)

**Suburb/Town & Postcode**

2060

**Submission**

The time period allowed for short term rentals allowed all year should be reduced to one week

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 5:01 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 16:52

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

John

**Last name**

McPhail

**Name withheld**

No

## Info

**Email**

[jmcphail1955@gmail.com](mailto:jmcphail1955@gmail.com)

**Suburb/Town & Postcode**

Forest Lodge 2037

**Submission file**

[sp-96847-stra-submission---final-11-sep-2019.docx](#)

**Submission**

The attached submission Word document file represents the views of the Strata Committee of Strata Plan 96847 Vance at Harold Park, a large apartment complex comprising approximately 220 apartments, within the City of Sydney.

The submission addresses each question in the STRA Discussion Paper, with "no comments" for some questions.

We would appreciate an opportunity to discuss or clarify any of the issues raised in our answers to the questions.

Please note, SP 96847 has by-laws relating to STRA that we understand directly relate to the approved Development Consent for the building, which provisions we were required by the City of Sydney to include in our by-laws. Obviously we are concerned to clarify the current legal status of these by-laws and our approved Development Consent.

Prepared by John McPhail, Secretary, SC, SP 96847

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 4:57 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 16:57

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Sarah

**Last name**

Galvin

**Name withheld**

No

## Info

**Email**

[sarahgalvin121@gmail.com](mailto:sarahgalvin121@gmail.com)

**Suburb/Town & Postcode**

Berry 2535

**Submission**

Good afternoon,

I wish to make a submission based on the information above for the new planning policy for STRA. My one concern is limiting properties to 2 people per room. Many holiday houses are designed so multiple families can share accommodation and holiday together. The policy doesn't allow for bunk rooms for children or large rooms that can accommodate various sleeping arrangements. Please reconsider this proposal.

Kind regards  
Sarah Galvin



**I agree to the above statement**

Yes

---

**From:** Mark Tomlins <Mark.tomlins@outlook.com>  
**Sent:** Wednesday, 11 September 2019 4:53 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Document Annexures for my STHL submission  
**Attachments:** 08 Letter to Airbnb (3465-1050-0621\_1).pdf; 09 Letter to Dylan Porter (3466-1096-7309\_1).pdf; 10 Porter correspondance.pdf; 11 Email from Airbnb 2.9.19 (3476-2711-3485\_1).pdf; 12 Notice of Hearing.pdf; 13 NCAT Application.pdf; 06 Airbnb listing.pdf; 07 Lease Termination 20190719\_170537.pdf

**Categories:** Rob submission 3.0, non Air BNB run, Attachment to previous sub

Dear Sir/Madame,

These documents are annexures to my submission. Due to the number and size of the documents, I am sending them in multiple e-mails.

Kind regards,  
Mark

Mark Tomlins  
+61 408 626 923

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**Sent:** Wednesday, 11 September 2019 4:54 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 16:52

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Liza

**Last name**

Booth

**Name withheld**

No

## Info

**Email**

[liza.booth@lawsociety.com.au](mailto:liza.booth@lawsociety.com.au)

**Suburb/Town & Postcode**

Sydney 2000

**Submission file**

[letter-to-dept-of-planning,-industry-environment---short-term-rental-accommodation---a-new-regulatory-framework---11-september-2019.pdf](#)

**Submission**

Attached is submission from the Law Society of NSW.

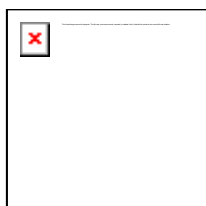
**I agree to the above statement**

Yes

**From:** Ministerial Services <MinisterialServices@customerservice.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 4:45 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** FW: short term letting  
**Attachments:** Short-term-letting-package-submission-final2.docx

**Categories:** Rob submission 3.0, non Air BNB run

**From:** [digital@dpc.nsw.gov.au](mailto:digital@dpc.nsw.gov.au) <[digital@dpc.nsw.gov.au](mailto:digital@dpc.nsw.gov.au)>  
**Sent:** Wednesday, 11 September 2019 3:10 PM  
**To:** Webform Anderson <[webform@anderson.minister.nsw.gov.au](mailto:webform@anderson.minister.nsw.gov.au)>  
**Subject:** short term letting



<b>Title</b>	Mrs
<b>First Name</b>	Julia
<b>Last Name</b>	Connor
<b>Phone</b>	0414870095
<b>Email</b>	<a href="mailto:connor.julia@gmail.com">connor.julia@gmail.com</a>
<b>Street Address</b>	23/70 Alfred Street South
<b>Suburb</b>	Milsons Point
<b>State</b>	nsw
<b>Postcode</b>	2061
<b>Subject</b>	short term letting
<b>Type of Enquiry</b>	comment
<b>Message</b>	Submission attached. The Premier's Department advised that this submission should be brought to your attention.
<b>Attachments</b>	Short-term-letting-package-submission-final2.docx - <a href="#">Download File</a>
<b>I would like a response</b>	Yes
<b>I would like to receive regular updates from the NSW Government</b>	No

\*\*\*\*\*

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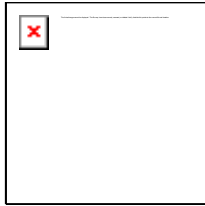
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**From:** Ministerial Services <MinisterialServices@customerservice.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 4:45 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** FW: short term letting  
**Attachments:** Short-term-letting-package-submission-final2.docx

**Categories:** Rob submission 3.0, non Air BNB run

**From:** [digital@dpc.nsw.gov.au](mailto:digital@dpc.nsw.gov.au) <[digital@dpc.nsw.gov.au](mailto:digital@dpc.nsw.gov.au)>  
**Sent:** Wednesday, 11 September 2019 3:10 PM  
**To:** Webform Anderson <[webform@anderson.minister.nsw.gov.au](mailto:webform@anderson.minister.nsw.gov.au)>  
**Subject:** short term letting



<b>Title</b>	Mrs
<b>First Name</b>	Julia
<b>Last Name</b>	Connor
<b>Phone</b>	0414870095
<b>Email</b>	<a href="mailto:connor.julia@gmail.com">connor.julia@gmail.com</a>
<b>Street Address</b>	23/70 Alfred Street South
<b>Suburb</b>	Milsons Point
<b>State</b>	nsw
<b>Postcode</b>	2061
<b>Subject</b>	short term letting
<b>Type of Enquiry</b>	comment
<b>Message</b>	Submission attached. The Premier's Department advised that this submission should be brought to your attention.
<b>Attachments</b>	Short-term-letting-package-submission-final2.docx - <a href="#">Download File</a>
<b>I would like a response</b>	Yes
<b>I would like to receive regular updates from the NSW Government</b>	No

\*\*\*\*\*

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 4:38 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 16:36

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

john

**Last name**

bassett

**Name withheld**

No

## Info

**Email**

[bassettjohn@hotmail.com](mailto:bassettjohn@hotmail.com)

**Suburb/Town & Postcode**

2481

**Submission file**

[stra-submission.pdf](#)

**Submission**

Please find attached STRA submission

**I agree to the above statement**

Yes



---

**From:** Yvonne Smith <ms.whysmith@gmail.com>  
**Sent:** Wednesday, 11 September 2019 4:37 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Short Term Rental Accommodation Reforms  
**Attachments:** Blank 38.pages

Sent from my iPad

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 4:36 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run, council submission

Submitted on Wed, 11/09/2019 - 16:36

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Liz

**Last name**

Rankin

**Name withheld**

No

## Info

**Email**

[elizabeth.rankin@esc.nsw.gov.au](mailto:elizabeth.rankin@esc.nsw.gov.au)

**Suburb/Town & Postcode**

Moruya

**Submission**

Short-term Rental Accommodation Submission

Eurobodalla thanks the Department of Planning, Industry and Environment for the opportunity to provide comment on the short-term rental accommodation (STRA) draft code, draft amendment regulations and STRA property register. Eurobodalla Shire Council recognizes the complexity regarding the policy review and welcomes clarity for STRA in NSW.

The following points form the basis of Eurobodallas's submission, which is currently in a draft form. We will submit a completed endorsed submission by COB Wednesday 18th September. Thank you for extending the submission time

frame.

**Key Points**

- The STRA Framework and regulations should support local planning and regulatory responses which reflect the specific contexts of each community. The one size fits all approach strips away our ability to strategic plan for this important land use.
- The majority of residential zoned land in Eurobodalla is mapped bushfire prone land and a minor amount is on flood control lots, meaning that little STRA in the region will fall within the exempt or complying development criteria
- Eurobodalla supports the industry led, funded and managed property registration system and the administration and enforcement of the code of conduct.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 4:31 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 16:30

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Leo

**Last name**

Patterson Ross

**Name withheld**

No

## Info

**Email**

[leo.patterson.ross@tenantsunion.org.au](mailto:leo.patterson.ross@tenantsunion.org.au)

**Suburb/Town & Postcode**

Surry Hills 2010

**Submission**

Uploaded

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 4:30 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 16:29

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

KATRINA

**Last name**

WELCH

**Name withheld**

No

## Info

**Email**

[awsduffys@gmail.com](mailto:awsduffys@gmail.com)

**Suburb/Town & Postcode**

2535

**Submission**

To Whom It May Concern

I STRONGLY object to being told how many people I am allowed to accommodate in my house. Regardless of the fact that I choose to currently rent our property as short term rental, this is bordering on complete over-governing ie. SOCIALISM at it's best (or worst).

To OUTLAW a bunk room? Are you joking?

A maximum of 12 guests in a house that might sleep 14 or 16. HOW DARE YOU - who even thinks up these ridiculous rulings and limitations?

How have you decided that 12 guests in a house should be a maximum?

For your information, we have a large house that sleeps 14. One bedroom is a bunk room (extremely popular for children and families). Another is a HUGE upstairs room that sleeps 4 people. The remainder of the accommodation comprises of 3 bedrooms that sleep 2 people per bedroom.

Should this legislation be passed then I will seek compensation from the NSW Government for loss of earnings and loss of freedom of choice. We have voted and we live in a democratic society - how dare the NSW Government dictate how many people are allowed to occupy a house.

I would appreciate your response to my appeal.

Regards  
Katrina Welch

**I agree to the above statement**

Yes

---

**From:** Mark Tomlins <Mark.tomlins@outlook.com>  
**Sent:** Wednesday, 11 September 2019 4:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Document Annexures for my STHL submission  
**Attachments:** 04 20190713100356512\_C21543718\_upper driveway\_2.mov; 05 20190713101055878\_C21543718\_upper driveway\_2.mov

**Categories:** Rob submission 3.0, non Air BNB run, Attachment to previous sub

Dear Sir/Madame,

These documents are annexures to my submission. Due to the number and size of the documents, I am sending them in multiple e-mails.

Please note that these videos are playable on any Apple device or computer using Quicktime, and on PC's using Windows 10 Movies and Videos player. It may also be possible to play them on other operating systems.

Kind regards,  
Mark

Cheers,  
Mark

Mark Tomlins  
+61 408 626 923

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---

**From:** Mark Tomlins <Mark.tomlins@outlook.com>  
**Sent:** Wednesday, 11 September 2019 4:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Document Annexures for my STHL submission  
**Attachments:** 02 Lease Agreement.pdf; 03 RentCover-A4-Flyer.pdf; 01 MT-RWEB Property Management Contract.pdf

**Categories:** Rob submission 3.0, non Air BNB run, Attachment to previous sub

Dear Sir/Madame,

These documents are annexures to my submission. Due to the number and size of the documents, I am sending them in multiple e-mails.

Kind regards,  
Mark

Mark Tomlins  
+61 408 626 923

*This message and any attachments may contain information that is confidential and subject to legal privilege. If you have received this message in error, please destroy all copies and notify the sender immediately.*



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 4:10 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 16:10

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Ian

**Last name**

Curdie

**Name withheld**

No

## Info

**Email**

[icurdie@bigpond.com](mailto:icurdie@bigpond.com)

**Suburb/Town & Postcode**

Lavender Bay

**Submission**

My submission is a simple one. The proprietors of a strata plan, (a strata community), must be able to say how they want their strata plan to run. Democratic decisions taken by the proprietors must be allowed to stand and should these decisions be flouted by individual owners, then the decisions of the strata plan must have enforceable remedies at law. It is not the place of the government to force short term tenancies on any unwilling strata community.

thank you, Ian Curdie.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 4:07 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 16:07

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Noel

**Last name**

Honeybrook

**Name withheld**

No

## Info

**Email**

[noel.honeybrook@gmail.com](mailto:noel.honeybrook@gmail.com)

**Suburb/Town & Postcode**

Norah Head

**Submission**

Submission regarding proposed changes to legislation outlined in the Government papers:  
Short Term Rental Accommodation Businesses operating in Residential zoned areas.

Dear Sir / Madam

The recent decision of our Council to reject an application for STRA has greatly improved the amenity of our neighbourhood and I thank the Council for their decision.

The worry of STRA visitors' behaviour in not considering neighbours has gone since the Council's decision. Neighbours in the past have had to tolerate inconsiderate and badly behaved visitors, the main issue being the loud

noise until early hours of the morning. Visitors are just there to party! They have scant regard for the immediate residents.

It should not be up to residents to fix the problems. The owner can earn \$1000 per night whilst sleeping peacefully somewhere and the residents in surrounding homes of the STRA lie awake with noise.

I hope that the Central Coast Region is included in the Greater Sydney Region and therefore that the decision by Council in rejecting the STRA application is upheld.

Yours faithfully  
Noel

**I agree to the above statement**  
Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 3:52 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 15:34

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Kerry

**Last name**

Needs

**Name withheld**

No

## Info

**Email**

[kerrygovorko@hotmail.com](mailto:kerrygovorko@hotmail.com)

**Suburb/Town & Postcode**

2010

**Submission file**

[the-elan-sthl-2019-submission.docx](#)

**Submission**

The Elan  
1 Kings Cross Rd  
Darlinghurst 2010  
September 10, 2019

As Secretary of the Elan Strata Committee elected by the Owners Corporation, I write on behalf of the residents of the Elan, a residential strata plan of 275 apartments over 38 floors, with approximately 450 plus owner-occupiers and tenants.

The Elan is situated in Kings Cross Rd Darlinghurst and our by-laws for over 20 years have prohibited short term letting. The proposed changes are of great significance to our residents, presenting an unnecessary risk to our Strata Plan. STRA is not a 'minor impact' in residential strata.

As proposed, the changes to STRA essentially re-write the NSW strata housing model that has been successful for the past 60 years and open the Elan to tourist and visitor accommodation without need for planning permission or control. The proposed Code of Conduct ignores the major impact of STRA on planning issues, increased costs, security, privacy, and the ability of the Strata Committee to meet legal obligations under the NSW Strata Act. The proposals contradict the essence of NSW strata management, which requires an Owners Corporation and their Strata Committee to control strata plans.

#### Costs to Owners Corporation

A disproportionate cost will be borne by non STRA owners and the Owners Corporation in residential strata buildings with STRA operations. Concierge workload, wear and tear on lifts, gyms and other utility areas, administration and management costs will increase due to increased changeover in the numbers of residents throughout the building. In NSW, "serviced apartments" and complying "B&B" in mixed-use areas must currently meet stringent conditions for segregation of lifts and floors, and often Owners Corporation approval. STRA in NSW now does not. Unless these issues are addressed, owner/occupiers, and investors with residential tenants, will be significantly subsidising the business models of those running STRA business, while having no power to monitor the number or place of STRA within their strata building.

#### Complying Development

The proposal for short term letting to be classified as "exempt development" will turn apartment communities into quasi-hotels without any of the limitations or controls that currently exist under NSW planning law. All STRA needs to be classified as "complying development" so that Local Council is able to ensure fire safety standards are adhered to appropriately.

Fire safety in residential strata schemes must not be left to the self-regulating and fragmented industry of amateur hosts or platforms. Self-regulation poses an unacceptable risk to all strata residents, including STRA 'guests.'

It is not possible for an Owners' Corporation to know whether fire safety upgrades have been undertaken or whether the work meets the required standard, whether such work has damaged common property, or whether it interferes with the building's existing fire safety system.

Therefore, in order to ensure mandatory fire safety standards are met, all STRA in every residential Strata scheme needs to be complying, not exempt development, and why inspection must be by Local Council or a licenced certifier.

#### Un-hosted Day Limits

Allowing short term letting in the absence of existing planning restrictions, and Owners Corporation control, ignores the shared structure, legal responsibility and intrinsic nature of Strata Plans.

We do not want un-hosted STRA in residential Strata schemes. At a maximum, STRA in residential strata schemes must be capped at 60 days for the Greater Sydney Region. Under the proposed change a 'host' can apply for consent to increase the already excessive 180-day cap for a 'non-complying' development. The reduction in days allowed would help contain STRA as 'home sharing', not commercial business.

STRA in a Principal Place of Residence category allows a permanent resident in a Strata scheme to conduct un-hosted STRA for 21 days without it counting toward the cap, in addition to 180 days in a single year. This pushes the boundaries of what is a principal place of residence in a residential strata scheme, and when is sharing in essence a commercial tourist business? Volunteer Strata committees cannot monitor compliance. The assumption that a 21day stay is less intrusive or disruptive is fallacious - STRA 'guests' are not neighbours. All un-hosted STRA must count toward the maximum cap without exceptions.

## Residential Strata Schemes Register

STRA must be registered by an independent body. The planning law changes should not start without a Government run register or at least, a neutral platform that is not part of the short-term letting industry. In addition, registration for STRA in a Strata scheme with a by-law currently prohibiting STRA must be prohibited.

An enforceable obligation for Hosts to register their premises before it is listed and used for STRA purposes is essential. This should be part of the planning law criteria, so it is clear the use of unregistered premises for STRA is illegal and penalties apply. The Host must display the unique Host ID on all listings.

There must also be a legal obligation for Platforms and agents not to list an unregistered residential dwelling for STRA. Platforms must also have an obligation to share data with state and local government. All listings and other advertising must display clearly the Host's unique ID.

The Register needs to identify STRA properties, including address, location, number of rooms and days availability, reporting on days of occupation (caps), and the Host must disclose all the platforms on which the premises is listed. Local Councils must be involved in designing the system and have unimpeded access to data. The Register needs to generate a unique Host ID. The register must be easily accessible to residential Owners Corporations so that they can meet the relevant legal obligations.

Local Councils must have flexibility to set a lower cap and apply zoning restrictions to meet their strategic planning objectives.

Residential Strata schemes must have access to the Register and authority to levy charges and fees to Hosts conducting STRA.

## Questions:

What specific authority and pathway will our Owners Corporation have in regard to addressing the following issues that will arise -

Responsibility for breaches of By-laws by 'guests' and extra non-registered 'guests' or visitors in STRA

Non-compliance with fire regulations

Misuse or damage to common property

Safety and security of children and elderly who live in residential strata

The STRA changes as proposed do not allow Owners Corporations the autonomy, democratic right to self-determination, regulation or power and authority to ameliorate the financial and social burden of STRA that have been imposed upon us. Owners Corporations and their volunteer Strata Committees will no longer be able to confidently meet their legal obligations under NSW Strata law, which will damage residential strata as we know it in NSW. Our homes will no longer be ours.

Yours truly,

Kerry Needs

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 3:51 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 15:48

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Stewart

**Last name**

Dennis

**Name withheld**

No

## Info

**Email**

[sdennis1@bigpond.net.au](mailto:sdennis1@bigpond.net.au)

**Suburb/Town & Postcode**

Campbell 2612

**Submission file**

[submission-stra-s-l-dennis.docx](#)

**Submission**

Note that while we live mainly in the ACT, we do have a property in Wollongong which we list on AirBnB so we do have a stake in the new regulations and code.

In particular, we have a concern about 5.4.1 (a) for class 2 dwellings in the Fire Safety Standards. If we interpret it correctly, it means that within the apartment, the bedrooms, bathroom, and laundry which all open into an internal corridor inside the flat would need self-closing fire doors! These would be defeated by people simply propping these internal doors open because of the inconvenience of constantly having to open and close them just to walk around in the place you're living in. See further notes and comments about the other matters raised in the discussion paper which are in the attached document. By contrast, 5.4.1(b) does make sense - just having a self-closing egress door to



keep smoke within a particular apartment and out of the communal corridors - people won't keep it propped open and it will do its job.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 3:47 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission 3.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 15:45

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Adam

**Last name**

Bennett

**Name withheld**

No

## Info

**Email**

[adam.bennett@nswlrs.com.au](mailto:adam.bennett@nswlrs.com.au)

**Suburb/Town & Postcode**

Sydney 2000

**Submission file**

[nsw-lrs---short-term-rental-discussion-paper-submission---11.09.19.pdf](#)

**Submission**

NSW Land Registry Services appreciate the opportunity to make a submission on the issues raised in the 'Short-Term Rental Accommodation: A new regulatory framework' Discussion Paper.

Please find our submission attached.

We request that the signature within the attached submission be redacted from document published online for

privacy reasons.

**I agree to the above statement**

Yes

---

**From:** members@visitregionalnsw.com.au  
**Sent:** Wednesday, 11 September 2019 3:32 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** SHORT-TERM RENTAL CAP OF 12 GUESTS = ECONOMIC LOSS over \$565,200,000.00 pA for Regional NSW STRA  
**Attachments:** Support Regional NSW rentals.pptx; Support Regional NSW rentals.pdf

Please view Presentation attached and video link of hundreds and hundreds of affected homes in Regional NSW.

1. Submission:

<https://youtu.be/cElpjWZ-e08>

2. Video of about 1000 homes in Regional NSW affected by can of 12 guests

<https://youtu.be/JDKq6CKlVnw>

**SHORT-TERM RENTAL CAP OF 12 GUESTS = ECONOMIC LOSS over \$565,200,000.00 pA**

SUPPORT US. Support Regional NSW  
SCRAP the CAP  
of 12 guests for Regional NSW

Protect hundreds of Regional Families and homes

- Protect Regional Tourism
- Protect Farmers
- Protect local jobs
- SCRAP the CAP for Regional NSW

• For us:

- Unsustainable to keep our small farm
- We may need to Sell our farm
- A Loss of direct local jobs x 4
- Loss of indirect jobs in community
- Hundreds of thousands of \$ in the community lost
- Average guest size 30 with no where to stay as hotels are not an option for family reunions, schools, etc
- For REGIONAL NSW
- \$565,200,000.00 lost in the economy pA If 20 guests is an average for these >12 guest homes
- \$367,380,000.00 per year lost that's if 1000 homes affected x 13 guests (reality is many rural homes have 20-40 guests) x \$157 spend per person x 180 days of rental.
- = Loss of thousands of direct and indirect jobs affected in NSW
- = Devastation for farmers relying on tourism

---

**From:** members@visitregionalsw.com.au  
**Sent:** Wednesday, 11 September 2019 3:32 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** SHORT-TERM RENTAL CAP OF 12 GUESTS = ECONOMIC LOSS over \$565,200,000.00 pA for Regional NSW STRA  
**Attachments:** Support Regional NSW rentals.pptx; Support Regional NSW rentals.pdf  
**Categories:** Rob submission 3.0, non Air BNB run

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**SHORT-TERM RENTAL CAP OF 12 GUESTS = ECONOMIC LOSS over \$565,200,000.00 pA**

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SCRAP the CAP  
of 12 guests for Regional NSW

Protect hundreds of Regional Families and homes

- Protect Regional Tourism
- Protect Farmers
- Protect local jobs
- SCRAP the CAP for Regional NSW

• For us:

- Unsustainable to keep our small farm
- We may need to Sell our farm
- A Loss of direct local jobs x 4
- Loss of indirect jobs in community
- Hundreds of thousands of \$ in the community lost
- Average guest size 30 with no where to stay as hotels are not an option for family reunions, schools, etc
- For REGIONAL NSW
- \$565,200,000.00 lost in the economy pA If 20 guests is an average for these >12 guest homes
- \$367,380,000.00 per year lost that's if 1000 homes affected x 13 guests (reality is many rural homes have 20-40 guests) x \$157 spend per person x 180 days of rental.
- = Loss of thousands of direct and indirect jobs affected in NSW
- =- Devastation for farmers relying on tourism

---

**From:** Paul Byleveld <Paul.Byleveld@health.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 3:37 PM  
**To:** DPE PS STHL Mailbox  
**Cc:** Katrina Wall  
**Subject:** NSW Health submission on short-term rental accommodation reform

**Categories:** Rob submission 3.0, non Air BNB run

Good afternoon

NSW Health intends to make a submission on short-term rental accommodation with respect to swimming pools and private water supplies (for premises that do not have a public drinking water supply).

The submission is pending approval. I expect that we will submit tomorrow.

Please call me or email if you wish to discuss.

Kind regards Paul

**Dr Paul Byleveld PSM**

Manager Water Unit | **Environmental Health Branch** | **NSW Health**  
Locked Mail Bag 961 NORTH SYDNEY NSW 2059  
Tel. 02 9391 9835 | Fax. 02 9391 9960 | Mob. 0411 264 070 | [paul.byleveld@health.nsw.gov.au](mailto:paul.byleveld@health.nsw.gov.au)  
[www.health.nsw.gov.au/environment/water](http://www.health.nsw.gov.au/environment/water)

**Water Unit on-call 02 9391 9939 | 0491 227 423**



This message is intended for the addressee named and may contain confidential information. If you are not the intended recipient, please delete it and notify the sender.

Views expressed in this message are those of the individual sender, and are not necessarily the views of NSW Health or any of its entities.

---

**From:** Leigh Hatch <lh19@me.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Leigh Hatch  
7 Stanley Ave  
Mosman, Nsw 2088



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 3:24 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 15:23

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

STUART

**Last name**

RILEY

**Name withheld**

No

## Info

**Email**

[STUBOYRILEY@GMAIL.COM](mailto:STUBOYRILEY@GMAIL.COM)

**Suburb/Town & Postcode**

1/31 Kennealy St Surrey Hills Vic

**Submission**

Re; Proposed changes to STRA is Brunswick Heads & Byron Shire NSW

My wife and i currently own a flat in Brunswick Heads which we use regularly when we are visiting, the rest of the time we Holiday Let our flat.

We do this to offset some of the costs associated and to make it easier for us to spend time in the shire that we love, We have the flat managed by a local agent and we adhere to all regulations currently in place by council and the body corporate.

It is a flat in a block surrounded by permanent tenants so we are very sensitive to the fact that our neighbors do not want to be disturbed by noise or anything else associated with having guests in our flat, we have very strict rules regarding noise and behavior and as a result we do not have complaints.

With regards the new changes to the STRA,

Firstly we would not be able to absorb any further costs, we are not making a profit to start with and any further cost involved in having our flat as a holiday rental would simply have us cease us running it as a holiday rental; i.e we

would pull it from the holiday market;

The same would apply to having more administrative work involved in running the holiday rental; this would simply have us cease us running it as a holiday rental; i.e we would pull it from the holiday market;

We know that our tenants service the eateries, shops and general business in Brunswick Heads & Byron Shire, if we stop allowing visitors this will no doubt have a reduced effect on local business,

My wife and i are active in two body corporates in the shire as well as the Brunswick chamber of commerce, we speak with locals constantly and we know that our thoughts on this are reflected by everyone we have discussed STRA with,i.e everyone we know that is currently running a STRA at present have said that they would cease doing so is the new regulations come into effect, is simply wouldn't be worth the effort. In our case it would be easier to leave the flat vacant while we arent in town. As i said we are not doing it for the money and if the Byron Shire think that holiday letting is a big money spinner for the owners then they had better do a bit more research, because it isn't.

Kind regards

Stuart Riley

**I agree to the above statement**

Yes

---

**From:** Scott Bennett <scottbennett60@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Scott Bennett  
23 College St  
Drummoyne, Nsw 2047

---

**From:** JOSEPH MERHI <jm@alwayssynergy.com.au>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it makes it more affordable to pay our mortgage and it helps promote this beautiful location as a tourist destination as well as support the local businesses.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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#### STRA Property Register

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## Code of Conduct

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Thank you for reading my submission.

Regards,  
JOSEPH MERHI  
7 Wyuna Ave  
The Entrance North, Nsw 2261

---

**From:** Karl Edlinger <karl.edlinger@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** rob submission 2.0, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

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Thank you for reading my submission.

Regards,  
Karl Edlinger  
12 Lake Entrance Rd  
Warilla, Nsw 2528



---

**From:** Karl Edlinger <karl.edlinger@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Karl Edlinger  
12 Lake Entrance Rd  
Warilla, Nsw 2528

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 3:22 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** rob submission 2.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 15:21

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Regional

**Last name**

NSW

**Name withheld**

Yes

## Info

**Email**

[members@visitregionalnsw.com.au](mailto:members@visitregionalnsw.com.au)

**Suburb/Town & Postcode**

Queanbeyan 2620

**Submission file**

[support-regional-nsw-rentals\\_0.pptx](#)

**Submission**

Please view Presentation attached and video link of hundreds and hundreds of affected homes in Regional NSW.

1. Submission:

<https://youtu.be/cE1pjWZ-eO8>

2. Video of about 1000 homes in Regional NSW affected by can of 12 guests

<https://youtu.be/JDKq6CKIVnw>

SUPPORT US. Support Regional NSW  
SCRAP the CAP  
of 12 guests for Regional NSW

Protect hundreds of Regional Families and homes

- Protect Regional Tourism
- Protect Farmers
- Protect local jobs
- SCRAP the CAP for Regional NSW

SHORT-TERM RENTAL CAP OF 12 GUESTS

= ECONOMIC LOSS over

\$565,200,000.00 pA

- For us:
  - Unsustainable to keep our small farm
  - We may need to Sell our farm
  - A Loss of direct local jobs x 4
  - Loss of indirect jobs in community
  - Hundreds of thousands of \$ in the community lost
  - Average guest size 30 with no where to stay as hotels are not an option for family reunions, schools, etc
- For REGIONAL NSW
- \$565,200,000.00 lost in the economy pA If 20 guests is an average for these >12 guest homes
- \$367,380,000.00 per year lost that's if 1000 homes affected x 13 guests (reality is many rural homes have 20-40 guests) x \$157 spend per person x 180 days of rental.
- = Loss of thousands of direct and indirect jobs affected in NSW
- =- Devastation for farmers relying on tourism

**I agree to the above statement**

Yes

---

**From:** Ian Slater <ian.slater@asia.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** [SUSPICIOUS MESSAGE] Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** rob submission 2.0, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Specifically, I want to comment on the following:

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Thank you for reading my submission.

Regards,  
Ian Slater  
18 Jessie St  
Westmead, Nsw 2145

---

**From:** Kerryl Davie <kdavie63@iinet.net.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Kerryl Davie  
3 Reid St  
Tomakin, Nsw 2537



---

**From:** Susan Bennett <susan@totalwhssolutions.com.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism. I always provide information of local tourist destinations and have return visitors who really enjoy the beautiful area in which I live.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Susan Bennett  
85 Castlereagh Hwy  
Capertee, Nsw 2846

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 3:20 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** rob submission 2.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 15:18

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

John

**Last name**

Mark

**Name withheld**

No

## Info

**Email**

[markfamily@aapt.net.au](mailto:markfamily@aapt.net.au)

**Suburb/Town & Postcode**

Bardon 4065

**Submission file**

[stra-code-of-conduct-and-registration-feedback.pdf](#)

**Submission**

I have made my submission in the attached submission file.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 3:14 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** rob submission 2.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 15:13

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Kathy

**Last name**

Frame

**Name withheld**

No

## Info

**Email**

[kframe1410@gmail.com](mailto:kframe1410@gmail.com)

**Suburb/Town & Postcode**

2481

**Submission**

I would like to voice my opinion on the growing number of air b&b in the shire. I feel this increase in holiday accomodation, mostly situated in suburban areas, is an intrusion on the daily lives of the ratepaying residents of Byron Shire in many ways. The additional noise, the irregular hours, the parking issues, the increased burden of the use of facilities, predominantly water use for our shire are just a few of the reasons against the existance of air b&b.

**I agree to the above statement**

Yes

---

**From:** Stephen Cullen <steve.cullen@mail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** [SUSPICIOUS MESSAGE] Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** rob submission 2.0, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Regards,  
Stephen Cullen  
20 Betty Anne Pl  
Mardi, Nsw 2259

---

**From:** Zatta SLM <zattaslm@mail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** [SUSPICIOUS MESSAGE] Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Zatta SLM  
SYDNEY  
Sydney, Nsw 2000



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 3:01 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** rob submission 2.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 15:00

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Phillip

**Last name**

Meehan

**Name withheld**

No

## Info

**Email**

[psmeehan@bigpond.com](mailto:psmeehan@bigpond.com)

**Suburb/Town & Postcode**

East Ballina 2478

**Submission**

My wife and I currently host STRA in a 'granny flat' apartment which is part of our detached house. We are always present as hosts and the income is vital to our retirement income stream. We receive wonderful reviews from guests and our neighbours are supportive as no inconvenience ever occurs to them.

I support all aspects of the proposed plans. Safety and appropriate regulations are supportive of hosts, guests and neighbours.

It is important that the benefit of STRA to the economy of local communities and the state is recognised and valued. The structure of 'holiday and travel' accommodation has changed dramatically since on-line platforms came into being. There is now a much greater volume and diversity of accommodation and it has led to a huge increase in

traveller numbers across the state. Quite simply, traditional accommodation providers cannot alone provide the volume and diversity of accommodation that is being taken up by today's travellers.

It is important that the provisions for 'hosted' STRA remain as currently stated; Exempt development for 365 days per year. There should be no move to allow Councils to seek a lower number of days, as is the case for non-hosted STRA.

While there are some complaints about STRA, the vast majority occur without inconvenience to others. This must be recognised in the big picture.

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 3:00 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** rob submission 2.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 15:00

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Robyn

**Last name**

Winter-Blick

**Name withheld**

No

## Info

**Email**

[robbiewinterblick@gmail.com](mailto:robbiewinterblick@gmail.com)

**Suburb/Town & Postcode**

Byron Bay 2481

**Submission**

To whom it may concern

I live in Byron Bay and in the last 10 years, I have watched neighbourhoods become fragmented by more and more Airbnb and other private holiday rentals. The street in which I live has now - between numbers 1 – 20, approximately half those properties given over to holiday lets. 1 owner now has at least eight homes within the town with 2 more infill blocks in the process of being built for holiday let.

We have had to put up with drunken behaviour, increased traffic, loud music, overflowing rubbish and even bucks parties with a stripper. One place opposite can generate \$10,000 per week in a peak period in summer.

The latest data from Inside Air BnB shows that Air BnB properties in Byron shire have jumped from 1,172 in 2016 to 3,306 in August this year. Of those, 1,331 listings for an entire home/apt are listed by 359 landlords only - evidence of multiple landlords with multiple properties.

Byron Bay has to cater for 2 million tourists annually and these holiday let houses pay no commercial rates as do the traditional motels, hotels and other registered resorts who have to pay commercial rates as they are businesses. This new gig economy is entirely unfair for businesses that have been operating in the traditional way and providing for tourists. These owners make enormous profits by having their houses available all year round while residents are unfairly disadvantaged by the constant coming and going of holiday makers in residential zones.

Byron Bay is drowning in tourism and the sense of community is more and more fragmented by the large influx of holidaymakers and tourists from regional areas and overseas visitors.

We want to keep a sense of community and a sense of Neighbourhood within our streets as this gives a sense of belonging. These holiday makers have no investment in our town other than pleasure and taking what they can, while we have to put up with no ability to raise funds for infrastructure and the damage that they do in the process of seeking pleasure and enjoyment. They're not interested in contributing to the community which prides itself on the many innovative alternative sustainable ways in which we can protect the planet.

For this reason it is imperative in Byron Bay, due to its unique situation and location, that there is a 90-day cap on any holiday house that is not owner occupied, so that people who want to have long term rentals and a place to live take precedence over short term financial gain, and often greed, by many of these absent landlords. There is also a large number of vacant homes in Byron Bay that are investment properties, owned by people that do not live here, and further restrict long term rental homes. There are many families who have had to leave this area because of the inflated rental prices due to Byron Bay being a much sought destination on the world map.

Please give our small town a chance for a cohesive community that is not fragmented and fractured by profit and greed of the many who choose to game the system. There must be legislation and a 90-day limit, and for all these owners to be registered and pay commercial rates, just as the other traditional holiday places do.

Yours sincerely

Robyn Winter Blick

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 2:57 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** rob submission 2.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 14:56

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Graham

**Last name**

McLean

**Name withheld**

No

## Info

**Email**

[gmclean59@gmail.com](mailto:gmclean59@gmail.com)

**Suburb/Town & Postcode**

North Wollongong 2500

**Submission**

I rely on partial income from STRA to supplement my meagre Self Funded retirement.

Any significant changes or additional requirements, which I can scarcely afford, would be a great burden on my financial situation and means of staying alive.

**I agree to the above statement**

Yes

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**From:** Kathryn Stephenson <katie\_easyliving@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Kathryn Stephenson  
35 Narrung Pl  
Oxley Island, Nsw 2430

---

**From:** Juda COHEN-HALLALEH <rabbiylcohen@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

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Thank you for reading my submission.

Regards,  
Juda COHEN-HALLALEH  
1-15 Fontenoy Rd  
Macquarie Park, Nsw 2113

---

**From:** Pia Dollmann <cicadas@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I want to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it allows me to share my weekender with interesting travellers.

The Airbnb host community provides important economic opportunities in regional Australia and help us pay the mortgage and the bills. As a host I can add to the tourism experience with my local knowledge and personal expertise of my local environment and community. This boosts local small businesses from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

I oppose the requirement for costly complying development permits. This will make hosting so much more difficult and the red tape will be discouraging for many hosts, and so reduce the tourism experience to the usual same/same that is so uninspiring. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. These proposed permits will end up making holidays across NSW more expensive, encouraging tourists to holiday overseas instead.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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#### STRA Property Register

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Pia Dollmann  
Pilot St  
Urunga, Nsw 2455

---

**From:** Timothy Say <timothysay@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb to supplement my retirement income.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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#### Environmental Planning and Assessment (STRA) Regulation 2019

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Timothy Say  
149A Moss Vale Rd  
Kangaroo Valley, Nsw 2577

---

**From:** Paul Baker <deauzie@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host, I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because there is no suitable wheelchair accommodation that supplies equipment for the disabled in western Sydney.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Paul Baker  
32 Gilmour St  
Colyton, Nsw 2760

---

**From:** Justine Cruise <sjcruise82@cloud.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Justine Cruise  
14 Seabreeze Cl  
Anna Bay, Nsw 2316

---

**From:** Rosemary mcduie <rosiemcduie@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Rosemary mcduie  
35 Pages River Rd  
Murrurundi, Nsw 2338

---

**From:** Rudi Gattari <rudi\_gattari@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Rudi Gattari  
51 Fern St  
Gerringong, Nsw 2534

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**From:** Julie de Rooy <juliederoy@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

My husband and I host Airbnb by sharing our small home in Nth NSW rural area of Kyogle. We have two guests max at a time and we do not make a large profit. We started this after becoming made redundant at year ago. Now in our 50s, it's difficult to find alternative work, especially in regional NSW. The income from Airbnb helps us enormously but it is very modest. It effectively helps us to pay our mortgage and council rates. We also recommend guests to patronise our favourite cafes, restaurants and shops so small businesses get a boost from local tourism. This is especially important in a struggling country town such as Kyogle which has a diminishing population.

We are deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for us to share my home.

We understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally we support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, we want to comment on the following:

#### STRA State Environmental Planning Policy

We oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

We oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if our house is approved to be safe for us to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

Our property already complies with these requirements. We take occupational health and safety regulations and obligations very seriously and we have an Operations Policy and Environmental Management plan having contemplated emergency situations which deal with evacuations and guest education.

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no

registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework. This does directly impact on us but I understand it is difficult for other Airbnb hosts.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Julie de Rooy  
997 Homeleigh Rd  
Upper Horseshoe Creek, Nsw 2474

---

**From:** Maya Gazzard <mgazzard@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it helps to pay my mortgage.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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#### STRA Property Register

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or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Maya Gazzard  
520 New Canterbury Rd  
Dulwich Hill, Nsw 2203

---

**From:** Henk Berkhemer <henk\_berkhemer@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we love sharing our home when we are working on weekends or are away on holidays.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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#### Code of Conduct

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Henk Berkhemer  
22 Carolina Park Rd  
Avoca Beach, Nsw 2251

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**From:** Terry Sutherland <terry.sutherland@ymail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because We enjoy meeting people and assisting in boosting the local economy and to add a little income stream as we approach retirement

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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#### Environmental Planning and Assessment (STRA) Regulation 2019

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and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Terry Sutherland  
47 Pioneer Dr  
Forster, Nsw 2428

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**From:** Renato Roccon <renrocks@iprimus.com.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I have a spare room, it brings in a small amount of extra income and I enjoy meeting the guests.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Renato Roccon  
575-579 Great N Rd  
Abbotsford, Nsw 2046

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**From:** Janice Morrell <janice3morrell@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Janice Morrell  
8 Lurline St  
Wentworth Falls, Nsw 2782

---

**From:** Nicole Valmont <nvalmont@kpmg.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I need to supplement my income, and I pay taxes on my earnings.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Nicole Valmont  
50 Shirley Rd  
Wollstonecraft, Nsw 2065

---

**From:** Grant Molloy <dairypark@dairypark.com.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Grant Molloy  
30 Hilton Ln  
Mandurama, Nsw 2792

---

**From:** Wayne Taskis <waynetaskis@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Wayne Taskis  
309 Macauley St  
South Albury, Nsw 2640

---

**From:** Narelle Smith <narellemsmith@iprimus.com.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.



## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Narelle Smith  
17 Blue Gum Ave  
Sandy Beach, Nsw 2456

---

**From:** Michael touma <toumamp@bigpond.net.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I am a self funded retiree and rely heavily on holiday rental income at our holiday house in Copacabana to cover outgoings and general living expenses

The Airbnb host community depends on hosting as an economic lifeline to help us pay the the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Michael touma  
14 Garnet St  
Killara, Nsw 2071

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**From:** Helen Gooden <hmg@iinet.net.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I enjoy meeting people and sharing our beautiful local area. As I am now retired, it supplements my income and allows me to manage the upkeep of my house. It keeps me active and engaged and prevents loneliness. I feel proud that I am bringing tourist dollars into our community. I have visitors from all over Australia and overseas, friends and families getting together.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Helen Gooden  
1 Holden Ave  
Kiama, Nsw 2533

---

**From:** John Peterson <djkiewa@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
John Peterson  
3 Kiewa Cl  
Bayview, Nsw 2104

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**From:** Peili guan <guanpl@cba.com.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Peili guan  
102 Boyce Rd  
Maroubra, Nsw 2035

---

**From:** Matt Houweling <matt.houweling@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because, the cost of living makes it a challenge for me to afford a property and get ahead. I enjoy the ability to host people from different walks of life, cultures and nationalities. It has opened my eyes up to cultural diversities and acceptance. Some of the conversations that I have had with guests, and the views I now hold were different from that formed in the media.

For me leaving Airbnb the way it is, is about giving an opportunity for individuals to make ends meet and increase social acceptance of cultural differences.

Thank you for reading my submission.

Regards,  
Matt Houweling  
36 Bellevue St  
North Parramatta, Nsw 2151

---

**From:** Grace Mathers <marcia@marciagracedesign.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Grace Mathers  
77 Hargraves St  
Blackheath, Nsw 2785

---

**From:** Pauline Kidson <pkidson@myune.edu.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

As an older woman I depend on my occasional guest to help cover the cost of living. Since I have become an AIRBNB host I have managed to pay my rates. Before hosting I was in debt to the council with no hope of repayment. I offer a valuable service to my guests both local and overseas. I have the opportunity of working in my own home to help the economy both locally and Australia wide. I cannot afford costly changes to my home. AIRBNB gives me dignity and the ability to survive. Without it I might be another homeless older woman. I also offer low cost accommodation to other older women who visit my area. This is an important social consideration. As a home owner I have few guests per month, perhaps as little as seven nights, but my value to my local community is significant. If you disrupt this valuable service you will cause much harm to people like me with few options for income that makes living possible.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Pauline Kidson  
4 Park St  
Mount Druitt, Nsw 2770

---

**From:** Ree Daly <dalybusiness@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Ree Daly  
22 Ocean View Ave  
Merimbula, Nsw 2548



---

**From:** Mary Mcauley <marykmcauley1958@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Mary Mcauley  
11 Commerce Dr  
Lake Illawarra, Nsw 2528

---

**From:** Jing Qiao <qiaojingsky@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

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Thank you for reading my submission.

Regards,  
Jing Qiao  
5 Nipper Street  
Homebush, Nsw 2140

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**From:** Philip Martin <philmartin\_2000@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
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**Categories:** emailed to DCS, Dom submission, Air BNB run

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Regards,  
Philip Martin  
101 Boundary Creek Rd  
East Wardell, Nsw 2477

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**From:** Suzie singleton <suziesingi@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
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Regards,  
Suzie singleton  
22 Murri St  
Blackheath, Nsw 2785



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**From:** Roy robertson <micheleroy@bigpond.com>  
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My vote will be influenced by the a above.

Thank you for reading my submission.

Regards,

Roy robertson

999 Burrinjuck Rd

Woolgarlo, Nsw 2582

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**From:** Hannah Harris <hannmao4@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Regards,  
Hannah Harris  
354 The Park Dr  
Sanctuary Point, Nsw 2540

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**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
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Regards,  
mark ng  
98 Pacific St  
Tathra, Nsw 2550

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**From:** Lee Johnson <lee.johnson@iinet.net.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
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99 Corrimal St  
Wollongong, Nsw 2500



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Thomas Southwell  
135 Burri Rd  
Malua Bay, Nsw 2536

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Nicola Dixon  
187 Seal Rocks Rd  
Bungwahl, Nsw 2423

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I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Rupert Lotz  
161 New South Head Rd  
Edgecliff, Nsw 2027

---

**From:** Zoe Oldfield <zoeoldfield@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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Thank you for reading my submission.

Regards,  
Zoe Oldfield  
46 Fairscene Cres  
Avoca Beach, Nsw 2251



---

**From:** Kara Walker <kara@ententeagency.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Kara Walker  
28 Amaroo Dr  
Smiths Lake, Nsw 2428

---

**From:** Juliana Egan <duffity01@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I'm unemployed over 57 and have been looking for a job for four years. I have applied for at least 50 jobs. It seems no one wants to employ anyone in the late fifties. I have studied to keep my skills up to date over the last 15 years to keep me relevant for today's job market.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Juliana Egan  
14 Wilga St  
Bondi, Nsw 2026

---

**From:** Jane Geyle <coora1462@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I enjoy providing a beautiful homely space for visitors to enjoy.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Jane Geyle  
36-38 Jarrett St  
Coffs Harbour, Nsw 2450

---

**From:** Phillip Walker <kimboandphil@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Phillip Walker  
3 Barclay St  
Gerringong, Nsw 2534



---

**From:** Ilya Shirsho <ilya.shirshov@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Regards,  
Ilya Shirsho  
1 Brodie Spark Dr  
Wolli Creek, Nsw 2205

---

**From:** Mark Rubiolo <mark@bubblingwithenergy.com.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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I operate three properties on short term rental and we have had an amazing time with guests staying. All have been respectful with no issues. We are selective in who we let stay. To seek regulation as strict as what is proposed is absurd. It's costly, time consuming and imply makes it hard for anyone to make any income in this state.

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Thank you for reading my submission.

Regards,  
Mark Rubiolo  
52 Regent St  
Chippendale, Nsw 2008

---

**From:** Marion Thwaites <maz\_thwaites@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Marion Thwaites  
3-7 Glasgow St  
Suffolk Park, Nsw 2481

---

**From:** James Avramides <james.avramides@lendi.com.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
James Avramides  
13 Zara Rd  
Willoughby, Nsw 2068



---

**From:** Nadine Pruckner <nadine\_pruckner@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb to be able to afford our mortgage and stay in the suburb my husband grew up in.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Nadine Pruckner  
2 Avon Rd  
Dee Why, Nsw 2099

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**From:** Trevor Walter <trevorwalter@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I want to give people from either Australia or overseas visitors, a very positive and wonderful holiday experience in the city of Coffs Harbour & and surrounding areas.

I really enjoy hosting guests in my home and providing lots of information & recommendations on the attractions, both natural and commercial, for them to enjoy and impacts positively for both my guests and the community as a whole.

I believe I provide an accommodation experience for my guests that is unique in a very positive way, offering home style accommodation is vastly different than staying in a motel, resort, caravan park or the like.

I place a very high priority on educating my guests on safety regulations applicable to my building and the absolute highest importance on that and also the compliance with local laws, regulations etc to ensure it is a safe and happy experience for both them, myself and neighbours.

I have had nothing but glowing reviews and feedback from my guests about their holiday experience and activities they enjoyed and this has generated repeat visits with only positive results for all concerned including the local economy.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Trevor Walter  
123 Park Beach Rd  
Coffs Harbour, Nsw 2450

---

**From:** Kaylyn Welsh <kwelsh@iinet.net.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Kaylyn Welsh  
4 Batehaven Rd  
Batehaven, Nsw 2536

---

**From:** Laybutt Stanley <laybuttd@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it provides an essential component to my family's income and ability to provide for my retirement. My Airbnb Property is a key asset in my SMSF and would have to be sold if I am not able to Airbnb under the current system - at a likely loss. My Airbnb also provides a retirement income to me retired neighbours who are caretakers and manage my property, the income they have earned has enabled them to pay off a financially destructive reverse mortgage they had taken against their home and now provides with enough money to afford regular holidays and the retirement lifestyle they have always wanted. Your decision to change rules will destroy their ability to supplement their self-funded retirement income.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Laybutt Stanley  
26 Ocean Dr  
Safety Beach, Nsw 2456



---

**From:** Matthew Brew <matthewbrew@hotmail.co.uk>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I am trying to pay off my mortgage faster and would also like some extra income when I retire.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Matthew Brew  
32 Victoria Ave  
Concord West, Nsw 2138

---

**From:** Janiece Elton <fannyadamsjrp@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Janiece Elton  
6 Island View St  
Emerald Beach, Nsw 2456

---

**From:** Katrina Bradley <katrina\_bradley@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Regards,  
Katrina Bradley  
15 Thompsons Rd  
Pokolbin, Nsw 2320

---

**From:** Ziona Russell <thechaletchb@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Regards,  
Ziona Russell  
Silkstone Boulevard  
Catherine Hill Bay, Nsw 2281



---

**From:** Sheree waks <waksy1@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
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Regards,  
Sheree waks  
136 Louisa Rd  
Birchgrove, Nsw 2041

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The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Sheree waks  
136 Louisa Rd  
Birchgrove, Nsw 2041

---

**From:** Tobias Cunningham <tobiasjamescunningham@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Regards,  
Tobias Cunningham  
117D MacLeay St  
Potts Point, Nsw 2011

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**From:** Terry Phelps <cadattack01@gmail.com>  
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**To:** DPE PS STHL Mailbox  
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Regards,  
Terry Phelps  
4 Dixon St  
Hamilton, Nsw 2303



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**From:** Lindsay Pyne <pynewood@dodo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
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Regards,  
Lindsay Pyne  
2214 Wollombi Rd  
Sweetmans Creek, Nsw 2325

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**From:** Rachel Jackson <rachelandandrew@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Regards,  
Rachel Jackson  
12 Frolic St  
Gerringong, Nsw 2534

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**From:** Trenton Jamieson <trentonjamieson@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
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Regards,

Trenton Jamieson

1 Beach Ave

South Golden Beach, Nsw 2483

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**From:** Roslynn Scheuch <ros.scheuch@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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194 Blaxland Rd  
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Regards,  
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24 Bingar St  
Yenda, Nsw 2681

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**From:** Sonia Repin <sonia@lovebombdesigns.com.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
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Regards,  
Sonia Repin  
82 Bridge St  
Uralla, Nsw 2358

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**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
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## Code of Conduct

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Thank you for reading my submission.

Regards,  
Kathryn Fleming  
17-37 Lawrence St  
Alexandria, Nsw 2015

---

**From:** Jay Novak <jaynovak@internode.on.net>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I am a senior citizen who does not draw benefits. I am able to support myself from the income derived from Airbnb, hosting within my home. Not only do I derive an income but the experience adds to the quality of my life, introducing a wide range of people to my life. The World comes to me.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

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Thank you for reading my submission.

Regards,  
Jay Novak  
225 Wilson St  
Newtown, Nsw 2042



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**From:** Phillip mason <phillip.mason@ami-media.net>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Regards,  
Phillip mason  
20B Derby St  
Vaucluse, Nsw 2030

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**From:** Kim Mak <kim.featherandnest@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Kim Mak  
40 Springvale Lane bega  
Bega, Nsw 2550

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**From:** Marc Everingham <marcaeveringham@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Regards,  
Marc Everingham  
58 Basil Rd  
Nimbin, Nsw 2480

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**From:** Petra Hilsen <petrahilsen@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I love hosting and sharing my home with national and international guests. I like to bring people to Newcastle. Home sharing as in Bed and breakfast has been around forever.

The Airbnb host community depends on hosting as an economic lifeline to help me pay the bills. At my age I struggle to get a job in Newcastle. I also recommend my favourite cafes, galleries, museums, restaurants and shops so small businesses get a boost from local tourism.

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Regards,  
Petra Hilsen  
1 Beach St  
Newcastle East, Nsw 2300



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**From:** Timothy Rich <timothy-rich@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Timothy Rich  
16 Parklands Ave  
Port Macquarie, Nsw 2444

---

**From:** Matthew Doolan <mattdoolan3@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
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9 Preo Pl  
Tathra, Nsw 2550

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**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
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Reuben Manzart-Simmons  
13 Jardine Ct  
Ocean Shores, Nsw 2483

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**From:** Sineva Hill <sinevahill@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
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**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Sineva Hill  
14 Coral Vale Drive  
Wongawilli, Nsw 2530



---

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**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
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Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

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Thank you for reading my submission.

Regards,  
Neil Barron  
28 Rudder St  
South West Rocks, Nsw 2431

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**From:** Yvette Kaleel <ykmkmedia@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Yvette Kaleel  
30 Stephen Rd  
Botany, Nsw 2019

---

**From:** Janniene McDonald <jannienemc@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Janniene McDonald  
Po Box 290 Dorrigo  
Dorrigo, Nsw 2453

---

**From:** Toni Collins <desinetonics@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because of the scarcity of jobs in the area, it helps me to stay in my own home, Airbnb is efficient & has great customer service and this is the best job I've ever had in ByronBay. I also pay locals to help me as the need arises, refer my guests to local businesses and look after my neighbours by having strict house rules, a high bond and Being very fussy about the attitude of my guests & adherence to house rules

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Toni Collins  
47 Shirley Ln  
Byron Bay, Nsw 2481



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**From:** Sandra Yoon <sandrayoon@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I love being able to share our beautiful home with those who are visiting our area.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Regards,  
Sandra Yoon  
14 Ivey St  
Lindfield, Nsw 2070

---

**From:** Keith Rodger <rodgerk43@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Keith Rodger  
14 Gibbons St  
Oatlands, Nsw 2117

---

**From:** Wayne STURLEY <ws2048t@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Regards,  
Wayne STURLEY  
41 Seagrass Ave  
Vincentia, Nsw 2540

---

**From:** Hann Evans <peterevans1306@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Hann Evans  
55 Susan St  
Auburn, Nsw 2144



---

**From:** Melissa Heath <melissa\_heath@icloud.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Melissa Heath  
4 John St  
Queens Park, Nsw 2022

---

**From:** Margaret Fitzgerald <mmff13@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I'm a teacher who likes to travel and it works very well to host in the holidays while we're away.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage, superannuation and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no

registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Margaret Fitzgerald  
16 Bona Vista Ave  
Maroubra, Nsw 2035

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**From:** Neil Crawford <nnncrawford2@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

We host on Airbnb because it enables us to earn a small amount of income to help up in our retirement. We don't receive the aged pension or any other rebates or assistance. We are self funded retirees and just want to add to our income. With low interest rates etc we continue to struggle to fund a way to have an income that meets our basic needs

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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Thank you for reading my submission.

Regards,  
Neil Crawford  
27 French St  
Temora, Nsw 2666

---

**From:** Nathan Burgess <nafe\_54@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Nathan Burgess  
227 Cabbage Tree Rd  
Grose Vale, Nsw 2753



---

**From:** Nancy Coster <nancycoster@outlook.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I enjoy meeting people and it increases visitors to the country and it's my home and my choice who stays in my home just as it's your choice to have visitors in your home. After all you can have visitors who stay in your home and you can receive gifts for payments no one would know about. We are being open and honest and providing much needed places for people to stay and visit australia

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Nancy Coster  
28 Rosemead Rd  
Hornsby, Nsw 2077

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**From:** yann dhulst <yann.dhulst@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
yann dhulst  
106 Curlewis St  
Bondi Beach, Nsw 2026

---

**From:** Sean OBrien <sean@lindsea.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I need to supplement my income.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Sean OBrien  
19 Cove Ave  
Manly, Nsw 2095

---

**From:** Robyn Barnes <robynshaun@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Robyn Barnes  
21 Bandalong St  
Hillvue, Nsw 2340



---

**From:** Peck How <peckles.h@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Peck How  
953 Sylvania Ave  
North Albury, Nsw 2640

---

**From:** Jean McDonald <jeaniemarymcdonald@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I want to provide my feedback on the Government's proposed regulations.

I host on Airbnb for the following reasons:

1. As retirees it provides just enough income to prevent us from having to go on the government pension.
2. There are no hotels or motels in our immediate area and we provide accommodation for a local tertiary institution, local wedding venues, our immediate community and for overseas visitors who wish to be central to the Central Coast, the Watagans, various beaches, Lake Macquarie, the Hunter and Newcastle.
4. People travelling from either north or south from centres such as Brisbane/Melbourne/Canberra/Woollongong etc like to have a stop-over mid-way in the country rather than the city and choose our location as a half way spot and perhaps because it is more affordable.
3. As retirees it also serves us as a hobby as we enjoy interaction with travellers and love to show, and tell them, what is available in our area.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Jean McDonald  
10 Harmon Dr  
Cooranbong, Nsw 2265

---

**From:** Poppy Langlands <poppydaveliam@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Poppy Langlands  
440 Wilson St  
Albury, Nsw 2640

---

**From:** Holim song <horimsong@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

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Thank you for reading my submission.

Regards,  
Holim song  
6-8 The Crescent  
Homebush, Nsw 2140



---

**From:** Karen Copeland <alburywodongaluxuryhomes@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Karen Copeland  
30 Mace Ct  
Glenroy, Nsw 2640

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**From:** Lisa Mare <lisamare87@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Lisa Mare  
79 New Line Rd  
Cherrybrook, Nsw 2126

---

**From:** Paige Sinclair <paigesinclair@me.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I am retired and I do not draw a pension from the government. The income I receive is my major source of revenue, without this opportunity I would be in a dire financial position.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Paige Sinclair  
4 Jean St  
Coffs Harbour, Nsw 2450

---

**From:** Vincent grellier <vincent.grellier@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it helps me support my living in a community where employment is a problem and I have space when my kids are not in my care.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Regards,  
Vincent grellier  
43 Howard St  
Coffs Harbour, Nsw 2450



---

**From:** Steven Linhart <stevenlinhart@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Steven Linhart  
150 Blackmans Creek Rd  
Hartley, Nsw 2790

---

**From:** Shannon Wood <shannon@portmacquariefn.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Shannon Wood  
8 Gordon St  
Port Macquarie, Nsw 2444

---

**From:** KIRSTEN ACKLAND <kirstenackland@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Regards,  
KIRSTEN ACKLAND  
541 Federal Dr  
Federal, Nsw 2480

---

**From:** Linda O'Neill <linda.oneill2@optusnet.com.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it gives me employment at age 68 there are not many employment areas for me. I am working from home. I do not have to travel

The Airbnb host community depends on hosting as an economic lifeline to help us pay the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Linda O'Neill  
9 Bedford Pl  
Burradoo, Nsw 2576



---

**From:** Helen Dunkerley <helen.dunkerley@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I am a mainly self funded retiree and the income helps me pay bills. This income enables me to NOT be a burden on the public purse.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Helen Dunkerley  
33 Griffiths St  
Charlestown, Nsw 2290

---

**From:** Katharina Keil <kat.c.keil@icloud.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because as a freelancer it helps me pay my bills when I'm not on a production.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Katharina Keil  
199 Regent St  
Redfern, Nsw 2016

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**From:** Jennifer Richter <jenrr@y7mail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, non Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because... at 61 yrs I lost my job and have not been able to get another. Hosting guests in my home has been a godsend for me. I am also unable to receive any government assistance as I have a couple of rental properties which pay for themselves i.e. the rent I receive pays mortgage therefore am not eligible for the newstart payment, without Airbnb I would be literally up the creek without paddle. Apart from the financial rewards of airbnb'ing my home, I get a social benefits. Living alone, without the social engagement of a workplace each day, I love the interactions I have with of my guests who are from diverse nationalities, ages, and life stages. Apart from the above, I am expressing my creativity styling my home (spending in local businesses and have honed my housekeeping skills to perfection

Regards,  
Jennifer Richter  
4 Benjamin St  
Geneva, Nsw 2474

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**From:** Julee Manley <juleemanley@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism. I feel this is especially important in our regional and country communities that are severely effected By drought and economic downturn. For farming communities this provides an option for diversifying their income in tough times from using their homes and local knowledge to provide a local insight to enhance travel experiences for both domestic and overseas travelers. It also provides a social and emotional support system for both travelers and those struggling with the devastation of the drought.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home and will be detrimental to communities and individuals that benefit socially, economically and emotionally from these accomodation options.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Julee Manley  
31 View St  
Gunnedah, Nsw 2380

---

**From:** Stevey Arena <stevey\_murphy@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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Thank you for reading my submission.

Regards,  
Stevey Arena  
Edwards Rd  
Richmond Lowlands, Nsw 2753

---

**From:** Marlyn OConnor <marichy5@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Marlyn OConnor  
12 Hurricane Dr  
Raby, Nsw 2566

---

**From:** Michelle Brunton <m.brunton@outlook.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it provides a safer way to sublet my apartment where I'm covered by insurance and visitors are properly vetted. Rather than going through sites like Gumtree which are saturated and make it difficult to know who you are hosting.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Michelle Brunton  
Margaret St  
Fairlight, Nsw 2094

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**From:** Jacqui Brady <jacqui\_bc@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Jacqui Brady  
MacLeay St  
Sydney, Nsw 2011

---

**From:** Phillip Terry <phill@figtreebend.com.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Phillip Terry  
584 Bruxner Hwy  
South Gundurimba, Nsw 2480

---

**From:** Neil Mcgregor <neilmcg01@optusnet.com.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Neil Mcgregor  
51 Cowper St  
Byron Bay, Nsw 2481

---

**From:** Madeleine Spinós <madeleine@madspin.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Madeleine Spinos  
16 Oceanside Pl  
Suffolk Park, Nsw 2481

---

**From:** Jennifer Marshall <jenmarshall73@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Jennifer Marshall  
50 Whale Beach Rd  
Avalon Beach, Nsw 2107

---

**From:** Paul friend <friendpaul2@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

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Thank you for reading my submission.

Regards,  
Paul friend  
7 Birch Cres  
East Corrimal, Nsw 2518

---

**From:** Jody Newhouse <jody@canoeadventures.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it is so rewarding to share my beautiful home with travellers and giving them 'local' knowledge about the area. It has become an important income stream and more importantly, creating more jobs in our small country town (Population 2500)

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Jody Newhouse  
Tyson St  
Fernmount, Nsw 2454

---

**From:** Mr Burrows <stevebur2001@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Regards,  
Mr Burrows  
17 Bungendore Rd  
Picketts Valley, Nsw 2251

---

**From:** Jade Peters <jadepeters2000@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it provides necessary income to support my daughter as a solo parent.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Jade Peters  
273-275 Avoca St  
Randwick, Nsw 2031

---

**From:** Linda OBRIEN <lindaobriendesigns@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it means I get to supplement my income, provide a valuable service and meet new people.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Linda O'BRIEN  
19 Cove Ave  
Manly, Nsw 2095

---

**From:** Timothy Duddy <tduddy@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Timothy Duddy  
Rossmar Park Rd  
Carroona, Nsw 2343

---

**From:** Jacqueline Wilkes <wvsurfers@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because in an area of low unemployment it is one of the only means to make an income without depending on government handouts.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Jacqueline Wilkes  
71 Seaside Parade  
Dolphin Point, Nsw 2539

---

**From:** Ms Kerlake <belinda\_kerlake@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb with my existing home when we go on holiday to help pay for our trip and our mortgage. I live in a quiet residential area, and because it's our own house, we are very picky about who stays, and it's only up to 4 weeks a year.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no

registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Ms Kerlake  
99 Parkes Rd  
Collaroy Plateau, Nsw 2097

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**From:** Mary Merlino <marymerlino1@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because of the ease and control I have over sharing my home with guests. My Airbnb is one private room and my guest is more a part of the household.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills.

I recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism. I guide Airbnb guests toward local businesses by conversing and providing a folder for them. The folder contains a Sydney map and information thereby advertising and promoting nearby businesses: transport options - (aside public), i.e., shuttle services and tourist bus companies; sightseeing - both in and out of Sydney City, e.g., The Blue Mountains and Sydney Beaches; local business - i.e., eateries, restaurants and shopping at Broadway Shopping Centre, Paddy's Market and Chinatown, The Rocks, Circular Quay and Sydney CBD.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education



## STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Mary Merlino  
212 Bulwara Rd  
Ultimo, Nsw 2007

---

**From:** Ranmali De Silva <ranmali\_g@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb to supplement my family's income and help pay the mortgage. Our mostly international guests make it possible for us to continue to live in the area.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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Thank you for reading my submission.

Regards,  
Ranmali De Silva  
33 Tennyson Ave  
Turramurra, Nsw 2074

---

**From:** Pascale Hair-Spuhler <pascalehairspuhler@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I am an independent worker with a small business and I derive an extra income from it that is much needed. I also enjoy receiving guests because I live on my own and I love contact and travelling (which I can't do much currently) and hear about other people's travels and lives.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Pascale Hair-Spuhler  
3 Devitt Ave  
Newington, Nsw 2127

---

**From:** Hayley Legg <hayleylegg@mac.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I am a recent new home owner and am struggling to make my mortgage payments. Without air bnb I would not be able to afford my home in this already impossible first home buyers market.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Hayley Legg  
3 Goodsell St  
St Peters, Nsw 2044

---

**From:** Linds Tesoriero <lindatesoriero@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Linds Tesoriero  
36 Bedford Rd  
Woodford, Nsw 2778

---

**From:** Rhonda Russell <rhonda@scopesigns.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I like to share our beautiful homely property with local, inter state & overseas visitors. We make it affordable for families & it brings revenue to our community.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Rhonda Russell  
29 St Georges Rd  
Saint Georges Basin, Nsw 2540

---

**From:** Jane Leacey <janeleacey@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Jane Leacey  
44 Armstrong St  
Suffolk Park, Nsw 2481

---

**From:** Pawel Kaperapaw <kaperapaw@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Pawel Kapera  
99-101 Bay St  
Rockdale, Nsw 2216

---

**From:** Michael Keene <mkkeene@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it helps support my retirement

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes



or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Michael Keene  
19 Sheridan Cres  
Stanwell Park, Nsw 2508

---

**From:** Margaret Carracher <carracherm@me.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I work part time and although I only host guests a couple of times a year, it provides me with a small supplementary income which I declare in my income tax assessment.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick

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#### Code of Conduct

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Margaret Carracher  
79 Bournda Park Way  
Wallagoot, Nsw 2550

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**From:** Sean Kaufman <seandpkaufman@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it is an excellent way to make efficient use of my place when I am away. It also provides a good source of alternative income to cover off the rent that I have to pay while I am away.

The Airbnb host community depends on hosting as an economic lifeline to help with rising affordability issues (including bills, rents and mortgages). By recommending favourite cafes, restaurants and shops, and other small businesses in the area, hosting also contributes to the local economy and tourism.

It is deeply concerning that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home. The global economy's future is in a sharing economy, and it is only right that we embrace it and harness its potential instead of resisting change.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development applications. As an urban planner, this appears to me as a narrow-viewed interpretation of the permissibility of short term rental accommodation within existing zones. Treating STRA similar to other tourist and visitor accommodation uses is not appropriate given its temporary nature. A more nuanced approach is required. The City of Sydney's tourist and visitor accommodation plan for example, highlights the need for a more diverse supply of short term accommodation here in Sydney. This move of making it more complex (and potentially costly) for more non-traditional STRA supply to be available is directly counter productive to supporting the visitor economy. Home sharing (when used and done as it should be) also do not impede on the housing supply. It merely allows existing owners and renters to share their homes and use each dwelling more efficiently from a supply perspective. It also helps with a huge proportion of renters and owners that are currently in housing stress (paying 30% or more of their income in rent or mortgage).

This proposed intervention will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. This is therefore in no way an appropriate solution to both the housing affordability and low-supply of short term accommodation issues. If Sydney is to continue to be a global city, the NSW government should do better in addressing these concerns, not just slap more onerous regulation (see how the lockout laws affected the night time economy and creative and cultural uses in the city).

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Sean Kaufman  
177-219 Mitchell Rd  
Erskineville, Nsw 2043

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**From:** Valerie Tootell <valtootell@y7mail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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#### Environmental Planning and Assessment (STRA) Regulation 2019

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Thank you for reading my submission.

Regards,  
Valerie Tootell  
16 Holman St  
Port Kembla, Nsw 2505

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**From:** Rachel Smith <rachel\_smith1@mac.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Rachel Smith  
8 Phillip St  
Redfern, Nsw 2016

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**From:** Joanna Dockerty <joanna.reeve70@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Joanna Dockerty  
1666 Oxley Hwy  
Wallamore, Nsw 2340

---

**From:** Peter Tranter <peter@petertranter.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Peter Tranter  
46 Stockton St  
Nelson Bay, Nsw 2315

---

**From:** Matthew Hescott <hescottmatt@icloud.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it is part of my livelihood in our small local area where income isn't easy to come by.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Matthew Hescott  
Victoria St  
Penrose, Nsw 2579

---

**From:** Sophie Hart <sophie@sophiehart.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Sophie Hart  
43 Wells St  
Redfern, Nsw 2016

---

**From:** Tim Hunt <tim101271@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it provides a quality apartment in a snow resort and the local economy relies on dwellings such as mine for its lifeblood.

Airbnb provides a safe and easy way to provide my community with the visitors it needs.

The Airbnb host community also depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Tim Hunt  
Bobuck Ln  
Thredbo, Nsw 2625

---

**From:** Sally Bray <sally@aussiebushadventures.com.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I enjoy meeting new people and introducing them to Sydney

I recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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Thank you for reading my submission.

Regards,  
Sally Bray  
1 Sterling Circuit  
Camperdown, Nsw 2050

---

**From:** Nader Saleh <nader\_k69@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Nader Saleh  
30-34 Ocean St  
Penshurst, Nsw 2222

---

**From:** Natasha Haynes <natashahaynes@iprimus.xom.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I am a single mother who gets no child support or government benefits. I share a room in my home to assist paying large bills as the cost of living continues to rise and allows me to take a break once a year. Without this varied, sporadic and valuable income I would struggle to make ends meet. To have to pay red tape to government to be permitted to do this would outweigh the small amount I make from it or have to have someone in my room more than I currently do.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Natasha Haynes  
18 Croyde St  
Stanhope Gardens, Nsw 2768

---

**From:** Jessie stone <jessiestone22@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism. The people who come and stay are coming to the area and spending money which is what is best for our economy. Stop making it so hard for everyone to live a happy life!!

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Environmental Planning and Assessment (STRA) Regulation 2019

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Thank you for reading my submission.

Regards,  
Jessie stone  
Northumberland St  
Neath, Nsw 2326

---

**From:** Sandra Carter <sandracarter05@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Sandra Carter  
13 Poplar Rd  
Lake Albert, Nsw 2650

---

**From:** Sherry Brown <shez39@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Regards,  
Sherry Brown  
52 Tank St  
Lithgow, Nsw 2790

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**From:** Mrs Hulme <rlbc58@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Mrs Hulme  
104 Prince Charles Parade  
Kurnell, Nsw 2231

---

**From:** Margot Vincent <mvincent@netspace.net.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we enjoy showing families country living. Children who live in cities have little opportunity to experience things like collecting eggs, interacting with animals, getting fruit off trees or watching the bees make honey. We provide that in the beautiful surround of the Tweed Valley.

The Airbnb host community depends on hosting as an economic lifeline to help supplement the pension. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Margot Vincent  
3221 Kyogle Rd  
Mount Burrell, Nsw 2484

---

**From:** Henrik Isaksson <henrik.isaksson85@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Regards,  
Henrik Isaksson  
12A Wentworth Ave  
Nelson Bay, Nsw 2315

---

**From:** Natalie Stevens <nataliestevens1978@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it helps me to afford the cost of living in this suburb for me and my kids.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Natalie Stevens  
Howell Close  
Newport, Nsw 2106

---

**From:** Jodie Silcock <jodie\_silcock@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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Thank you for reading my submission.

Regards,  
Jodie Silcock  
27 Penkivil St  
Bondi, Nsw 2026

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**From:** Sandra Engstrom <sandztorm4@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I want to provide my feedback on the Government's proposed regulations.

I am a widow living alone and I use the space my children once occupied to host on Airbnb to help with my mortgage and road to retirement. I provide a valuable service to visitors to this area where there are no other hotels or motels nearby.

Like me, the Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Sandra Engstrom  
19 Huntly Rd  
Bensville, Nsw 2251

---

**From:** Russell Kalashnikoff <russellkalash@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

I can use the extra money as I and my wife are retired.

This allows us to earn a little income.

As well we pay tax to the government on the money we earn.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Russell Kalashnikoff  
1A Cumbebin Park  
Byron Bay, Nsw 2481

---

**From:** JACQUELINE SALIBA <im.jaq.9@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I am a single mum and our home provides an extra source of income which enables me to spend more time with my 1 year old son. I rely on the extra income. It helps me pay my mortgage and our bills. Without it I would have to put my son in childcare full time, which as you know is incredibly expensive in NSW.

As an Airbnb host, I make sure that my guests hear about local attractions and businesses which boosts tourism and business.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
JACQUELINE SALIBA  
40-42 Ramsgate Ave  
Bondi Beach, Nsw 2026

---

**From:** Margaret Waters <margaret-upside-down@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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## Code of Conduct

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Thank you for reading my submission.

Regards,  
Margaret Waters  
32 Farrar Rd  
Killarney Vale, Nsw 2261

---

**From:** Pamela Johnstone <ellajj47@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Pamela Johnstone  
1B Sunset Ridge Dr  
Bellingen, NSW 2454

---

**From:** Viviann Tran <vvn.baku@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I need it to cover the decrease in rental income and high vacancy rate.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Viviann Tran  
2 St Andrews Cl  
Belrose, Nsw 2085

---

**From:** Lucy Arnott <lucyarnott.info@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Lucy Arnott  
664 The Pocket Rd  
The Pocket, Nsw 2483

---

**From:** Seli Inthavong <neofunkt@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it allows me to generate some extra income from my investment properties. Especially as a single parent it allows me to spend some time with my family, rather than having to work extra jobs to cover the mortgage repayments.

I also genuinely love travel and meeting guests from around the world and giving them suggestions and ideas on how to experience our beautiful city. I always recommend my favourite local cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Specifically, I want to comment on the following:

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I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation,



registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Seli Inthavong  
Goulburn St  
Surry Hills, Nsw 2010

---

**From:** Michael Folk <sydneyhomestay1@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host, I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it brings in essential income to help me pay the bills and my mortgage, especially given I am a single person. I am coming to the end of my career, with future work dwindling, and the income Airbnb brings in, allows me to stay in my home and in my community which I love dearly. This brings a level of security comfort and joy in my life, essential qualities to maintain a healthy and full life, and without the income, I would most likely be forced to sell my sanctuary and home of 19 years, which I have worked so hard for during my working life. I also enjoy meeting people across all generations, both locally and from around the globe, enjoying the engagement and perspectives my interactions with guests always bring. This has given me new perspectives on the world we live in, and life itself. I love to share with my guests the special qualities that Australia and my neighbourhood embody, and believe a homestay provides guests with a far deeper insight into our wonderful country than hotel accommodation could ever bring. The relatively modest rates I charge also allow less advantaged people, especially both older and young people to travel the world and experience different cultures. This engages me socially and intellectually, and I have made some wonderful friends through hosting.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism. I believe this to be an important component of my local community of Redfern, with evidence of ever-increasing closed shops in the neighbourhood.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Michael Folk  
8 Rennie St  
Redfern, Nsw 2016

---

**From:** Janene Hochmuth <jali2005office@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism. Living in a country area it is difficult to come up with the supplementary income that can assist us as we age. It is a retirement plan for a lot of people which ultimately will take the burden off the pension system.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Janene Hochmuth  
171 Gladstone St  
Mudgee, Nsw 2850

---

**From:** Jennifer Johnson <jenn.niff11@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we have 6 expensive teenagers and only have them every other week because we are a split family so need a house big enough but have 5 empty rooms on opposite weeks. Our area have very few hotel options so it is ideal for visitors. We have plenty of onsite parking so our street is not impacted. When we go on holidays it helps fund the expense of our family of 8. Without Airbnb we are less likely to be able to afford these special family moments.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Jennifer Johnson  
64 Washington Ave  
Cromer, Nsw 2099

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**From:** Sarah Rowsell <sarah.rowsell@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I love my house and want others to enjoy an authentic and real experience here our lovely town of PMQ.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Sarah Rowsell  
21 Park St  
Port Macquarie, Nsw 2444

---

**From:** Suzanne Pomana <pomanas100@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Suzanne Pomana  
359 Gannet Rd  
Nowra Hill, Nsw 2540

---

**From:** Oonagh Treble <oonagh333@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because, as an older resident and living in a regional area, I find it extremely hard to get sufficient work to pay the bills. During our peak tourist season, there is a massive demand for accommodation that can't be met without people like myself opening part of our homes to support both the tourists and local business community. I still live in the home and I am able to supervise and provide support and recommendations to my guests, who are not only very grateful, but often return and recommend our community to their friends.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

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I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Oonagh Treble  
56 Danalene Parade  
Corlette, Nsw 2315

---

**From:** Kellie brooks <smelvin86@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Kellie brooks  
2 King George Parade  
Forster, Nsw 2428

---

**From:** Grant Harper <grantharper@mac.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Grant Harper  
27 Best St  
Wagga Wagga, Nsw 2650

---

**From:** Pauline de vos <devos40@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because As a self funded retirees I enjoy the company of any guest that may stay with us. We love Our home and it's position, it give us great pleasure in directing guests to our world heritage Blue Mountains.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Pauline de vos  
27 Coronation Rd  
Wentworth Falls, Nsw 2782

---

**From:** Matt Olson <matthewolson17@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Matt Olson  
48 Beach Rd  
Bondi Beach, Nsw 2026

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**From:** Patricia Emmett <ptemmett@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Patricia Emmett  
35 Wards Rd  
Megan, Nsw 2453

---

**From:** Julie Jennings <juliedavejennings@me.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Julie Jennings  
24 Eucalyptus Dr  
One Mile, Nsw 2316

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**From:** Steven Speter <steve\_speter@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it is flexible and easy without unnecessary 'red tape'.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Steven Speter  
55 Robertson Rd  
Scotland Island, Nsw 2105

---

**From:** Jianli Guo <guolily96@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because my granny flat is empty.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Jianli Guo  
St Charbel Boulevard  
Werrington, Nsw 2747

---

**From:** Helena Northey <helenanorthey@rocketmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Helena Northey  
267 Sydney Rd  
Fairlight, Nsw 2094

---

**From:** Sharon Selby <info@selbys.net.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Sharon Selby  
1152 Upper Kangaroo River Rd  
Upper Kangaroo River, Nsw 2577

---

**From:** Jennifer Tesar <ruddo2@outlook.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Jennifer Tesar  
22 Coonawarra Ct  
Yamba, Nsw 2464

---

**From:** Phillip Moore <stainless17design@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

As usual, the government is focusing on the WRONG areas to improve our way of life and community.

So, WAKE UP and try doing a reasonable job. after all you are all paid by us - the tax paying public.

Sure, regulate in a sensible manner, where people may be requiring, for example, party houses to be sorted. We live on 77 acres and nobody is affected by our hosting.

If we dont host we will become just another burden on the government.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

There is NOT enough of the appropriate type of lodging in our area to meet the needs of established businesses

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations

which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Phillip Moore  
5B Giles Rd  
Seaham, Nsw 2324

---

**From:** Graham Drever <graydrever@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

My wife and I host on Airbnb because we love showcasing the Australian way of life to overseas visitors. At the same time it provides a much needed boost to supplement our irregular income.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am certain that QANTAS and the airline industry are selling more seats because people are now able to afford overseas holidays more readily

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Graham Drever  
1A Pacific St  
Caringbah South, Nsw 2229

---

**From:** Pauline Clark <pollymum@bigpond.net.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I am recently separated from my husband and he has destroyed my financial situation so I share my house with visitors to our area

It provides a clean comfortable bed for people who want to stay for a week or just one night at an affordable price. The income of air bnb isn't huge and I use it to pay my rates and if anything is left over the rest of the money goes into the local community stimulating the local economy which has got to be a good thing. It also gives me a sense of purpose giving back to the community meeting people from all over the world I have a son with Down syndrome and he also loves meeting new people so it is giving my son stimulation we are actually supporting the local tourist trade by sharing our home and even helping reduce the road toll as a lot of people choose to stay after they have spent a full busy day seeing the beautiful south coast instead of driving 2-3 hours back to Sydney that choose to stay Airbnb as it is not expensive instead of driving home tired after a long day of sight seeing. The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Pauline Clark  
21 The Bounty  
Manyana, Nsw 2539

---

**From:** John Schwenn <ashbyfolk@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it gives us a small boost of income to our pension which is not saved but used or pay increasing living, service and power costs, for example, this year our septic system service fee (a NSW government requirement) rose by 10.%, an insurance fee increased by 40%

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
John Schwenn  
3 Ashby St  
Ashby, Nsw 2463

---

**From:** Martin Richards <martin.richards@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Martin Richards  
5 Belcote Rd  
Longueville, Nsw 2066

---

**From:** Quynh Phan <quincyphan@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Quynh Phan  
1-5 Harwood St  
Pyrmont, Nsw 2009

---

**From:** Keira Bourke <keira.bourke1@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Keira Bourke  
4 Alice St  
Merewether, Nsw 2291

---

**From:** Vaasugi Velmurugu <vaasugiv@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Vaasugi Velmurugu  
15 Herbert St  
St Leonards, Nsw 2065

---

**From:** Tracy Jones <tracy@glassfencing.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Tracy Jones  
25 Wharf St  
East Gosford, Nsw 2250

---

**From:** Tracey Petersen <altrapm27@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Tracey Petersen  
477 Pinnacle Rd  
Pumpenbil, Nsw 2484

---

**From:** Maria Byrne <mariaagnesbyrne2@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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Thank you for reading my submission.

Regards,  
Maria Byrne  
41 Hickory St  
Dorrigo, Nsw 2453

---

**From:** Lyndall Murray <lyndallmurray@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Lyndall Murray  
42 Cedar St  
Evans Head, Nsw 2473

---

**From:** Jing li <diamondhousesydney@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Jing li  
46 Savona Dr  
Wentworth Point, Nsw 2127

---

**From:** Michael Trinh <cityfullstars@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Michael Trinh  
32 Duke St  
Canley Heights, Nsw 2166

---

**From:** Lauraine Fullbrook <raine.can@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Lauraine Fullbrook  
28 Aldinga Dr  
Wamberal, Nsw 2260

---

**From:** Grace Quiney <grace.quiney@icloud.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host, I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I am a stay at home mum and this is a great income for our family. It also provides reasonably priced accommodation to people visiting this area. There are only 2 boutique hotels that charge over \$400 per night which makes it unavailable for many families.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Grace Quiney  
91 Bynya Rd  
Palm Beach, Nsw 2108

---

**From:** Tessa Murdoch <murdoch@wix.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because... I enjoy meeting people and we live in a beautiful area and sharing it with others is a pleasure. We are both retired so it helps with our living standard and gives us pleasure

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Tessa Murdoch  
33 Beaconsfield St  
Newport, Nsw 2106

---

**From:** Nathan Hughes <nathanhughesmk@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I believe hotels are dated and overpriced. Family's want to stay in a home not a shoebox hotel room.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Nathan Hughes  
8 Rengbari Pl  
Avoca Beach, Nsw 2251

---

**From:** Tom Eckersley <eckobellbb@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we have the space that is not used very often for family/visitors and the income generated from paying guests supplements our other income and lessens our dependency on future aged pension payments.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Tom Eckersley  
9 Keelendi Rd  
Bellbird Heights, Nsw 2325

---

**From:** Kerri Lenehan <farrantlenehan@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because:

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. For hosts who share their home for a few weeks a year a fee paying permit is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

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Thank you for reading my submission.

Regards,  
Kerri Lenehan  
10 Wood St  
Manly, Nsw 2095

---

**From:** rewa baillie <awerservices@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
rewa baillie  
1-7 Main St  
Bellbrook, Nsw 2440

---

**From:** Warren Kaiser <warren.kaiser@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Warren Kaiser  
53 Richardson Rd  
Narellan, Nsw 2567

---

**From:** wendy hardy <wendyhardy54@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
wendy hardy  
77 Bay St  
Patonga, Nsw 2256

---

**From:** James Price <jim\_price@glenrose.com.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
James Price  
11 Sandy Beach Rd  
Korora, Nsw 2450

---

**From:** Robyn Gurnett <robynperillo@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Robyn Gurnett  
Addison Rd  
Manly, Nsw 2095

---

**From:** Usha Pradhan <pradhan.up8@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** rob submission 2.0, Air BNB run

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Thank you for reading my submission.

Regards,  
Usha Pradhan  
208 Dandaraga Rd  
Mirrabooka, Nsw 2264

---

**From:** Shane Diehm <dieh1sha@westnet.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** rob submission 2.0, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because, it enables me to share my home predominantly during festival and peak seasons. I offer affordable accommodation and provide a service to the local community/environment. I would average about 7 weekends a year hosting Airbnb.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Shane Diehm  
20 Booyun St  
Brunswick Heads, Nsw 2483

---

**From:** SPIRO HOUTEAS <spiroh59@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
SPIRO HOUTEAS  
117 Sandakan Rd  
Revesby Heights, Nsw 2212

---

**From:** Julian Crawford <ecosteps@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** rob submission 2.0, Air BNB run

Dear Director, Housing and Infrastructure Policy,

Hi Trisha

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no

registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Julian Crawford  
5-7 Werong Ave  
Wentworth Falls, Nsw 2782

---

**From:** Kate Cooper <katecooper@me.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** rob submission 2.0, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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Thank you for reading my submission.

Regards,  
Kate Cooper  
43 Grove St  
Lilyfield, Nsw 2040

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 2:39 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** rob submission 2.0, non Air BNB run

Submitted on Wed, 11/09/2019 - 14:36

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Marg & Steve

**Last name**

Walgers

**Name withheld**

No

## Info

**Email**

[margwalgers@gmail.com](mailto:margwalgers@gmail.com)

**Suburb/Town & Postcode**

2487

**Submission file**

[str-discussion-paper.docx](#)

### Submission

With reference to the following dot point

No more than 2 persons/bedroom or 12 persons, whichever is the lesser

We feel this proposal is unfair, inequitable and discriminatory.

We have a two storey beach house in northern New South Wales with 5 spacious bedrooms which, if we adhere to



the above proposal, would allow 10 guests. Our house can comfortably accommodate 13. We target our audience very carefully and find that our guests are predominately extended family groups – grandparents, children and grandchildren - gathering to enjoy an affordable, family holiday together at the beach. We do not accept bookings from those wishing to party. Our House Rules, which guests must confirm prior to our accepting their booking, have been a successful deterrent for noisy, disrespectful guests. Living in the area, keeping peace with our neighbours, is paramount.

- ♣ One of our bedrooms comfortably allows two sets of bunk beds which equates to a maximum of four for this bedroom. As a rule, these four guests are children as young as 3.
- ♣ At times we assemble a travel cot to comfortably fit in with a queen bed making three per room, mirroring the arrangement some families live with.
- ♣ In a common area we have a day bed which comfortably sleeps two children or one adult.

Possible alternatives for management of this proposal could include...

- ♣ allowing exceptions to the rule upon inspection
- ♣ considering dimensions of bedrooms

Limiting occupancy to a maximum of two per room would seriously impact families seeking an affordable, beach holiday. Families possibly would not book, stay for shorter periods or take the cheaper option of Asian or Pacific Island holidays.

Our digital guide book, sent to all guests, promotes restaurants, shopping centres, attractions and natural environments in our local area. Loss of this patronage would severely impact our local area.

We feel this proposal is unfair, inequitable and discriminatory.

Steve & Marg Walgers  
11 September, 2019

0408758587

**I agree to the above statement**

Yes

---

**From:** Robert Lidbetter <rlidbetter@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because... my wife and I are retired. We raise some money hosting and enjoy the experience of meeting people.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Robert Lidbetter  
10 Heron Pl  
Sawtell, Nsw 2452

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 2:36 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 14:34

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Wandy

**Last name**

Hochgrebe

**Name withheld**

No

## Info

**Email**

[wandy@planula.com.au](mailto:wandy@planula.com.au)

**Suburb/Town & Postcode**

Byron Bay 2481

**Submission file**

[submission-discussion-paper-stra.pdf](#)

**Submission**

Submission in response to the 'Short-term rental Accommodation - A new regulatory framework' Discussion Paper.

At present, STRA is regulated differently in different local government area (LGAs) across NSW.

It has to be understood that different councils also have different requirements. Small regional communities might be happy to have visitors come to their area and contribute to their economy in a responsible fashion and have no issues with buck's parties, weddings and schoolies.

However, some communities with a high influx of visitors on an ongoing basis might need a very different approach. Especially if there is already a thriving, licensed tourism accommodation industry present.

Byron Bay is a great example where it is going wrong. Just like other popular places such as Western Australia, Tasmania, Amsterdam, Venice, Barcelona and New York, Byron Bay struggles with a partially unlicensed tourism accommodation industry.

Byron Bay actually already offers a variety of licensed accommodation styles ranging from luxury resorts to hotels, motels, serviced apartments, backpackers and B&Bs. The licensing of those business is challenging for the proprietors. They comply with fire safety regulations, they pay commercial council rates and contribute to the infrastructure maintenance and upgrade through their licensing.

The Byron Shire Council has a DCP and LEP regulating the accommodation industry. It is clearly stated what requirements are needed, business owners go through the process and voila...

With the advance of ease of listing any kind of building (!! garage, sheds etc) for tourist accommodation purposes this has completely gotten out of hand in Byron Bay. Dwellings built to accommodate a family now host twice the number of people it was intended for most of the time, putting pressure on existing infrastructure such as drinking water and waste water facilities. In addition those houses do not offer adequate parking for the extra cars.

Houses are being purchased and sold with the sole purpose of letting them out as holiday letting places, which inflates the purchase prices to a level that no one can afford to just live in them.

Importantly, the rental pool is shrinking and existing rentable places are at a premium. Ironically, some people that do rent, sub-let their place and move in with relatives when they receive a booking.

Backpackers, who are particularly vulnerable being from overseas, have been charged \$500 per week in a shared room in a house!

The houses built with a DA for a 'residence' should be mainly used for this purpose.

NSW Land and Environment Court has analysed case law on the definitions of "residential accommodation", "residential building", "residential flat building", "domicile" and "flats", and concluded that there must be "an element of permanence or residence for a considerable time, or having the character of a person's settled or usual abode" in order to constitute "residential buildings"

Neighbours of those residences used for unlicensed holiday accommodation - who thought they had moved into a home in a residential street - suffer from sleep deprivation and stress as there is generally no host on-site. Council can't do anything as it is a residential house not a business, police might not always be able deal with the noise issues long term. All they can do is visit ask the visitors to turn it down. However, the next day with new people staying, the neighbours have to go through the whole process again. Hearing the people arrive, music starts but it is still early and then wait until it is past 10 pm.....

Byron Bay tried self-regulation by the Holiday Letting Organisation (HLO) who funded a Holiday Letting hotline. The idea was that a host would get three strikes and they could no longer operate. It doesn't work. The hotline recommends anybody who complains in the middle of the night to call council and report. Council, the next day, says to call the hotline or the police. The police has better things to do as their hands are tied anyway: every time it is a different person causing the noise, so no one can be held responsible. Neighbours give up and sometimes try to confront the perpetrators, resulting often in verbal abuse and revenge vomiting, vandalism and littering by the tourists who feel entitled to have the time of their life.

The next week those poor people seize up when they hear the roller bags coming down the drive way next door.

The proposed Code of Conduct for STRA sounds admirable, but to have an exclusion list for hosts and guests is not realistic.

As owners of licensed accommodation, we have seen a significant decline in viability of our business. Before we

even open our doors we have a long lists of costs to keep our license current and up to date. Unlicensed premises are able to charge a much lower fee without having all those costs and there is no GST they need to pay despite offering exactly the same service we do.

Surely, the government is missing out on an enormous amount of GST they can't collect.

The number of people staying has not increased, instead people expect to pay less. Our prices are back at what they were 15 years ago! We can't afford staff anymore, we had to let them go.

Many of our colleagues have left the industry, their business being considered worthless. Why get a DA if you will be restricted by the number of people that can stay, have to provide off road car parking, disabled access and pay extra to top it off?

As the unlicensed operators do not pay any contributions, do not have to pay for fire inspections once a year or increased council rates it is impossible to compete with the low prices these rogue operators can charge.

AirBnB uses the 'average' of incomes to show how little money is made by individuals, but they have not published the median or spread of money made. If one person can have 30 odd places and uses so-called 'super hosts' to manage them, you can't tell me that there is no money to be made.

Of the many, many listings in the Byron Shire there are 1331 listings for whole houses/apartment with only 359 landlords, which means that those hosts are not just your regular mum and dad trying to make an extra buck they are full blown commercial operators.

To suggest that these operators can operate 365 days a year is a ridiculous proposal. The hosts/landlords know it is worth their while, why don't they go through the process of obtaining a license. They had their go at seeing if it works for them financially. They could even do a business plan!

Even if Byron Bay would get a 90 day limit it would be not workable for our community. This would still be 45 weekends. This would still be the whole month of January and then 2 more months.

And what does it mean 90 days? Can the property be available for 90 days in total or does it mean 90 nights booked? What if there is a cancellation of 4 days, can that place be re-booked for another 4 days at another time? Can they keep the cancellation fee? How will this be monitored? What about direct bookings? How would this work? How can you expect the on-line booking platforms to keep track on this and be honest about it if they make a 20% commission on each booking.

This does not provide any clarity at all!

It is understandable though as politicians - for example the Deputy Premier - have their own property listed as a holiday home as well.

The proposed framework states that un-hosted bookings of 21 or more consecutive days will not have to comply with the applicable day thresholds.

If a family comes for a 3 week holiday and rents a house, the owner can do two lots over summer and still have 90 days for the rest of the year?

This certainly offers a loophole. Someone can just rent out their property to someone else for 6 months and they can sub-let it on an overnight basis. How is this going to be policed?

The fact that unlicensed tourism accommodation is put under the banner short-term rental is terribly confusing.

The overall proposal seems to have the attitude of "It is all too hard to police, so we are just going to allow it and pretend there is a system in place". Meanwhile, our town is being taken over and no locals will be left. No staff available for restaurants, schools, the hospital, etc because they can't afford to live here.

It is a fact that a regulated industry is being de-regulated, all for the short-term benefit of realistically only a few and

the on-line booking agents. This is no longer about home sharing or someone letting out their holiday home on a few occasions a year.

## SUMMARY

- The proposal is that a regulated industry has been de-regulated and needs to be re-regulated, but is ridiculously unfair compared to the existing licensed businesses in that same industry
- Unlicensed tourist accommodation providers are not paying GST even though some of them supply overnight accommodation, breakfast, room service just like hotels, motels and B&Bs. They are not paying commercial rates and are not subject to Council inspections for fire safety and compliance
- The proposed Code of Conduct is not a realistic approach. It can not be policed and implemented. The process to bring awareness to hosts and guests about their unruly behaviour and solve the problem of loss of amenity to the neighbours that way is flawed thinking.
- Owners of a property responsible to the noise/interruption to daily life of their neighbours should be held responsible by law when rented out to tourist or visitors. That way there is clarity for the authorities, neighbours, hosts and visitors.
- If people/hosts want to rent out their homes/properties on a commercial basis to tourists or visitors, ie more than twice, thrice a year, they need a DA and contribute to the community as has been decided on by the local council. If local councils feel there is no need for a DA than let them do that!
- Our town of Byron Bay and surrounds and our business are severely negatively impacted by unlicensed operators. A maximum 90 night limit should apply to Byron Bay's unlicensed tourism accommodation, but 60 days (or less!) would be much more preferable.
- We are not confident that the proposed reforms are realistic.

### **I agree to the above statement**

Yes

---

**From:** Jade Hajj <jadehajj@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it helps my wife and I pay the mortgage. We are a young married couple who work hard and still struggle to make ends meet with crazy apartment prices. Airbnb supports us with a little extra income that really helps with the mortgage.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism. I've made a booklet, like many others, with pictures and addresses of local businesses.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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Thank you for reading my submission.

Regards,  
Jade Hajj  
503 Bunnerong Rd  
Matraville, Nsw 2036

---

**From:** Sam Reynolds <info@sjrconstruct.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Sam Reynolds  
162 Hulls Rd  
Crabbes Creek, Nsw 2483

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 2:34 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 14:34

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jennifer

**Last name**

Gray

**Name withheld**

No

## Info

**Email**

[jennygray@exemail.com.au](mailto:jennygray@exemail.com.au)

**Suburb/Town & Postcode**

Myocum, 2481

**Submission**

The proposed regulations for short term holiday letting are entirely inadequate.

I live in the Byron Shire where there are 3,306 properties listed on Air BnB, this is a rise of 200% in three years.

Of these, 80% are for whole homes. This shows that the idea that Air BnB is for spare room letting is a fiction.

In this shire Air BnB has destroyed the permanent rental market and has pushed up property prices.

The lives of local residents who own their houses are being disrupted by suburban party houses.

Byron Shire was promised a cap of 90 days but there is no evidence of this.

Short term holiday letting should only be allowed if there is a permanently residing house holder.

The renting out of whole houses should be regulated by local councils.

**I agree to the above statement**

Yes

---

**From:** Laura Van Wieringen <diamondsr4ever000@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Laura Van Wieringen  
492 Coolamon Scenic Dr  
Coorabell, Nsw 2479

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**From:** Lucy Strong <ianstrong@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because and enjoy hosting tourists as well as new immigrants and providing them with all the information required for a good holiday or settling into their new City

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home-sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home-sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home-sharing economy to thrive. In Tasmania, there is a simple, quick

and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Kind regards  
Lucy Strong

Regards,  
Lucy Strong  
17 Mills Pl  
Beacon Hill, Nsw 2100



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**From:** Vanessa Egan-Smith <vlegan@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it helps me pay the mortgage and bills in addition to paid employment.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. My guests also support local vineyards, cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick

and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Vanessa Egan-Smith  
515 Wollombi Rd  
Broke, Nsw 2330

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**From:** Ingrid Kwong <ingrid\_kwong@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host an Airbnb in Mackerel Beach (your electorate). We bought the tiny shack in 2013 (after it sat on the market for 2.5 years). Although it was not heritage listed it was considered a local piece of history and a landmark by locals. However, due to its poor condition (asbestos clad exterior and termite ridden interior) and the size of the land upon which it sits, it was a knockdown and development scenario. Instead, we restored the shack (using environmentally friendly practices) and preserved it for many more generations to come. After friends and family who came and experienced the restored shack encouraged us to share it and our sustainable and environmentally friendly principles with others we began making it available on Airbnb. Our aim was simple: to positively influence the environment and our guests, one couple one weekend at a time. Judging by the amazing feedback we've received to date The Little Black Shack has done just that. Perhaps you'd like to visit the shack and see what successful, low impact eco-tourism can look like.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend local transport, boat hire, cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. How can the government allow thousands of families to use their homes on Pittwater's Western Foreshores and Scotland Island (designated bushfire zones) yet prohibit guests from

staying in the exact same homes? Are guests lives more important than home owners? The impact this will have on owners, property values, the tourism industry and local businesses will be catastrophic. Has government looked at the number of properties that are in Bush Fire Zones? For instance, the entire village of Thredbo falls under this category.

I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Ingrid Kwong  
29 Ross Smith Parade  
Great Mackerel Beach, Nsw 2108

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**From:** Margaret Walgers <margwalgers@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

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#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Margaret Walgers  
10 Lagoon Rd  
Fingal Head, Nsw 2487

---

**From:** Robyn schatz <randgschatz@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because with experience it is a better option than real estate agents and I do not want to rent the house permanently. I have total control as to the amount of time I want to rent the property.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

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#### Environmental Planning and Assessment (STRA) Regulation 2019

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- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Robyn schatz  
68 Elanora Ave  
Pottsville, Nsw 2489



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**From:** natasha howard <howard.sm@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

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Environmental Planning and Assessment (STRA) Regulation 2019

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- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
natasha howard  
123 Calarie Rd  
Forbes, Nsw 2871

---

**From:** Mrs Hembry <hembry@internode.on.net>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

We host on Airbnb because we have a home that has been designed specifically for those people who are looking for a fully wheel chair accessible holiday accommodation , where they can come and have time away in comfort and enjoy the Central Coast and all it has to offer  
Our home has a lovely view of the ocean which they can enjoy in the comfort of our home. The income also helps us as an economic lifeline as a self funded retired couple

I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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STRA Property Register

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Mrs Hembry  
7A Roslyn Pl  
Noraville, Nsw 2263

---

**From:** HOWARD SPENCER <howard.spencer54@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it enables us to meet so many interesting people from all over the world and different parts of Australia. It also helps us enormously to help cover our significant mortgage repayments and takes a lot of financial stress out of our lives by having this extra income stream.

I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. Why create unnecessary red tape and penalise hosts who take all the responsibility and liability themselves at present. This is a further intrusion into our personal choices and right to invite anyone into our home.

I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
HOWARD SPENCER  
68 Bundock St  
Randwick, Nsw 2031

---

**From:** Nicole Shelley <nicole@myloinvest.com.au>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it provides me with additional income. And it also support local small business owners I hire. They are my cleaners, gardeners, Handyman etc.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Nicole Shelley  
321 Edgecliff Rd  
Woollahra, Nsw 2025



---

**From:** Wayne Bland <twoaustinmer@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it gives me essential retirement income plus I am providing much needed accommodation in a popular coastal town.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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Thank you for reading my submission.

Regards,  
Wayne Bland  
2 Austinmer St  
Austinmer, Nsw 2515

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**From:** Marcia Grace <admin@tradinglounge.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Marcia Grace  
8 Murri St  
Blackheath, Nsw 2785

---

**From:** Kylie Maley <beachbreakboomerang@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Kylie Maley  
18 Ocean St  
Dudley, Nsw 2290

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**From:** Richard Mackenzie <rmackenzie@oceanandmerchant.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because the income assists with our costs of property ownership and having guests is good for the community in general.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Richard Mackenzie  
149 Edgecliff Rd  
Woollahra, Nsw 2025



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**From:** Rienna De Visser <riennadevisser@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I love meeting new people and travelling myself. Hosting helps me save extra money to be able to travel more. The rising cost of living in NSW has had a negative effect for our savings so earning extra money by simply having a fellow traveller rest their head is a blessing for us.

As a business owner within your electorate I can confirm that since the increase in Airbnb properties in the area I have seen an increase in tourist dollars to our small town, who would otherwise have either not visited the area or stayed at larger hotels and not even set foot in Cessnock

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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## Code of Conduct

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Thank you for reading my submission.

Regards,  
Rienna De Visser  
16 Lindsay St  
Cessnock, Nsw 2325

---

**From:** Paula Edlinger <k.pedlinger@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Paula Edlinger  
12 Lake Entrance Rd  
Warilla, Nsw 2528

---

**From:** Neroli Reid <neroli.reid@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Neroli Reid  
20 Mort St  
Port Macquarie, Nsw 2444

---

**From:** Stefano Vigliotti <stefvigliotti@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Stefano Vigliotti  
Vulcan St  
Kingscliff, Nsw 2487



---

**From:** Karla Oliver <karlanankivell@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Karla Oliver  
16 Church St  
Woollooware, Nsw 2230

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**From:** Stephen Robertson <imaginuity@outlook.com.au>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism. Airbnb provide a multitude of accomodation options where previously options were nil or very minimal.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick

and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

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Thank you for reading my submission.

Regards,  
Stephen Robertson  
15 Grafton Cres  
Dee Why, Nsw 2099

---

**From:** hayden cornish <haydencornish@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
hayden cornish  
297 Old N Rd  
Lochinvar, Nsw 2321

---

**From:** Karina Vickery <karinavickery@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

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2. Are there any elements of the draft instrument that are open to misinterpretation or require further clarification? Yes, the definition of STRA in Section 4 defines all STRA as 'commercial' however this has the potential to allow councils to force STRA hosts into complying with a Class 1B building as defined by the NCC building code Vol 2. This would be uneconomical for many people and I believe is in conflict with the intent of STRA regulation.

Additionally, this definition also seems to conflict with the draft Code of Conduct for STRA which states "Industry Short-term rental accommodation does not involve purely commercial accommodation providers such as hotels, motels and bed and breakfast establishments. It generally involves residential dwellings that may also be used by the owners for their own accommodation at times." This shows a clear separation between STRA and typical commercial providers who operate as a business as defined by the ATO. While some STRA are being operated in a business-like manner, the vast majority do not nor do the hosts rely on the income as their primary income. Further, it is unclear if a STRA is booked for more than 21 days, what number of days is actually counted? Is it 0, 1 or capped at 21? This requires clarification.

6. Are the specific obligations on booking platforms, letting agents, hosts, guests and facilitators in the Code adequate? If not, what other obligations should be considered for each of these industry participants? Why? There is an error in 5.4.3 which states "host must hold public liability insurance that is valid for the occupancy period. This insurance must cover: (b) damage to or loss of a guest's or visitor's property at the premises." Public liability does not cover property, only personal injury or death.

Environmental Planning and Assessment (STRA) Regulation 2019

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9. What are potential ways to facilitate industry participants' access to the exclusion register while limiting potential privacy impacts? What factors should be considered? The proposal of a formal exclusion register hosts and guests is very positive however this should only be available to industry participants, not the general public. If this information were made public, it could cause embarrassment and distress to those named. 20 to 29 – Registration: A central register should be held by Fair Trading since each booking platform could only record the information for those who are registered with them. This would prevent people who have say, 2 strikes, jumping to another booking platform who has no history of their conduct and continuing like they have a clean record. The information would be provided by each booking platform as a standard export from their database.

30 to 32 – Access to Registration Data: Public access to the register has significant privacy and safety implications. There is no reason that anyone other than government and the booking platform should access to the sensitive information. This could also encourage criminal activity by allowing people to target STRA for theft (while tourists are visiting) or squatting (if the dwelling is vacant). I object in the strongest of terms to a register being made public.  
Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

7. Is the complaints process detailed in part 6 of the Code sufficient? If not, what other matters should be considered or set out in the process? Why? This is very positive, however, complainants who continue to make vexatious allegations, should be subject to penalty.

Thank you for reading my submission.

Regards,  
Karina Vickery  
4 Ulan Rd  
North Lambton, Nsw 2299



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**From:** Yvonne Bright <bright66@optusnet.com.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I have an amazing space within my home and decided to share it with travellers. I live in an area that is a half way stop between Sydney and Brisbane and popular as a stop over. The whole area is also popular with holiday makers. I know that this area struggles to provide enough accommodation when there are big sporting events etc here. I love meeting people and it keeps me active and mobile.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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#### Code of Conduct

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Thank you for reading my submission.

Regards,  
Yvonne Bright  
22 Links Ave  
Korora, Nsw 2450

---

**From:** Scott Thomas-Tong <scottany@me.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Scott Thomas-Tong  
36 Ready Money Rd  
Upper Rollands Plains, Nsw 2441

---

**From:** Mary Lane <marylane23h@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I have had enormous pleasure over almost six years in meeting and helping a great number and variety of people at the same time as I supplement my limited retirement income. Families who have stayed in my house include those visiting relatives in the local area; some coming for special events such as weddings; mature age students enrolled in PhD studies at Macquarie University; people needing accommodation while they attend specialist medical services at local hospitals; occasional tourists; sporting enthusiasts and Easter show workers from regional towns who value my proximity to Olympic Park and people on PR visas keen to get to know regular friendly Australians as they begin the challenge of making our wonderful country their new home.

My current guests from Iran fall into this last category and are benefiting greatly by having me able and willing to share local knowledge in a patient and positive way.

All of these guests have enjoyed dealing with local business people at Midway and Top Ryde because I recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following: regulations that would mean additional spending on lighting and other home safety measures. My smoke alarm installed immediately outside the booked bedrooms, a carbon monoxide alarm, fire blanket and small fire extinguisher in the kitchen already make my home safe for my guests. Added expense would make home sharing unviable for me. I live in an area where rent must be kept at a moderate level and I aim to present my home as "a home away from home". It has been made safe for me, so safe for others to enjoy.

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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Thank you for reading my submission.

Regards,  
Mary Lane  
23 Haig Ave  
Denistone East, Nsw 2112

---

**From:** Judith Tamone <judith@mediabrandaid.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Judith Tamone  
15 Old Glenhaven Rd  
Glenhaven, Nsw 2156



---

**From:** Robert Campbell <phascogale33@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Robert Campbell  
72 Henrietta St  
Waverley, Nsw 2024

---

**From:** Ineke Van Overmeir <inekevano@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it enables myself and my husband to continue supporting ourselves financially. It also enables us to be able to keep living in our home for as long as possible while our health permits.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick

and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Ineke Van Overmeir  
27 Greyleigh Dr  
Kiama, Nsw 2533

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**From:** Rhonda Rourke <r.rourke@bigpond.net.au>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because as a long time single mother, the upkeep on the house is expensive. The few dollars I earn after the work I put in provide some extra income to a house that I own and should have the right to use as I wish. I'm saving to paint the outside of the house as the wood is rotting.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired which I already have installed.
- Require evacuation or emergency plans and guest education, which I currently have displayed.

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no

registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

The people I think you should target is those people who lease many properties and run it as a big business. They should have different rules. For example, owning more than 2 properties. Often these people are living overseas and having locals clean them, with keys left in key boxes.

Don't make it difficult for the mum and dad, who sacrifice privacy for a few dollars, often where there are no hotels for visitors on a budget such as casual workers to Sydney, family members visiting family who don't have room to put them up.

Thank you for reading my submission.

Regards,  
Rhonda Rourke  
Forest Rd  
Miranda, Nsw 2228

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**From:** Kate Reynolds <katereynolds08@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism in Terrigal and North Avoca.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home and other properties.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home or other property. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no

registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Kate Reynolds  
24 Coast Rd  
North Avoca, Nsw 2260



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**From:** Vicki Louie <vlouie22@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

We host on Airbnb because as we are self funded retirees, we use our Airbandb income to supplement our pension.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Vicki Louie  
Scenic Hwy  
Terrigal, Nsw 2260

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**From:** yunfei Li <liyunfei7@msn.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
yunfei Li  
Park Street North  
Sydney, Nsw 2127

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**From:** Timmy Mortimer <timnymortimer@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I am struggling to pay rent in this day and age with my young family and ever increasing cost of living. I've seen the opportunity to homeshare and make some extra money to ease some financial stress. Orange needs Airbnb for tourism, health, construction and mining and if these proposed changes were to be put into place it would play a massive domino effect on our town with not enough accommodation culling tourism in the region affecting all local business.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants cellar doors and shops so small businesses get a massive boost from local tourism here in Orange.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Timmy Mortimer  
42 Rosemary Ln  
Orange, Nsw 2800

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**From:** Marese EMANUEL <stuntmumma@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Marese EMANUEL  
46 Stewart St  
Lennox Head, Nsw 2478



---

**From:** ronald Wilkinson <ronwilkinsonmv@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because as my wife & I are aged pensioners. The little I get from renting a room through Airbnb enables us to keep up with the increasing costs of staying in our own home.

As you would know the council rates, electricity, gas and water charges are rising quickly and without Airbnb we would be forced to move into aged care.

yours sincerely,  
Ronald Wilkinson

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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STRA Property Register

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
ronald Wilkinson  
16 Pennant Hills Rd  
Wahroonga, Nsw 2076

---

**From:** Stuart Comino <stuartcomino@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Stuart Comino  
4 Kurrawa Ave  
Coogee, Nsw 2034

---

**From:** Jimmy Manalis <jimmymanalis@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Jimmy Manalis  
30 Wahroonga Rd  
Wyangah, Nsw 2259

---

**From:** Oliver Purser <oliverpurser@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Oliver Purser  
14B Valley Ct  
Ewingsdale, Nsw 2481



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**From:** Sam Di Martino <sam.dimartino57@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Sam Di Martino  
41 Elizabeth Dr  
Vincentia, Nsw 2540

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**From:** Simon Cant <simoncant@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Simon Cant  
11 Conjola St  
Currarong, Nsw 2540

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**From:** Melanie Galea <melgalea00@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it subsidises our business during the quiet periods.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Melanie Galea  
6 Berambing Crest  
Berambing, Nsw 2758

---

**From:** Wayne Krygsman <kruggsy@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

My wife and I have been hosting guests for nearly 7 years now. We make a single room available to guests in our 3 bedroom house, in a quiet suburban street, through listing it on the AirBnB website. It has during this time provided us with some financial security, but most of all it has given us the opportunity to meet with some wonderful and interesting individuals we would otherwise not have had the opportunity to know in our lifetimes.

Home sharing and hosting has been a part of our family for many years, even before AirBnB. In the 1990's we made available a single room in our home to many overseas students that primarily came to learn English at international schools in the Sydney CBD. Students varied from young foreign high school students, to mature aged married couples. We had the most wonderful experiences with them in the short time they stayed with us – generally 1-2 weeks. We also provided them with directions and guidance on what other places to see and visit here in NSW and interstate.

In 2013, we saw AirBnB as a direct extension of these experiences. As with students, our AirBnB guests come with glowing reviews and are fully verified by AirBnB and ourselves before we let them stay with us. Same applies to travelling and being guests ourselves. There is a total degree of 'trust' that flows both ways between host and guest. It is this 'trust' that bonds us and makes our experiences even more exciting and pleasurable.

This degree of 'trust' and verification does not exist in the Hotel Industry, or in similar accommodation providers such as Stayz or Bookings.com.

Our experiences using AirBnB have been varied and are widely different with each new guest. All have been pleasurable, and some have extended in to friendships, with many being return guests, all because of the fabulous experience they had in staying with us. Many ask us to visit us in their home town or country so they can reciprocate the experience.

AirBnB have provided us with a semi-structured, semi-formal, accommodation providing, income producing platform, that works for all parties be they hosts, guests, families or individuals. We think it works well for us and the many people we know and have met through AirBnB. We feel that the proposed legislation and its regulations have gone too far, and some are not necessary to maintain the already high quality of service we provide to our guests.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Wayne and Margie Krygsman  
(Super Hosts)

Regards,  
Wayne Krygsman  
48A Laurel St  
Willoughby, Nsw 2068



---

**From:** Roger Chen <roger.c@hostrelax.com.au>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Roger Chen  
71-73 Archer St  
Chatswood, Nsw 2067

---

**From:** Rosemary Gardiner <roanne10@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb to earn a small income so that we do not have to apply for a pension. I provide a clean room and a comfortable bed for travellers heading north and south to various destinations. Our Air BnB room does not impact neighbours and we keep the price down to accommodate those who do not want to spend a fortune on a room. We do not make a massive income from this but it means we do not have to dip into hard earned savings!

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Rosemary Gardiner  
54 Charlotte St  
Bangalow, Nsw 2479

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**From:** Henricus Visschedijk <puremirror@me.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Henricus Visschedijk  
1104 Wilsons Creek Rd  
Wilsons Creek, Nsw 2482

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**From:** Mark Tamone <mark@mediabrandaid.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
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Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Mark Tamone  
285 Miller St  
Camberay, Nsw 2062



---

**From:** Sandra Berner <sandraberne@hotma.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because

1. I am a 76 year old self funded retiree only just outside the requirements of the Aged pension.
2. As a host with Airbnb I am able to earn that little bit extra to help towards living expenses and Strata levies.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Sandra Berner  
45 Queen St  
Berry, Nsw 2535

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**From:** Michelle Gardiner <mishg1976@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it allows me a small income to support myself and my family. There are not that many employment opportunities in Coffs Harbour and this is a way that I can support myself and also provide a service to travellers that is affordable.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Michelle Gardiner  
68 Wakelands Rd  
Sapphire Beach, Nsw 2450

---

**From:** Nelya Babinets <stenibab@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Nelya Babinets  
2-4 Byer St  
Enfield, Nsw 2136

---

**From:** maureen terry <maurenterry11@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

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Thank you for reading my submission.

Regards,  
maureen terry  
16 Darley St  
Shellharbour, Nsw 2529



---

**From:** Julie Leal <juliebbd@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it is a beneficial community activity. It helps travellers and allows us to be hospitable to others. It is a great thing for children to see others helping one another.

The Airbnb host community depends on hosting as an a viable sharing option across the world. We use it overseas and have enjoyed the warmth shown to us and we are motivated to do that for others. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism. This cannot be underestimated.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Julie Leal  
16 Ronald Ave  
Freshwater, Nsw 2096

---

**From:** Ninna Douglas <denaus@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Ninna Douglas  
1087 Duncans Creek Rd  
Woolomin, Nsw 2340

---

**From:** Karina Ramirez <karititor60@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Karina Ramirez  
14 Terry Turner Dr  
Orange, Nsw 2800

---

**From:** Melissa Sangster <melsangster@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Melissa Sangster  
46 Bangalow Rd  
Byron Bay, Nsw 2481



---

**From:** Marion Barnes <randmarb1@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

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#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Marion Barnes  
13A Woodville Rd  
Moss Vale, Nsw 2577

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**From:** Kathryn White <uniquetokathy@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

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I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Kathryn White  
28 Lachlan St  
Thirroul, Nsw 2515

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**From:** Melissa Bonney <melissa@barefootesapes.com.au>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we have two holiday properties in Byron Bay that we run as an accommodation business and use for our own personal use as well. AirBnB is a great platform to promote the houses, but we also have them managed by a professional property management team, Luxico Byron Bay to ensure both guests and neighbours are taken care of.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. We also have a detailed compendium at the properties and online where I recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism. We also use social media extensively to do this - @barefootesapes.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my homes.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive. For us specifically, the increased requirements regarding properties within bushfire zones are particularly onerous. We have recently completed significant renovations and building works to both houses and are fully compliant with all of the requirements so this would represent an additional expense and further unnecessary restrictions. Our particular location is actually within the central CBD area, but is across from a lovely nature reserve in the old town section so have a BAL29 rating imposed.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

We already adhere to all of these things as providing a high end, luxury home with all of the inclusions is what we are aiming for. We are already an exclusive AirBnB Plus host and a SuperHost.

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Melissa Bonney  
89 Wordsworth St  
Byron Bay, Nsw 2481

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**From:** Hermie Quinon <hermiequinon@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it is a best way for visitors to experience and share our great city of Sydney. In doing so, it adds value and increases the economy by way of my tax payment/contributions.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick

and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Hermie Quinon  
Sussex St  
Sydney, Nsw 2000



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**From:** Mrs Isele <coriisele@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it helps pay mortgage and school fees.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Mrs Isele  
117 Burru Ln  
Kalkite, Nsw 2627

---

**From:** Joseph Leung <joseph@kozyguru.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

I run a short-term rental management company based in Sydney. I will go over a few aspects to dissect the underlying reasons on why a fair regulation on short-term accommodation is much needed. For a regulation to be fair, it has to be relevant and constructive to the current economic outlook of NSW rental market corroborated with ample facts and evidences.

As a local STRA host, I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because

(i) Home-sharing is my way to share the Australian culture with fellow travelers around the world. Most of the guests I have hosted love what they have been offered. Some of them chose to stay with Airbnb because they want to go local, explore the neighborhood, and connect to local people. Hotels do offer them great accommodation experience but short-term accommodations offer more than just accommodation, they offer a sense of personal connectedness, cultural immersion, and experience internalization.

(ii) Home-sharing is a business, but it is a people business that go deeper than superficial hospitality. As a host, I have had great joy sharing moments with fellow travelers over drinks, barby etc. Exchanging words and banter.... Hosting travelers has become an important part of my lifestyle. I am opposed to imposing the day thresholds. Why should my lifestyle be penalized just because I have done a great job in hosting people from oversea while corporate hotels are not as good as me in providing what travelers are looking for?

(iii) Home-sharing is a way for me to earn some extra bucks. Having this passive income stream helps me to pay my mortgage and finance my expenses.

As a visitor who chooses to stay with short-term accommodation ever since the birth of home-sharing model,

(i) I document my travel stories all the time and I love the creativity hosts put into their STRA. Some of my stays have been with STRA, not because how big the houses were, or how much money the hosts have put into each accessory, but it is just that "peer-to-peer" experience you can't get from a hotel. It doesn't make sense why I can't stay with certain STRA hosts whom can offer the best worthwhile STRA experience compared to the like of big branded hotels due to the imposition of day thresholds. Staying in a hotel feels like I have to sidestep all the "business traps". The snacks bar costs you extra dollar, the wines in fridge are another \$50. I also have to be of certain manners when I stay with a hotel. I am not saying STRA allows me to trash a person's place or be inconsiderate to neighbors, but I can be more at ease while staying with STRA. Also, STRA has been so good at offering these little goodies and drinks as a welcome gesture for me.

(ii) STRA is a way for me to explore the locals. I used to love staying in hotels because they are of certain standards. However, STRA nowadays have become a great alternative for travelers as they have evolved to outmatch the experiences hotels can offer. This allows me to have great accommodation experience but at the same time to be "inside" the local community. The people I come across while staying off the major tourist attraction areas are more real and more "unexpected". This adds an extra flavor to my adventure without only seeing the infrastructures and major scenes that are made to be seen by tourists. I love the rawness of traveling abroad. And I expect fellow oversea travelers will want similar experience when coming to Australia.

As a property investor, STRA has been a way for me to diversify my investment portfolio. The option to finance mortgage loan through STRA has added a push factor for property investment market in Australia, in turn leveling out the further downturn of housing market that has plagued Australia in recent years. I could not imagine if more property turn back to long term rental market after those regulation launched and how will this affect the property rental market. Somehow STRA vs long term have found an equilibrium in the Sydney rental market. If more property back to long term market which heavily affect the market and push the rental price down which might lead to real estate market drop again.

As a local business owner, thanks to the birth of home-sharing, more and more people in the local neighborhood are

opening up their home which attract more travelers to this “unseen” area. Their arrivals have helped local business to grow as they spend more money on services and amenities that are outside of the major tourist scenes. This has helped regional and local economy to grow. This also draws more attention to the local area and implores local councils to pay more attention to local business opportunities that will support local tourism and finance city planning.

The economic impacts of Airbnb on housing market in Australia:

The growing number of STRA has tapped into a significant amount of properties left vacant in the past and attempted to solve the longstanding issue of housing market being underutilized in Australia (Crommelin et al, 2018). The rise of Airbnb didn't trigger the inaccessibility of private rental sector to long-term renters but just amplified the distortion of existing market direction (Crommelin et al, 2018). So, to point finger at STRA for the unaffordability and unavailability of private rental sector is ruthless. We can't deny the contribution of STRA to the tourism market. The additional supply of STRA has created a buffer zone to facilitate the rising influx of tourists into Australia each year. It has also added \$1.6 billion to Australia's gross domestic product between 2015 and 2016 and has “supported” over 14,000 jobs. 74% Airbnb properties in major markets across the world are located outside the main tourism district, and the flow-on benefit we saw from the Airbnb effect can funnel down the surrounding local business which is recorded by 27% expenditure spent toward food service at local restaurant and a combined 29% went towards leisure activities (Deloitte, 2017) Here we see a free competitive new market, without the regulation of government, has this economic trickle-down effect. More complicated unnecessary regulation will strip away this economic effect on NSW's GDP.

Is This A Fair Regulation on STRA?

We understand that a fair proper regulation on STRA will ensure that every involving party can comply with the reasonable requirement set forth without complicating the process of home-sharing with unnecessary bureaucracy measures that see no practical implication on the safe and sound operation of hosting. In general, I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments to a “fair regulation on STRA”. Here are some relevant rebuttal points:

(i) 180-day thresholds: This is a very unfair regulation as this approach is an effort to undermine a free competitive existing rental market. Having the rental cap per year is essentially similar to penalizing business which provide great valued hospitality services. We understand STRA hosts are positioned on a higher playing grounds as they don't have to pay hotel tax and adhere to the strict safety regulation standard for hotels etc, but government should consider levelling out the field by imposing taxes on registered STRA instead of limiting their access to the playing ground. We agree on property registration for STRA but not for the purpose of facilitating the overseeing of hosts' compliance towards the 180-day threshold regulation. The imposition of day limits will further make the already inelastic housing market even more inelastic, further worsening the price fluctuation in the STRA and LTRA simultaneously.

(ii) The “strike system” introduced as part of the effort to regulate STRA will be controversial upon implementation. We understand this regulation is targeting “party house” or properties that disrupt neighborhood peace. But, most of the hosts in general do not allow “partying” in the house. We are concerned that the existence of “strike system” will unfairly punish hosts who are against “partying” to begin with (and as a result becoming a victim of unfair complaints and regulation by neighbors and building owners).

a. How are the Code of Conduct commissioners going to evaluate the validity of lodged complaints with consistent and fair judgment given that these complaints are filed based on subjectivity entirely? Hosts are most likely going to be penalized more often than not.

(iii) Regulation is hard to pin down if someone violates the 180 day threshold given the conditional clause that if hosts are present in the premises, it is “exempt development”. There seems to be no practical and efficient way to verify every single reservation whether hosts will be at the premises.

(iv) I specifically want to comment on the Environmental Planning and Assessment (STRA) Regulation 2019. The additional safety and evacuation requirement for dwellings used for STRA will impose additional cost barriers that are already stacking up against hosts while yield no significant practical application. I oppose to the introduction red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- a. Respect the ancillary use of my home for home sharing
- b. Mandate smoke alarms
- c. Require evacuation or emergency plans and guest education

This requirement can be easily achieved with brief safety instruction given upon check-in.

(v) I also oppose the requirement set forth by the STRA State Environmental Planning Policy for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. If I am just sharing my home for a few weeks a year, applying for a permit may not even breakeven for my cost. This makes hosting uneconomical. The expensive permit, if implemented, will severely impact holiday homes up and down the coast which have existed for decades without these permits. Of course, the additional cost will shift from owners to travelers, making traveling in NSW more expensive.

(vi) I oppose the potentially costly, complex, and onerous STRA property register. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost-effective self-assessment form, which is only required in limited circumstances. I don't see how STRA property can do a better job in protecting hosts and guests given that existing platforms like Airbnb has had systems in place to remove guests or hosts that are violating community agreement. Most importantly, profit and reputation are much more powerful driver for quality services than regulatory compliance. This has been achieved due to the connectivity and transparency of the internet where feedback with reviews, pictures and peer references are readily made available. If host wants to thrive in this STRA business, they will of course have to meet all the societal and community expectations of how a good STRA looks like.

What Does Regulation on STRA Imply?

If we think the annual day threshold regulation can address the issue of equity concerns, the existing housing market participants are still going to benefit from the STR and LTR market regardless. The issue at hand is the barrier to get into the housing market for low to middle-income earners, and government should place more emphasis on how to help these socioeconomic groups get into the playing field.

If we think the 180-day thresholds regulation can put more houses back to the long-term market:

(i) Homeowners are going to turn their property to short-term rental during peak travel season and turn it back to long-term rental during non-peak season.

(ii) Housing in suburbs like Bondi, Darlinghurst, Manly will exhibit this constant fluctuation between STRA and LTRA, creating more uncertainties for long-term renters. This will also create further frictions and barriers to enter into rental agreement. So, do the long-term renters get to live in these areas during off seasons but have to find somewhere else to live during travel season?

The Bigger Picture: Relationships between Housing Affordability & Availability & STRA

There have been investor-led building booms around Gordon, Miranda, Botany, Sutherland and Homebush areas. The number of units listed for rent in June 2017 has ballooned from 17,500 units to 32,680 listings, leading to a drop of rental price \$25 a week less median rent than last year. If we look at figures from Domain.com.au, there has been a city-wide level drop of rental price in all area from June 2017 to 2019, particularly for a one-bedroom unit in Chatswood which recorded a \$120 drop per week between September 2017 and March 2019. Sydney-wide rental vacancy rates have almost doubled from 1.7% in 2017 to 3.2% in 2019. So, the question is: Do we have undersupply housing issue?

The undersupply of long-term housing market, in the inner city Sydney and areas around Bondi, Manly and Darlinghurst can be resolved if better public transport system can be achieved that connect non-traditional rental area such as Northwest Sydney where there are massive boom of new housing for rents to these area. A good transport network is the best way to resolve the issue of overcrowding in certain areas given limited supply of long-term affordable housing. Imposing 180-day threshold will only solve the housing issue in these areas seasonally. This ties back to my point (ii).

Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I propose that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

A New Economic Framework:

As the NSW Government tries to best regulate home sharing, it is important to understand how working with existing market force can yield a more competitive and better economic outcome than imposing stringent rules and complicated planning requirements that can dampen the benefit of home-sharing. Home-sharing culture has sipped into a lot of homebuyers' decision-making process and it has very much been a new rising relational culture for residents of NSW. We want to work with the government to best regulate home-sharing but in an innovative way that is reflective of how people travel and how people use their homes.

Thank you for reading my submission.

Regards,  
Joseph Leung  
299-305 Sussex St  
Sydney, Nsw 2000

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**From:** Jas Gill <jasdeep.gill@live.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I have listed my property and decided to host on Airbnb because it provides me with great flexibility in renting my property. I am able to earn a higher income from guests travelling from overseas through the airbnb platform when compared to the traditional long-term rental.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I have also placed many pamphlets and menus from the local cafes, restaurants and shops for my guests to view and consider so the small businesses get a boost from the guests staying at my property. Many guests decide to follow my suggestions and provide business to the local cafes and restaurants rather than purchasing groceries and cooking at home over a short stay as it is more convenient.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home through airbnb.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Jas Gill  
21 Highland Close  
Macquarie Links, Nsw 2565



---

**From:** Patricia Champion <miss\_\_pat@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Rob submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Patricia Champion  
25 River St  
Repton, Nsw 2454

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**From:** Robert Macindoe <robert.macindoe@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Robert Macindoe  
10 Saltwater Row  
Murrays Beach, Nsw 2281

---

**From:** silvana van dijk <people@culturebank.info>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills while I study to improve my employment future possibilities. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism. We offer to take them to the local bistro, give them links where they can book themselves a surf lesson, hire a bike, a car, which routes to take, and several other suggested services they can use and which in return boosts the local economy, especially in rural areas, areas where it is difficult to find employment, surrounding businesses welcome a boost in their clientele, so, hosting goes a lot further than just taking away otherwise rentable properties ( only in tourism and high density areas) one rule should not apply to all, we are in a remote area and if it was not for air bnb , we would struggle a hell of a lot more to make ends meet.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
silvana van dijke  
Pringles Way  
, Nsw 2460

---

**From:** Mike Nguyen <minhhatomcua@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

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Thank you for reading my submission.

Regards,  
Mike Nguyen  
27 Shaw Ave  
Kingsford, Nsw 2032



---

**From:** Karin Escombe-Wolhuter <karinescombewolhuter@gmail.cpm>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I am a widow and it helps to support my pension . Keeping me financially independent. As well as having the opportunity not to feel too much alone.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Karin Escombe-Wolhuter  
12 Browning St  
Byron Bay, Nsw 2481

---

**From:** Hela Munro <lotstodoh@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Hela Munro  
32 Hollingshed St  
Greta, Nsw 2334

---

**From:** Jim Newcombe <jim\_newcombe@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Regards,  
Jim Newcombe  
30 Bayline Dr  
Point Clare, Nsw 2250

---

**From:** Rosemary Treyvaud <nonnasan1@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we enjoy meeting people from all around the world, as do we when traveling overseas ourselves. We enjoy showing true Australian hospitality and authentic experience of genuine Australian people. We only host in our home whilst we are there, ensuring no inconvenience to neighbors or area. Due to our own travels we host less than 20 nights per year. For us it isn't about making money, it's about hospitality and the joy of meeting fellow travelers.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Rosemary Treyvaud  
4B Popplewell St  
Moama, Nsw 2731



---

**From:** hannah silverton <hanjsilv@hotmail.co.uk>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Regards,  
hannah silverton  
10 Raftons Rd  
Bangalow, Nsw 2479

---

**From:** Therese Solomon <solomon.therese@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Therese Solomon  
47 Sunset Strip  
Manyana, Nsw 2539

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**From:** kim martin <kimbo1martino@outlook.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
kim martin  
18 Selwyn St  
Barry, Nsw 2799

---

**From:** Simone Novello <simone@novellopartners.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because my partner and I have relocated for a few years for his next project and I want to be able to continue enjoying my home by sharing it with guests rather than permanently renting it. It is also providing a vital income source to help me pay all my bills while transitioning into a fully eco career path - and to catch up financially after being a solo mum for most of the last 18 years.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism. I am currently leading the launch of an eco focussed local host club in the area and have had a very enthusiastic response from local businesses to a host partner program so we can grow the eco tourism market in the Mountains.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home. I think it's a particularly wonderful opportunity for single mothers and women over 50 who own property to create vital income sources especially in regional areas and where mainstream employment may not be a viable alternative.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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## STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

My experience as an Airbnb host has been a very positive one since we started late December 2018. I have found the Airbnb platform a great regulator of good hosting and eco tourism. Thank you for reading my submission.

Regards,  
Simone Novello  
20 Central St  
Wentworth Falls, Nsw 2782



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**From:** Stevan Pejic <azci@internode.on.net>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Stevan Pejic  
102 Old Bathurst Rd  
South Bowenfels, Nsw 2790

---

**From:** Michelle Philip <geckosnewtail@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Michelle Philip  
56 West St  
, Nsw 2469

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**From:** Semra Murphy <semra.murphy@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Semra Murphy  
20 Milford Rd  
Miranda, Nsw 2228

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**From:** Iona Roumeliotis <iona@artechne.com.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it provides an easy & affordable forum to access potential guests.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Iona Roumeliotis  
1 Myrtle St  
Leichhardt, Nsw 2040



---

**From:** Melissa Amadio <mel.amadio86@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Melissa Amadio  
33 Kunama Dr  
East Jindabyne, Nsw 2627

---

**From:** Peter Murphy <peter@galileofunds.com.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I feel it's wonderful to offer travelers the choice to stay in a home and enjoy a local experience, rather than the choices prior to Airbnb which were either cost prohibitive home stays or a generic hotel experience.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

I am opposed to 180 day cap per annum when the host isn't present. I feel people should be able to use their properties to provide accommodation 365 days a year and would like to highlight that Sydney has a real shortage of accommodation for traveling families. Also imposing the 180 cap will not lead to an increase in housing in the inner city. It will result in home owners leasing their homes 180 days and then offering short term leases on furnished properties which will only benefit the serviced apartment market.

I also feel that buildings zoned for short stays and serviced apartments should be exempt from the 180 day cap when the host isn't present. Owners of apartments in building zoned for short term stay should not be penalized as they have purchased their property on the basis that it can be leased 365 days a year on a short term basis.

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Peter Murphy  
243 Pyrmont St  
Pyrmont, Nsw 2007

---

**From:** Nalini sharma <sharmana@telstra.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because to supplement my income and provide a comfortable lifestyle for my family. I have been working since I was 16. I was never dependent on government money. Paid for my own education and continued to work and support my kids education. I have always paid my share of tax unlike the multi millionaires who get away from not paying tax or the doll bludgers who never work and get all the benefits from government. I have worked hard for what I have and now I am working towards my retirement.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Specifically, I want to comment on the following:

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I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Nalini sharma  
3 Elan Close  
Moorebank, Nsw 2170

---

**From:** Marina Scozza <davidandmarina@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

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Thank you for reading my submission.

Regards,  
Marina Scozza  
24 George Ave  
Bulli, Nsw 2516



---

**From:** Trevor Langton <bnbrsr@outlook.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because as I had forced retirement, and we have a space available, the small amount we receive from hosting our space helps with our Mortgage and household.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Trevor Langton  
37 Baragoot Rd  
Flinders, Nsw 2529

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**From:** Rob Jennings <robert.jennings@det.nsw.edu.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because my wife and I have built a granny flat for our parents to use in a few year's time. In the meantime, we have chosen to use Airbnb to rent the villa as it gives us an opportunity to have local and international guests experience Sydney from a homely perspective. It's not rented full time but we like to keep and eye on it through cleaning and general maintenance. It

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Thank you for reading my submission.

Regards,  
Rob Jennings  
1 Kinsel Grove  
Bexley, Nsw 2207

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**From:** Louise jones <lou\_nic\_jo\_13@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,

Louise Jones

158

Pagewood, NSW 2035

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**From:** Michael Kerr <michaelkerr2104@outlook.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it allows us to speculate on the property market at the same time as a negative geared asset for tax time. It was an easier way to upgrade our residence as we moved out of the property to create the Airbnb.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Michael Kerr  
15 Inner Cres  
Bowenfels, Nsw 2790



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**From:** Ravinder Bajaj <bajajr8@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Ravinder Bajaj  
17 Wentworth Ave  
Waitara, Nsw 2077

---

**From:** Raymonde Dagassan <amy.dagassan@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Regards,  
Raymonde Dagassan  
26 Bennett St  
Dee Why, Nsw 2099

---

**From:** Supitchaya Lloyd <supitchaya.australia@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Supitchaya Lloyd  
174 Fairfield St  
Fairfield East, Nsw 2165

---

**From:** Lisa Hutchinson <hutchinson357@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Lisa Hutchinson  
36 Rangers Ave  
Mosman, Nsw 2088



---

**From:** Joe Genova <joe\_s\_genova@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Regards,  
Joe Genova  
21 Alberta St  
Sydney, Nsw 2000

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**From:** Tessa Faucheur <tessa.faucheur@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I enjoy sharing our unique property with guests from all over the world. We are located in the Hawkesbury at the crossroads of 2 rivers in settled in a unique converted little Church! We are in the heart of local communities and also fuelling local businesses, we hosts many guests coming in the neighbourhood for weddings.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Tessa Faucheur  
1932 Wheelbarrow Ridge Rd  
Lower Portland, Nsw 2756

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**From:** Wendy Smith <biddiesmith@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Wendy Smith  
7 Crystal Dr  
Sapphire Beach, Nsw 2450

---

**From:** Lily Seeto <ryde1410@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

Dear NSW Government,

Regarding your current proposal of State Environmental Planning Policy, I would like to raise a few points for your attention.

I respect your intention to regulate the short-term rental market. However, I believe your upcoming proposal is too strict and is detrimental to small property owner like myself.

As a stay-at-home single mother, I have 2 children and I live mainly by the income from AirBnb short-term rental. I bought my 3 apartment properties 7 years ago and I still have 23 year of mortgage to pay off. I tried long-term rental before. However, the long-term rental price and rent-out rate in my area are not idea at all and left me a large gap between rental income and mortgage payment.

When I was introduced to short-term rental option like AirBnb, Booking and Stayz, I found a new way to support my family. I had experience in hospitality before I had children and I know very well how to manage and organize service for hotel or service like environment. I am proud to say that I have a quite successful small business in the short-term rental. I have been hosting over 200 guests in the past and most of them loved their experience in my properties. They found it this way of rental is more affordable and more flexible than the traditional commercial hotels or long-term leasing contracts. I received so much great reviews from those guests, which not only increase my income but also boost my confidence for life.

According to Butterfly effect theory, even though my business is small, it does initiate some other related business to flourish in my community, such as cleaning, plumbing, furniture, florist and ect. It is fulfilling for me to bring opportunity and make my part of contribution to my community.

To be honest, the reason I am sharing my story of short-term rental with you, is to raise your attention to reconsider your regulation proposal. I think it is too strict and not being considerable for the situations of small short-term rental business owners like myself. Even though I know I have rights to claim support from Centrelink for single parent payment to support my children and myself. I do not want to do that because I regard it undignified to the live on welfare system when in fact it could have been possible to make a living on my own.

At the contrary, I would like to pay my own share of tax; I would like to help and support other people; I would like to set a good example for my children to be a self-respect and independent human being. Please do not take away these import things in life!

Regards,  
Lily Seeto  
North Ryde  
North Ryde, Nsw 2113

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**From:** Steven Ding <sding@288capital.com.au>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Steven Ding  
259 George St  
Sydney, Nsw 2000

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**From:** Leon Williamson <lw113365@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I am a self-funded retiree living in Goulburn with my wife. We run a small business from our home in which we provide short term accommodation for visitors to Goulburn in a friendly home environment at a reasonable cost. We started our business in November 2017. In August 2018 we made a submission to the Dept of Housing and Planning regarding the impact of proposed changes to STHL legislation in NSW. We received a letter from the Minister for Planning, Minister for Housing, Special Minister of State the Hon Anthony Roberts MP via our local member the Hon Pru Goward on 8th October 2018. The letter stated that in our situation, there would be no limit on the number of days we could operate and that our property would be considered an exempt development. Recently, we received information from Airbnb that the policy is again up for review.

We are concerned that the pending legislation to regulate STHL properties will restrict our ability to run our business. Our understanding of the purpose of the legislation is that it aims to control the burgeoning growth of short term accommodation in strata properties predominantly in the busy parts of the major cities. The impact of this on the housing market and on the amenity of other residents in strata units has been well addressed in the Options Paper of 2017.

However, we do not fall into the above categories. Our premises are our family home. We are not locking up any housing stock from the market place, nor are we creating a nuisance for our neighbours. We are simply utilising a large house to provide an alternative accommodation experience for our guests. We live onsite and personally welcome and supervise all guests. We also provide additional accommodation in a tight market and promote Goulburn in ways that the more impersonal types of accommodation cannot do.

The demographic profile of our guests is predominantly retirees who are on a road trip via Goulburn or who are coming to Goulburn to visit family or to attend other functions in the district. For example we recently hosted guests who were in Goulburn to attend the attestation parade at the Police Academy. (On that particular day, all accommodation in Goulburn was booked out.) This activity does not create any noise, parking or waste management issues in our neighbourhood.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Leon Williamson  
20 Australia St  
Goulburn, Nsw 2580

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**From:** richard eastman <r.eastman@atelieraura.com.au>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Regards,  
richard eastman  
190 Gleniffer Rd  
Bellingen, Nsw 2454

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**From:** Shannon OConnell <rhannyo@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
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Shannon OConnell  
Coffs Harbour  
Coffs Harbour, Nsw 2450

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**From:** Natalie Rutherford <naduli\_1@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because I believe it is a great way to offer quality accommodation in areas that do not have available accommodation, and importantly are available to those with a larger family where traditional accommodation does not seem to offer a reasonably priced option.

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Thank you for reading my submission.

Regards,  
Natalie Rutherford  
Redhead Rd  
Newcastle, Nsw 2290

---

**From:** Jeremy Atcliffe <jatcliffe@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host (and someone who voted for you) I wanted to provide my feedback on the Government's proposed regulations.

My partner and I host on Airbnb because we can't afford to buy our own home and this gave us an entry into the property market. My Partner managed the property while looking after our newborn allowing her to work from home and generate some income for the family.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation,

registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Jeremy Atcliffe  
2 Kendall St  
Surry Hills, Nsw 2010

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**From:** Jane Tamone <jane@mediabrandaid.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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#### Environmental Planning and Assessment (STRA) Regulation 2019

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Thank you for reading my submission.

Regards,  
Jane Tamone  
285 Miller St  
Camberay, Nsw 2062

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**From:** Mikel Goodman <mikel@pr.com.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Specifically, I want to comment on the following:

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Thank you for reading my submission.

Regards,  
Mikel Goodman  
30 Hillcrest St  
Terrigal, Nsw 2260

---

**From:** Kristin Badger <kristinrb.266@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because hosting help me pay for the mortgage associated with the high cost of property in Sydney. I am also the founder of a new business so hosting supplements my cost of living while I grow this business which will contributes to the NSW economy.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

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#### Code of Conduct

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Kristin Badger  
736 Elizabeth St  
Waterloo, Nsw 2017

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**From:** kaz Selbie <kazselbie@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

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or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
kaz Selbie  
59 Valla Beach Rd  
Valla Beach, Nsw 2448

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**From:** Sam O'Brien <samob7@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home as an investment property.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

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Thank you for reading my submission.

Regards,  
Sam O'Brien  
45 Ridge St  
Merewether, Nsw 2291

---

**From:** Miranda Newcombe <mirandadrury@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Miranda Newcombe  
30 Bayline Dr  
Point Clare, Nsw 2250

---

**From:** Kevin Askew <kevinaskew@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Kevin Askew  
14 Ross Ave  
Narrawallee, Nsw 2539

---

**From:** Nigel Brown <browns1252@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Nigel Brown  
302 Promised Land Rd  
Gleniffer, Nsw 2454

---

**From:** Peter Moorey <pmoorey@outlook.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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- Respect the ancillary use of my home for home sharing
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#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

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I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Peter Moorey  
27-29 George St  
North Strathfield, Nsw 2137

---

**From:** Simona Stenmark <simonastenmark@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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Regards,  
Simona Stenmark  
18 Helena St  
Lilyfield, Nsw 2040

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**From:** Natika mishteler <navehdan@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
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Regards,  
Natika mishteler  
18 Streatfield Rd  
Bellevue Hill, Nsw 2023

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**From:** Sally Riggert <sallyanneriggert@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Sally Riggert  
13 Chester St  
Woollahra, Nsw 2025

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**From:** Oithip Sly <mimoza\_mai@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Oithip Sly  
285 Katoomba St  
Katoomba, Nsw 2780

---

**From:** Sue Taylor <taylfam@bigpond.net.au>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we live in a fabulous area that is loved by local and international guests alike and it provides a steady income.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Sue Taylor  
5 Allora Cl  
Woollamia, Nsw 2540

---

**From:** Linda Natascha <surryhills23@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

I have noticed the new regulatory framework for short-term rental accommodation which is going to implement from this September. I truly understand the concern and necessity of regulating the short-term rental market, but I think this framework is excessively rigorous, and I would like to share some of my personal opinions regarding this.

I am an Airbnb host who has one investment property used for Airbnb. I recently gave birth, so I have to quit my job to look after my daughter. Thus, I'm facing lots of financial pressure. Due to the depressed real estate market in recent years, it's not easy to sell or get good rental income from long-term leasing, I start to do Airbnb for my apartment, and I found the short-term leasing income could cover my mortgage better and help me reduce financial stress. I'm trying hard to find a way to earn money independently rather than get money from Centrelink. Also, in my previous long-term rental experience, my property was damaged by tenant badly even there is 6-month inspection conducted. I found the short-term leasing could maintain my property better due to frequent check and clean.

Another advantage of short-term leasing I found is the short-term rental provides more job opportunity for housekeeping. Lots of cleaners I have cooperation are very appreciated that they can have this job to live. Most of Airbnb hosts like me have lots of love for our properties, and we try to decorate the holiday houses as a beautiful home. We hope guests will love and feel like being at home with an affordable accommodation fee. I believe that the short-term leasing is beneficial for the tourism industry, and the purchase of furniture and decoration from supermarkets and shops also benefits for the national economy. Indeed, we claim tax legally for all the income from short-term leasing.

The framework of 180days limitation will have a significant impact on my daily living and family. It is difficult to put the property on a long-term leasing market for 180 days in a year which means the rental fee cannot be satisfied, and there is more possibility to leave the property unoccupied. That will lead to much more substantial financial difficulty for me to pay my mortgage, raise my daughter and afford daily living expense (As you know, childcare and living expense are costly in Sydney). The limitation will be worse the short-term leasing market, which will lead cleaners to lose a job, decrease the number of tourists, and affect the income of shops which even will worsen the national finance. I don't think this limitation can help long-term leasing and also will exacerbate the real estate market because it's not able to get the balance for both long-term and short-term leasing in a year.

I do understand the government's concern of safety and regulation of short-term leasing market. However, I genuinely believe that this limitation is not suitable to implement, and the weakness and leading consequences are much more significant than the advantages. It will not only get thousands of families to struggle with their lives, suffering from financial difficulties but also impact on the national economic situation. I genuinely wish you could take careful consideration to determine whether this limitation of days is appropriate in deep national concern. Thank you for your attention.

Kind regards,

Linda

Regards,  
Linda Natascha  
Hill St  
Surry Hills, Nsw 2010



---

**From:** Susan Graham <justpropertyrentals1@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

We love the Southern highland & all it has to offer & want to share it with the world.

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I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Susan Graham  
11 Arthur St  
Moss Vale, Nsw 2577

---

**From:** Janita Abra <janitaabra4@outlook.co>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Janita Abra  
222 Pacific Hwy  
Crows Nest, Nsw 2065

---

**From:** Peter Vilimaa <cellitosands@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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I host on Airbnb because travellers wish to stay in our gorgeous village on the lake and there are no hotels/motels here and by allowing hundreds of people per year to stay in my house, we provide additional income for the local community. Also holiday rental supplements our own income.

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Regards,  
Peter Vilimaa  
LOT 7167 Sandbar Rd  
Sandbar, Nsw 2428

---

**From:** Jesse McBride <jesse@intolandscapes.com.au>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Jesse McBride  
21 Shallow Bay Rd  
Coomba Bay, Nsw 2428



---

**From:** Helen Martin <helenphoenixgear@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Specifically, I want to comment on the following:

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Thank you for reading my submission.

Regards,  
Helen Martin  
144 Dawson St  
Girards Hill, Nsw 2480

---

**From:** Robyn flowers <flowers.robby@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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#### Environmental Planning and Assessment (STRA) Regulation 2019

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Robyn flowers  
1 Little St  
Mosman, Nsw 2088

---

**From:** Julie Sheather <julie@mandarinmedia.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it helps to cover the costs of owning property in Terrigal, especially with the high tourism rates charged by council.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism. Very often our guests use other small local business for day trips, meals and entertainment.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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#### Code of Conduct

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Julie Sheather  
34 Barnhill Rd  
Terrigal, Nsw 2260

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**From:** Stephen Price <pricesr@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it is a convenient way of providing some additional income for my forthcoming retirement.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism as well as promoting my own small local enterprises.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

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#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Stephen Price  
39 Somme Ave  
Wentworth Falls, Nsw 2782



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**From:** Sami Einola <sami.einola@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Sami Einola  
28 Pelican St  
Darlinghurst, Nsw 2010

---

**From:** Troy Kay <troykay@outlook.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because put simply it brings benefits to people of NSW both guests and hosts that can't be found elsewhere. Places to stay at a great price organised through a strictly regulated website.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Troy Kay  
10-12 Gordon St  
Woonona, Nsw 2517

---

**From:** Janice mcLay <mclayjanice@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Janice mcLay  
22 Roberts St  
Narrandera, Nsw 2700

---

**From:** Martyn Wilson <minkymouse23@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it gives my partner and I an opportunity to earn extra funds to support ourselves in our retirement. We like to meet and host guests from Australia and around the world and offer a customised service to all our guests.

We have one apartment in Darlinghurst which is listed on Airbnb and is not listed on any other platform. We run our listing and apartment in a professional and responsible manner. We see our listing as our business and therefore our behaviour and services provided are focused on boosting our credibility and reliability.

To date, we have hosted over 200 stays. We have never received a complaint from guests or any resident or tenant within our small apartment block.

We also meet our guests on they arrival. We do not have a latch key system. We also close the calendar to bookings when we are not in Sydney; in other words, we do not rely on other people to act of proxy hosts.

The Airbnb host community depends on hosting as an economic lifeline to help us support our retirement without resorting to Government assistance and support for paying bills. We also recommend our favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

We are deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for us to share our apartment.

I understand that the Government has made commitments to support 'fair short term rental accommodation (STRA) regulation that supports the sharing economy'.

Generally, I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people and for us who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my apartment before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an

ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my apartment is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my apartment for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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#### STRA Property Register

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

I also believe that the proposed regulation and strike out system where the guest displays problematic behaviour, but the punishment falls directly upon the host is wrong and unfair. A host in good faith lets their entire house or apartment to a guest who they believe will act in good faith. All Airbnb hosts are required to set House Rules. Our House Rules clearly state that parties, noise and abhorrent behaviour will not be tolerated which could lead to the stay being terminated and Airbnb informed, and Police is necessary. I believe a more nuanced system should be developed to punish the guest if the guest solely contravenes the Code of Conduct. I suggest all guests when booking be asked to sign that they have read and understood a summary of the Code of Conduct before their booking is confirmed. This summary would highlight appropriate, expected behaviour and which behaviour will not be tolerated. As proposed, the 2 strike rule seems to only apply to hosts. I suggest guests who are found to contravene the Code of Conduct should be flagged by Airbnb (in our case), so they cannot book any accommodation with a host on Airbnb for 2 years after 2 strikes. This way the responsibility falls to the perpetrator. Any other way means the perpetrator walks away while the host takes all the responsibility. This is unjust.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Martyn Wilson  
53 Ryan St  
Lilyfield, Nsw 2040



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**From:** Robert Dunn <robert@dunnclan.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Robert Dunn  
16 Cole Cres  
Narooma, Nsw 2546

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**From:** Vanessa howlett <vanessa-1003@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Regards,  
Vanessa howlett  
3 Coventry Pl  
Lake Albert, Nsw 2650

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**From:** Sara McAllister <mcallisterfamily5@icloud.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Sara McAllister  
5A Kenilworth St  
Manning Park, Nsw 2259

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**From:** Teresa Mason <teresamason123@icloud.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Teresa Mason  
63 Dalhousie St  
Haberfield, Nsw 2045



---

**From:** Graciela Debono <elenadebono62@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Regards,  
Graciela Debono  
29 Station St  
Bonnells Bay, Nsw 2264

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**From:** Leanne Gallagher <leanneviolet@hotmail.com.au>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Leanne Gallagher  
8 Durham Cl  
Dural, Nsw 2158

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**From:** Ian Madden <madden.ianf@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Ian Madden  
12 Livingstone Pl  
Mount Colah, Nsw 2079

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**From:** Guadalupe Prada <contactlupeprada@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
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Regards,  
Guadalupe Prada  
30 Red Lion St  
Rozelle, Nsw 2039



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**To:** DPE PS STHL Mailbox  
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I host on Airbnb because I currently care for my aged Mother at her home and rely on my Airbnb income to live on for both myself and to support my Mother and 3 children.

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Regards,  
Helen Dowler  
34 Hopewell St  
Paddington, Nsw 2021

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I host on Airbnb because it allows families to have much needed affordable holidays together. Motels in my area charge up to \$600 per night over summer. We need tourists in our area to survive!

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick

and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Lauren O'Neill  
1-7 Ocean View Ave  
Merimbula, Nsw 2548

---

**From:** Kristine McCarroll <kikimccarroll2001@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host, I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I am away from my home for part of the year and this allows me to maximise my rental income which is my SOLE income.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however, parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home-sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which, will end up making holidays across NSW more expensive.

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Thank you for reading my submission.

Regards,  
Kristine McCarroll  
142 Addison Rd  
Marrickville, Nsw 2204

---

**From:** JOANNE COUGHLAN <joeycoughlan@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it is a major income for myself and my husband in retirement. With these new rules, our income will be halved immediately plus the cost of implementing all the new requirements.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
JOANNE COUGHLAN  
13 Stuart St  
Manly, Nsw 2095



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**From:** Leonie Edwards <leonie.edwards@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Leonie Edwards  
55 Second Ave  
Erowal Bay, Nsw 2540

---

**From:** Marc Hine <marc\_hine@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Marc Hine  
46 High Holborn St  
Surry Hills, Nsw 2010

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**From:** Zoe campbell <zoenerissacampbell@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Zoe Campbell  
9 Cemetery Rd  
Byron Bay, NSW 2481

---

**From:** Sereykosal kim <kim.sereykosal@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Sereykosal kim  
22 Childers St  
Bonnyrigg Heights, Nsw 2177



---

**From:** Xi Li <nicolelee1983@msn.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Xi Li  
7 Potter St  
Waterloo, Nsw 2017

---

**From:** ROCHELLE Borton <roch@eduinfluencers.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because after the breakdown of my marriage in 2016 I needed to supplement my income to pay for the mortgage. I saw moving our children from their family home as not an option.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
ROCHELLE Borton  
48 Campaspe Circuit  
Albion Park, Nsw 2527

---

**From:** Helen Gibbons <h\_gibbons@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Helen Gibbons  
24b George St  
Leichhardt, Nsw 2040

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**From:** Renato Caiato <caiato.r@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

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Thank you for reading my submission.

Regards,  
Renato Caiato  
Kings Cross Rd  
Sydney, Nsw 2011



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**From:** Robert Perillo <r.perillo@optusnet.com.au>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Robert Perillo  
Addison Rd  
Manly, Nsw 2095

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**From:** Marita Rifai <marita.rifai@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Marita Rifai  
1266 Kurmond Rd  
Kurmond, Nsw 2757

---

**From:** Tony Curran <tonyc26@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Tony Curran  
11 Sunrise Ave  
Terrigal, Nsw 2260

---

**From:** Merideth McCluskey <mccflitt@bigpond.net.au>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I want to give families to opportunity to enjoy our town of Byron Bay at an affordable cost. We are a unique house where we mainly focus on families with young children so they can have the best experience possible in a home away from home.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Merideth Mccluskey  
8 Cooper St  
Byron Bay, Nsw 2481



---

**From:** Lois Wolf <loiswolf961@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Lois Wolf  
11 Bradley Pl  
Illawong, Nsw 2234

---

**From:** Lucy Bloom <thelucybloom@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host, I am writing to give some personal feedback on the Government's proposed regulations to Airbnb participation.

I host on Airbnb because it is the only way I can afford to live in Sydney on a single income. I have three children to support and this is the best way to monetise my principal place of residence. I am not a big investor. Just a mum who is making the most of my home.

By hosting, I also support the local economy by recommending my favourite cafes, restaurants and shops in Coogee and beyond.

I am concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home. They will create a barrier to entry which will stop many people from making an additional income. Single mothers, especially.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however, parts of the current proposals are unfair and fall short of the Government's commitments which is very disappointing.

Specifically, I want to comment on the following:

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Thank you for reading my submission. I hope you will be supportive of the share economy and the Airbnb platform as it currently stands.

Regards,  
Lucy Bloom  
108 Brook St  
Coogee, Nsw 2034

---

**From:** Suzanne Miller <suzanneleemiller@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because there are no hotels in the Pearl Beach area and very few in the surrounding areas. We offer very affordable accommodation and mostly on the weekends. There is so much wear and tear on the property to rent this way and even after one year, we have to replace the bathroom and hall floors due to tenants flooding the bathroom a few months ago. However, this allows us and our young family to use the house ourselves when it is not rented.

We provide jobs for a local cleaning company in Umina. They are a husband and wife couple and without the income from Airbnb and stayz, would be destitute. We also provide jobs for regular maintenance, due to the heavy wear and tear the house receives. We also employed a whole team of local carpenters, painters, plumbers and electricians to renovate the house to the level needed for a popular rental on Airbnb. If the tax or tariffs were to increase on Airbnb and Stayz (they are already expensive) it would be price prohibitive to holiday rent and we would either sell or rent out permanently, which, in turn would kill the local tourist economy and this is the only way half the local community survives. The local cafe and one hat restaurant would surely close and the area would die a slow death.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Suzanne Miller  
9 Wyong Rd  
Mosman, Nsw 2088

---

**From:** Matt Nielsen <matt@vbeach.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Matt Nielsen  
38 Cylinders Dr  
Kingscliff, Nsw 2487



---

**From:** YASMIN LANG <yasmin@universal-heart.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I enjoy sharing my home whether it is for English language students, friends and extended family we offer a service to our community by being a local and sharing our home that makes it more affordable for travellers, students and course trainees and young over seas students/ backpackers look for a safe family home

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home-sharing community and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Warmest

Regards,

YASMIN LANG

1 Belongil Cres

Byron Bay, Nsw 2481

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**From:** Paul Haslin <admin@elysionalpacas.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a potential local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I would like to host on Airbnb to provide some additional income to my pension, whilst encouraging tourist interest in my region.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the bills. I also recommend local cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired. The sophisticated 10 year battery, interconnected systems available on the market should be recognised as equal to hard-wired systems.
- Require evacuation or emergency plans and guest education

#### STRA Property Register

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registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Paul Haslin  
155 Foxgrove Rd  
Canyonleigh, Nsw 2577

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**From:** Kim Jones <kimjones1977@outlook.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it allows me to earn income to support my family living in a resort town where permanent jobs are scarce. If we could not rent out our property to earn extra income we would be forced to sell it as the cost of the mortgage would be too high for us to sustain any other way.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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#### Code of Conduct

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Kim Jones  
54 Jonson St  
Byron Bay, Nsw 2481

---

**From:** Joanna Wolfe <jwolfe68@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Joanna Wolfe  
20 Alexandria Parade  
South Coogee, Nsw 2034



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**From:** Lois Vickery-Hall <louisa59vh@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I love sharing my hometown with visitors hosting fellow Australians looking for a local holiday. The more Australians holiday within Australia, the more money is spent supporting our local communities, giving jobs in hospitality that may otherwise not be available.

I have been hosting guests at my properties for over 10 years and I have never received a complaint regarding my guests. I educate them on all the rules and regulations that I have in place to ensure my neighbours amenities are not disturbed.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

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Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Lois Vickery-Hall  
37 Childe St  
Byron Bay, Nsw 2481

---

**From:** Janette Nilsen <labomshack@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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#### Environmental Planning and Assessment (STRA) Regulation 2019

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Thank you for reading my submission.

Regards,  
Janette Nilsen  
49 McGee Ave  
Wamberal, Nsw 2260

---

**From:** Janet Beckingsale <jpmaren80@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Janet Beckingsale  
3 Hawke St  
Tuncurry, Nsw 2428

---

**From:** jennifer wright <jswright11@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I have recently decided to host on Airbnb because it permits me to rent my cottage to guests who are looking for a pleasant home to stay will visiting Goulburn. I appreciate knowing the guests coming have been recommended. I believe staying in a home is more personal and relaxing than staying in commercial accommodation. Also, hosting through Airbnb allows me to closely monitor my small rental property. I had previously rented my cottage to long term tenants who damaged the property extensively and failed to pay rent for an extended time. I have also chosen to host through Airbnb as a transparent system for short term rental. While I am working, I can organise my calendar to accept guests when it suits my work commitments.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
jennifer wright  
144 Cowper St  
Goulburn, Nsw 2580



---

**From:** Nancy Ling <lingpaul@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it supports by retire living and the ability for me to stay in Sydney while im away visiting my children abroad.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Nancy Ling  
26 Sixth Ave  
Campsie, Nsw 2194

---

**From:** Kim MacDonald <kimmie2518@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Kim MacDonald  
2518 Bulga Rd  
Bobin, Nsw 2429

---

**From:** Jan Beacham <jan.beacham@live.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host a couple of times a year on Airbnb because...

It's an income stream to help us pay the mortgage and the bills.

It's also good for the Manly community as I bring in tourists, recommend my favourite cafes, restaurants and shops which are all local small businesses (that an ordinary tourist may not get to know and only see the large national and global chains) - so the local economy gets a boost as well

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive for me as well when I want to go on holiday myself and may drive me off shore.

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Thank you for reading my submission.

Regards,  
Jan Beacham  
31 Arthur St  
Fairlight, Nsw 2094

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**From:** Michelle Mowday <michelle.mowday@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Michelle Mowday  
57 Riviera Ave  
Terrigal, Nsw 2260



---

**From:** William Li <bnbestatesydney@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
William Li  
351 Hume Hwy  
Bankstown, Nsw 2200

---

**From:** L Annesley <jeffleeannesley@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
L Annesley  
87 Marine Parade  
Avalon Beach, Nsw 2107

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Tom Submission, non Air BNB run

Submitted on Wed, 11/09/2019 - 14:21

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Tamara

**Last name**

Ford

**Name withheld**

No

## Info

**Email**

[tamara.ford@stratasense.com.au](mailto:tamara.ford@stratasense.com.au)

**Suburb/Town & Postcode**

Surry Hills

**Submission file**

[strata-sense---short-term-rental-accommodation-submissions---11-sep-19.pdf](#)

**Submission**

Please see attached submissions on behalf of Strata Sense Pty Ltd.

**I agree to the above statement**

Yes

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**From:** Laura Williams <laurakatewilliams@outlook.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host a council approved self contained dwelling on my property through Airbnb. I started hosting this space (which was originally built for in-laws and family/ friends) 2 years ago when I had an infant and was pregnant with my 2nd child. I was working part-time but living outside of Dorrigo with no family in the area I had little child care options for an infant under 2.

Being on Airbnb allowed me to still earn income without having to leave my property and pursue childcare etc. 2 years on it is still a main financial contributor to my income for which I am eternally grateful!! All the income I receive through this is declared.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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## STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Laura Williams  
77 Moonpar Rd  
Bostobrick, Nsw 2453

---

**From:** JULIJANA GRIFFITHS <jgriffithsphotography@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Regards,  
JULIJANA GRIFFITHS  
27A Millbank Rd  
Terara, Nsw 2540

---

**From:** Mikko Penttila <mikkopenttila@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Mikko Penttila  
242 Elizabeth St  
Surry Hills, Nsw 2010

---

**From:** Lesley Burrett <lelb@midcoast.com.au>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Lesley Burrett  
138 Theresa St  
South Kempsey, Nsw 2440

---

**From:** Helena lessels <helenaleslessels@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
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**Categories:** Tom Submission, Air BNB run

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As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it supplements my income to help support my family

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Helena Iessels  
2 Cedar Cres  
Blackwall, Nsw 2256

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**From:** Josephine Poirrier <tylerandjo@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I want to provide people the opportunity to enjoy Avalon and surrounds as we do.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Josephine Poirrier  
2 Dress Cir Rd  
Avalon Beach, Nsw 2107

---

**From:** Tiina Carpenter <tiina.carpenter@icloud.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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#### STRA Property Register

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Tiina Carpenter  
12 Burne Ave  
Dee Why, Nsw 2099

---

**From:** Greg Bergan <gjbergan@iinet.net.au>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because holiday letting my property through the local real estate agent was failing to attract enough guests. I rely on the Airbnb income to pay the mortgage on the property.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I strongly oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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- Mandate smoke alarms – either battery operated or hard-wired
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#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no

registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Greg Bergan  
17 Judd St  
Oatley, Nsw 2223

---

**From:** Stef Vigliotti <stefvigliotti@ymail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism. There are over 2000 Airbnb hostings within the Tweed Shire area. If these all get shutdown, Kingsliff and surrounding area's small businesses go out of business as visitors stop coming here.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Stef Vigliotti  
Vulcan St  
Kingscliff, Nsw 2487

---

**From:** Robyn McKean <robyn.mckean@icloud.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission. Hope you decide not to mess this up.

Regards,  
Robyn McKean  
62 Fern St  
Gerringong, Nsw 2534

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**From:** Janice Challinor <jchallinor3@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it supplements my retirement income and allows my partner and I to travel and live a better life than we could otherwise do on limited retirement incomes.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Janice Challinor  
160 Glebe Point Rd  
Glebe, Nsw 2037

---

**From:** Kelvin Xu <kelvinxu122prymont@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because this is the only income for me now. I have 2 babies need to take care myself so I can not have a full day work.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

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Thank you for reading my submission.

Regards,  
Kelvin Xu  
2-26 Wattle Cres  
Pyrmont, Nsw 2009

---

**From:** Kelvin Xu <kelvinxu122prymont@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because this is the only income for me now. I have 2 babies need to take care myself so I can not have a full day work.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Kelvin Xu  
2-26 Wattle Cres  
Pyrmont, Nsw 2009

---

**From:** Michelle Black <mdblack1@optusnet.com.au>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we enjoy having people stay in our house, it is a large house and until we move into it permanently in retirement, this is an ideal way to share the pleasure of the house and earn taxable income. We prefer to make the house available as a holiday rental on Airbnb than to have private tenants, thus allowing us to constantly upgrade the property and adding amenity.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

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I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick



and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Michelle Black  
6 Wigram St  
Wentworth Falls, Nsw 2782

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**From:** Tracey Murphy <tractez.tm@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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## Code of Conduct

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Tracey Murphy  
56 Briens Rd  
Northmead, Nsw 2152

---

**From:** Lis Miller <lismiller66@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it promotes local tourism and helps local economies. It does not line my pockets with as much money as you think. I still have to pay rates and taxes.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and skyrocketing Rates and land taxes.

I recommend my local cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

The Govt just want a piece of the pie and it has been shown that building regulators dont do their job properly (opal towers).

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

I do not support the government's approach.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Lis Miller  
27 Alternative Way  
Nimbin, Nsw 2480

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**From:** Susan Sheedy <homebudgewoi@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Susan Sheedy  
10 Cudgegong St  
Budgewoi, Nsw 2262

---

**From:** john phegan <jmjp1@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
john pegan  
545 Glenellen Rd  
Glenellen, Nsw 2642

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**From:** Steve Back <steve@steveback.com.au>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I enjoy creating a beautiful space for people to experience bondi and Mullumbimby that is more affordable than the scarce and overpriced existing accommodation. It also helps paying my mortgage and supporting my family.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home. This is classic Australian over regulation at the behest of vested interests and will seriously undermine the regional tourism industry and make Australia less attractive to international visitors.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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- Respect the ancillary use of my home for home sharing
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#### STRA Property Register

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registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Steve Back  
684 Left Bank Rd  
Mullumbimby Creek, Nsw 2482

---

**From:** James Sutton <jj.sutton@live.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
James Sutton  
11 Peppermint Dr  
Springvale, Nsw 2650

---

**From:** Jacqui Lachmann <jaclachmann@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we have space in our house that is excess to our family's requirements. As the mother of small children, earning money through hosting allows me to contribute to our family's income while still being available to care for the kids, avoiding paying for childcare. Whilst the space we use for hosting is self-contained, it does not have kitchen facilities and is not suitable for long-term accommodation- therefore we are not reducing the availability of rental housing in our area. We are present on the property whilst we host, therefore able to prevent any noise or nuisance issues that could affect neighbours. We purchase additional public liability insurance on top of the insurance supplied by Airbnb.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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## STRA Property Register

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Jacqui Lachmann  
32 Greenfield Rd  
Lennox Head, Nsw 2478

---

**From:** Natalie Smee <natalie.smee@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it provides an affordable option for families to holiday and therefore benefit the whole of community.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Specifically, I want to comment on the following:

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## Code of Conduct

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Natalie Smee  
12 Royal Tar Cres  
Nambucca Heads, Nsw 2448

---

**From:** Lyn Read <dread@iprimus.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Lyn Read  
13 The Grove  
Austinmer, Nsw 2515

---

**From:** SUSAN REYNOLDS <alpacafarmvisit@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because as a farmer, it allows me to showcase what we do and why we love farming life. It provides a very modest income that assists with payment of rising feed costs. It provides a connection with guests from other locations, countries, cultural backgrounds and a platform to promote further exploration of Australia.

The Airbnb host community depends on hosting as an economic lifeline to help us pay for animal feed and the bills. I also recommend my favourite cafes, restaurants, attractions and shops so small businesses get a boost from local tourism. In a small town, this is very important and appreciated.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick

and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
SUSAN REYNOLDS  
24 Reservoir Rd  
Crookwell, Nsw 2583

---

**From:** Luciana Castilhos <lcastilhos@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I don't like to sublet for one person only (flatmate) and I don't do it very often but helps a lot to pay the rent and I like to meet new people.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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Thank you for reading my submission.

Regards,  
Luciana Castilhos  
23 Curlewis St  
Bondi Beach, Nsw 2026

---

**From:** Will Edwards <will23-@outlook.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Will Edwards  
Rose St  
Port Macquarie, Nsw 2444

---

**From:** Will Edwards <will23-@outlook.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Will Edwards  
Rose St  
Port Macquarie, Nsw 2444

---

**From:** Peter Manson <peter@labelcreations.com.au>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Peter Manson  
Tabalum Rd  
Balgowlah Heights, Nsw 2093

---

**From:** Robert Partridge <bobgailp@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because as a self funded retiree I am already eligible for an age pension but refuse to claim the pension while receiving a modest income through this Airbnb home sharing business.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds of dollars for a permit to simply share their home. For hosts who share their home for about 6 months a year, this is a significant barrier to home sharing and will make hosting uneconomical.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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Thank you for reading my submission.

Regards,  
Robert Partridge  
21 Chapman St  
Port Macquarie, Nsw 2444

---

**From:** Kelvin Xu <ianfivedock202@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I need to get the rental to pay my mortgage and bills.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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Thank you for reading my submission.

Regards,  
Kelvin Xu  
50 East St  
Five Dock, Nsw 2046

---

**From:** jennifer busch <oshyabee@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
jennifer busch  
538 Fishermans Reach Rd  
Fishermans Reach, Nsw 2441

---

**From:** Natalie Alexander <nataliealexander@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Natalie Alexander  
268 Whale Beach Rd  
Whale Beach, Nsw 2107

---

**From:** Shane O'Brien <shane@artcircus.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Shane O'Brien  
114 W High St  
Coffs Harbour, Nsw 2450

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**From:** Yihan Wang <charlotte\_wangyihan@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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#### STRA Property Register

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Yihan Wang  
2 Waterways St  
Wentworth Point, Nsw 2127

---

**From:** Silvia Sikler <sisikler@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Silvia Sikler  
5 Old Bangalow Rd  
Byron Bay, Nsw 2481

---

**From:** Qiong Tang <kim.qiongtang@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because in my area, it is fairly difficult to find a long-term housemate with a reasonable price. I have been living in a two bed unit by myself for the majority of the time in the past three years.

Putting my spare room on airbnb provided me a different channel to effectively rent my room out from time to time. The little income received from the travellers or local visitors helped to cover a very small portion of bills. Surrounding cafes, restaurants and shops also benefit from this increased traffic.

In a current soft economic condition, stagnant wage growth, rising and unaffordable housing costs especially in Sydney, I feel disheartened and deeply saddened by the little concern that NSW Government have had for average household. I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it much harder and more expensive for me and others to make use of their spare room.

Anticipated consequences would be fewer houses or apartments would be eligible to be listed on the airbnb or it would be costly or troublesome to get it listed. The concept of gig economy is really about the mutual private exchange of services and monetary rewards that fall short from the commercial accommodation and traditional income distribution structure. Shouldn't government be more supportive and lenient to citizens who find an additional channel to contribute to the financial wellbeings privately and economic health community wise.

Thank you for reading my submission.

Regards,  
Qiong Tang  
33 Moruben Rd  
Mosman, Nsw 2088

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**From:** Joy Chen <joyfuljoy@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

To whom it may concern,

As a local Airbnb host for 4 months, I wanted to provide my feedback on the Government's proposed regulations. <https://www.planning.nsw.gov.au/STRA>

I'm from a new skilled immigrant family just settled in Sydney. It is not easy to start up in a brand new environment. Home-sharing helped us rely on our own efforts. We have never claimed any cent from benefit and we are always proud of that.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy". However, I am deeply concerned that the proposed rules will make it even infeasible for us to share our home.

Specifically, I want to comment on the following:

Per: Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, especially for the evacuation lighting systems.

First of all, I don't see any official data or reports supporting that properties for STRA are easier to catch fire than regular renting or residential dwellings. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests.

Moreover, as a strata-scheme property owner and owner corporation member, I understand how difficult, time-consuming and expensive it would be. Except for the cost of replacing the detector itself, according to the by-law, I'll need to pay even extra and go through a special resolution on an extra general meeting before any modification can be applied to the existing fire safety devices.

Of course, I understand that it's always important to do improvements for guests' safety. I'm already looking for batteries operated emergency lights which could be activated by siren and motion. I believe these products could provide the same protection as those smoke detector incorporated lights in the requirements.

Per: Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home-sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

Please be advised, I am not anti-regulation by any stretch, but I need fair and reasonable regulation. Generally I support the Government's approach of regulating this industry, however, parts of the proposals are just unfair.

Thank you very much for your time!

Regards,  
Joy Chen  
181 Lawson St  
Darlington, NSW 2008

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**From:** Vincent Tang <vincent15tang@msn.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I like to meet new people and share my local experience with others while making money to help me with the mortgage payment. The extra money I make goes toward supporting my retired parents, providing them additional cash to spend without digging into their limited saving.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Vincent Tang  
12 Hawkhurst St  
Marrickville, Nsw 2204

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**From:** Simone Odgers <sim@simal.id.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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- Respect the ancillary use of my home for home sharing
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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Simone Odgers  
71 Francis St  
Bondi Beach, Nsw 2026

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**From:** Peter Lindley <peter@euroseals.com.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it enables me to provide primary caregiving to my young children with a part time, home-based business. I have council authorised dual occupancy and comply with all zoning requirements. Being close to Sydney I have a lot of young families with small children come to experience a small, family run farm stay.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Peter Lindley  
61 Finns Rd  
Kulnura, Nsw 2250

---

**From:** Rexeen Garry <rexeen@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because the guests come to seek refuge from the busy hustle and bustle of city life, and they are able to enjoy the tranquillity and peace of a country village. They come mostly for two nights and are able to relax and walk in the National Park, view the wildlife and find pleasure in the simpler aspects of life in general.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

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Environmental Planning and Assessment (STRA) Regulation 2019

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Thank you for reading my submission.

Regards,  
Rexeen Garry  
Osborn Ave  
Bundanoon, Nsw 2578

---

**From:** Lorri Roden <lorriroden@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Lorri Roden  
36 Lyne St  
Henty, Nsw 2658

---

**From:** Rosemary Goldman <austinmersurlamer@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.



## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Rosemary Goldman  
8 Moore St  
Austinmer, Nsw 2515

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**From:** Rosemarie Rohr <prrohr@remanagement.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it supports the running costs of our farm, it is an extra income that helps pay our mortgage especially in this time of drought.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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Thank you for reading my submission.

Regards,  
Rosemarie Rohr  
237 Windermere Rd  
Windermere, Nsw 2321

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**From:** Helen Goldsbury <helengoldsbury@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Helen Goldsbury  
Prince Edward St  
Malabar, Nsw 2036

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**From:** Sandra Huggett <chateaufite@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

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Thank you for reading my submission.

Regards,  
Sandra Huggett  
69 Bonito St  
Corlette, Nsw 2315

---

**From:** Melody Durupt <lady melodytravel@hotmail.fr>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host, this is my feedback on the Government's proposed regulations.

Airbnb provides me with quick access to insurance verified ID of people staying with me.

AirBnB is the legal upgrade from couchsurfing that I have been doing for 20 years. Before it was free to help people feel home away from home. Now thanks to Airbnb, my services can also help me pay my bills.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

AirBnB hosts are not hostels, and if the requirements are too high, you will just generate a black market...

Regulations needs to be "fair" and "supports the sharing economy" that can boost the global economy of the all country.

Generally I support the Government's approach, however parts of the current proposals are unfair and go too far in my eyes.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits.

For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing.

Maybe 2 permits could be created, depending on the income generated, or the amount of time renter per year?

Some people make it a full time business, competition to hostels. But others are just renting their room while they are away few weeks per year...

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – if my house is approved to be safe for me and my family to live in, if I can receive friends for free, then it should be the same for paid guests.

I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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- Require evacuation or emergency plans and guest education

#### STRA Property Register

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Thank you for reading my submission.

Regards,  
Melody Durupt  
28 Rainbow St  
Kingsford, Nsw 2032

---

**From:** Iryna White <irinadigi@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I have no other job, I need to support myself and my family. I was very happy to find Airbnb as a source of income. I meet new people and it makes my life happier and it takes me away from depression.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Iryna White  
12 Lakelands Cl  
Shell Cove, Nsw 2529

---

**From:** Michael Karpa <info@jgfarah.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Michael Karpa  
1 Missenden Rd  
Camperdown, Nsw 2050

---

**From:** Margaret Harvey <noshot@live.com.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Margaret Harvey  
2 Katungal St  
Bateau Bay, Nsw 2261

---

**From:** Michaela Coulson <michaela@damien.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Michaela Coulson  
17 View St  
Wollongong, Nsw 2500

---

**From:** Steven Hughes <planurb@tpg.com.au>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Tom Submission, Air BNB run

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Regards,  
Steven Hughes  
5 Tarbuck Park Rd  
Tarbuck Bay, Nsw 2428

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**From:** Steven Hughes <planurb@tpg.com.au>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

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Thank you for reading my submission.

Regards,  
Steven Hughes  
5 Tarbuck Park Rd  
Tarbuck Bay, Nsw 2428

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**From:** Kochaphan Kerdsai <dini\_kerdsai@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
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Regards,  
Kochaphan Kerdsai  
80-84 Parramatta Rd  
Stanmore, Nsw 2048

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**From:** Yuvianvy Kelvin <yuvi.kelvin@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Yuvianvy Kelvin  
19 Wavell Parade  
Earlwood, Nsw 2206

---

**From:** Peter Morgan <peteredwardmorgan@outlook.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host, I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it provides an opportunity to share and showcase our community through utilising our holiday house.

The village of Mt Victoria has less than 1000 residents and the population has not substantively changed in the last 120 years. About 65% of the houses in the village are holiday houses with most residents coming up from Sydney. The houses are left vacant when not used, and so there are few employment drivers in the area apart from the local school and services. Inviting people from Sydney, interstate, and overseas to stay in these homes has strong community support - the local laundries, restaurants, hotels, garages, supermarkets, orchards, vineyards, wedding destinations, weekend markets, day spas, and other eco and boutique tourism providers benefit. We promote national parks, Jenolan Caves, and sites from Wentworth Falls to Oberon.

The argument that Airbnb hosting detracts from a sense of community is thus manifestly untrue, particularly in Mt Victoria, where our community depends on tourism as a lifeline.

To impose the same legislation on communities such as Mt Victoria as are imposed on inner-city units ignores the unique circumstances of the village. It is a complete misunderstanding of the economic context and community situation of small villages such as Mt Victoria, where the support is great for any form of tourism or visitation.

The BMCC has not consulted with the 600+ community of Mt Victoria, nor given them any voice in its 180-day prohibition of Airbnb.

A further important point is that Airbnb houses are assumed to be more dangerous because the guests are not aware of all the intricacies of the house and the area, i.e. safety concerns. We operate by forwarding guests in advance, full instructions on how to operate each appliance, how to enter and exit the house, local hospitals, doctors, dentists, and safety services. We also ensure guests are advised of the sensitive nature of the local flora and fauna and are provided with comprehensive bushwalking advice developed and made available by local experts. We also purchase many copies of these guides for our guests.

We are immediately responsive to guest requests and needs by phone and have a team of reliable local builders, plumbers, electricians, and tradespeople who provide services to the house.

We have spent many hundreds of thousands of dollars to both comply with Council standards, and to meet high guest standards to enhance the guest experience: providing panoramic valley views, architect-designed living, custom made safety railings, accessible staircases, ducted RC systems, and environmental standards.

We have a number of people in our community who are elderly and who have been unable to sell their homes to be with their children in other places. Some of these houses have been on the market for over 2 years. We cannot consider purchasing these houses for future holiday rentals with this current threat of punitive legislation hanging over our head, as there are no other growth drivers in Mt Victoria.

I would love to see the community of Mt Victoria consulted regarding this legislation as I believe I have the support of the vast majority of local residents in providing the very best accommodation for guests to the area.

Any time a local representative wants to go down the main street of Blackheath and walk into the laundromats or

the holiday rental businesses, they will see a very large part of the small economy is based around holiday rentals. I personally abhor the idea that we should be regulated other than by our guests and their reviews. I believe our guests should be free to choose where they wish to stay and how they wish to holiday.

I am happy to meet in Mt Victoria and show BMCC and other government representatives the village tourism opportunity and, having lived in Mt Victoria for the last decade, I am a vocal advocate of the area and its needs.

I understand that the Government has made commitments to support “fair short term rental accommodation (STRA) regulation that supports the sharing economy”.

I wish to comply with any future legislation that includes housing occupation certificates, rules on overcrowding or diminishing the guest experience, and any rule that considers the needs of neighbours. But, this should be balanced against the needs of the people of Mt Victoria and the benefits to them of using these largely empty houses.

Specifically, I want to comment on the following:

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don’t want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Peter Morgan  
7 Mount Piddington Rd  
Mount Victoria, Nsw 2786

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**From:** Tim Mortimer <t.mortimer@bth.catholic.edu.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Tim Mortimer  
42 Rosemary Ln  
Orange, Nsw 2800

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**From:** Sergio De Oliveira <sergioliveir13@hotmail.com>  
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6 Pine Tree Ln  
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Regards,  
Leah Cotter  
78 Lonsdale Ave  
Berowra Heights, Nsw 2082

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**From:** Kathryn Leary <kleary@lindisfarne.nsw.edu.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
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Thank you for reading my submission.

Regards,  
Kathryn Leary  
P O Box 6893  
Terranora, Nsw 2486

---

**From:** Malgorzata Wojciechowska <maggiew@fareedge.com.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

Hi Alex!

Thanks for all the work you do for our community.

(You know me as Maggie via the CLOSE campaign but I am using my real name for the submission.)

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

We host a part of our home on Airbnb full-time, because the cost of living in the city is painfully high and our home is large enough to share. We would not be able to stay in our current home were it not for the Airbnb income. We declare every cent of the revenue and essentially run it as a business.

Doing this enables us to stay in Darlinghurst and send our kids to Sydney Secondary College Balmain. It also enables us to stay close to my 83 year old mother and help her stay in her home in Potts Pt.

We are fully tax compliant and spend around \$5,000 per year with local businesses on supplies, furnishings and trades people for the rental. We also recommend local businesses to our guests, including restaurants, shops, barbers, entertainment venues and other local attractions. The net income we earn, is spent, mostly in NSW on things and services which we couldn't otherwise afford. More cashflow in the economy.

Whilst I appreciate that legislation and regulation has to keep up with the technology driven changes in how people do business, I am deeply concerned that the proposed rules will make it harder and more expensive for us to share our home and will potentially mean we have to move the family out of the area which we have lived in for over 20 years and which is our home.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. An expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. Also see below re lighting etc requirements will will make getting a permit very difficult and expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to make costly alterations, such as expensive lighting/fire systems, in order to continue hosting and therefore stay in our home. Airbnb and hosts are not purporting to provide hotel standard accommodation and therefore should not be held to the same fire safety standards. I am actually offended that the government is effectively saying the systems and standards currently in place for residents/rate/tax payers are inadequate for tourists who should be offered more protection..

It also feels like a convenient distraction from the issue of the state government not providing adequate public housing for those who have no income and can't pay market rent. Shutting down Airbnb listings like ours won't help those people. The listings will either not be available to anyone outside the family, or they will be rented out on the old-school rental market on 6-12 month leases. If the goal is to free up more mid-tier accommodation for those with incomes, will I still be required to install lighting and fire systems and evacuation diagrams? If no,t why not? It's not

logical that short term renters should require different standards to those who rent for 6 or 12 months. I am fine with guests having to acknowledge that they will be staying in someone's home (gasp!) and not a hotel, and hence different fire safety standards apply. Guests should be able to make this educated choice. Not everyone wants the hotel experience.

The other possibility is that onerous systems will push listings to platforms like Facebook where unscrupulous landlords are packing several backpackers or migrants to a room and charging a fortune, all cash based. Onerous and prohibitive regulation won't make it any harder to do this. It is more beneficial to support legal and tax compliant hosting via platforms such as Airbnb which support data sharing with governments.

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. I would like to know what benefits the registration will offer and to whom? I feel strongly that hosts should provide their TFN to Airbnb and Airbnb in turn should send an annual 'Payment Summary' to the ATO for tax compliance purposes. This would provide a level playing field and ensure that hosts are not evading taxes. Taxes which the government can spend to benefit the community. I can't see much benefit in registration with local or state government.

I would only support a simple and cheap system such as the one in Tasmania, a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support a Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the draft Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform. This is already working really well.

In summary,

Please work with the other MPs and the community to develop fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want prohibitive home sharing rules and expensive planning requirements, and registration systems.

Thank you for reading my submission.

Maggie Wojciechowska  
Darlinghurst 2010

Regards,  
Malgorzata Wojciechowska  
451 Liverpool St  
Darlinghurst, Nsw 2010

---

**From:** Hannah Date <hannah.date94@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Hannah Date  
23 Scott St  
Newcastle East, Nsw 2300

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**From:** Rhonda Howie <rhondahowie@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it is a means of generating much needed income to supplement my husband's pension and my loss of income. A series of events over the last 2 years were financially catastrophic for us which has included:

- serious ill health
- few job opportunities in a rural area with little income potential in spite of years of professional contribution to this community as Director of Monaro Early Intervention Service
- loss of assets and mental health issues which have resulted from all of this.

Hosting our house on airbnb has returned a vital sense of purpose to our lives, a small income source that is making the difference between survival and losing everything, and most importantly a sense of hope and reason to live.

We have only been hosting since the beginning of July and it has been a powerfully positive experience. We have hosted many different people from many different countries and shared our home, this beautiful snowy mountain region & the wonderful experiences of this natural environment, nature & ecology. The feedback from guests has been of the highest recommendation. Having the opportunity to stay in a home and experience not only the magic of this rural natural setting but also the opportunity to come together and share interactions, stories, and cultures is beneficial for guests & hosts. What airbnb offers is truly unique. This is reflected in the significant increase in the number of people visiting regional NSW and staying in airbnb. Obviously airbnb is meeting a need that other tourism operators are not. The current regulations being discussed for implementation by the government will have negative repercussions and in its current form make hosting untenable for many hosts.

With the increasing number of pensioners every year and burden on the tax payer system it would seem appropriate for government to be looking at ways to encourage active pensioners to seek supplementary means to generate income, like airbnb hosting. This would alleviate some of the burden. It seems timely for government to look at potential ways to address a growing problem rather than place insurmountable hurdles in the way.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for



decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Rhonda Howie  
794 Avonside Rd  
Avonside, Nsw 2628

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**From:** Nicole Dallas <nikkidallas7@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:22 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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#### STRA Property Register

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Nicole Dallas  
40 The Wool Rd  
Basin View, Nsw 2540

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**From:** patrick vasquez <patrick61@hotmail.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it allows us to top up our income and provides a cheaper option to hotels for guests.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

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I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
patrick vasquez  
9 Cliff St  
Coledale, Nsw 2515

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**From:** SUSAN Meehan <psmeehan@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
SUSAN Meehan  
76 Bayview Dr  
East Ballina, Nsw 2478

---

**From:** Warren wood <wwood59@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Warren wood  
514 Jamberoo Mountain Rd  
Jamberoo, Nsw 2533

---

**From:** Jenny Downing <jennydowning@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Jenny Downing  
15 Brantwood St  
Sans Souci, Nsw 2219

---

**From:** Thanh Vo <xuanthanh21292@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because i wanna provides value to the community and for NSW tourists.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Thanh Vo  
324 Rocky Point Rd  
Ramsgate, Nsw 2217

---

**From:** Heather Ferguson <heatheranddavid@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations, some of which concern me greatly.

I host on Airbnb because it has allowed me to earn an extra income which has been incredibly helpful as I live in a regional town and work here is seasonal. I also really enjoy it - its a wonderful way to welcome visitors!

As part of hosting, I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism which is so important in a town like Byron Bay.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

I strongly oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts like me who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

I do support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

I think that often, hosts are not heard as all the press seems to focus on the negative voices. I attended an Airbnb meeting here in Byron Bay which was sabotaged by people complaining about holiday letting in Byron Bay. I feel that compromise is the way forward but many of those in opposition aren't prepared to even open a discussion. They are just negative and want to turn back the clock.

There are so many benefits to home sharing to many people across the shire! It has created jobs and helps people pay their mortgage! Some regulation is required, as listed above, and most hosts agree about this.

Why not start with baby steps rather than sweeping changes that would over regulate, be costly and unnecessary.

Thank you for reading my submission.

Regards,  
Heather Ferguson  
2C Pacific Vista Dr  
Byron Bay, Nsw 2481

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**From:** Paul Harrison <chilliwack@outlook.com.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.



## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Paul Harrison  
9 Donald Rd  
Clarence, Nsw 2790

---

**From:** Tonia Krebs <tonia@toniakrebs.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

Thank you for reading my submission.

I host on Airbnb because it provides my family with the ability to recoup some costs from our huge investment. As we are self employed, we don't have much superannuation. Our Airbnb house will become our super, when the time's right.

As a Professional Property Manager I understand there can be issues surrounding short term rentals but also know that in my AirBnB area we have generally very few problems.

As a Property Professional I agree with the need for high standards in terms of safety, security and neighbourhood concerns. At the moment, each guest decides if they accept the safety and security of any property they choose to rent.

If you make Airbnb owners jump through huge compliance hoops there will be a massive hole in the local economy of many small towns and villages which rely on tourist trade. We will lose precious income and no longer be in a position to maintain our investment, which of course then has other flow on effects for us personally as well as for our local community.

While I can see the need for regulations, I think the current proposals are totally off the mark and have been created from a place of reaction rather than pro-action. The whole point of short term accommodation is that it's simple and easy for both hosts and guests. It's what the industry thrives on and if you change that, you will kill our (small, hardly big business - industry.)

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an

ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Tonia Krebs  
Moss Vale  
Moss Vale, Nsw 2577

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**From:** Jaimie Anastas <jaimie@enagroup.com.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Jaimie Anastas  
906 Elizabeth St  
Zetland, Nsw 2017

---

**From:** Mark Amadio <markamadio84@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Mark Amadio  
33 Kunama Dr  
East Jindabyne, Nsw 2627

---

**From:** Stephen Glass <steveglass1@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

My wife and I are retirees and as Airbnb hosts, this gives us a way to augment our income so that we can self-fund our retirement. We also live in the Pittwater region which is not well served by hotels, so AirBnB provides an effective option for the many visitors that want to enjoy our area. This is important for our local businesses, many of which are already struggling because there are so many restrictions placed on them (eg very limited parking, high rents, limited retail premises etc).

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home. We have had a very positive experience with AirBnB over several years and feel that a very sensible and viable accommodation option that is being slowly strangled by a small number of vocal detractors.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation,



registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Stephen Glass  
916 Barrenjoey Rd  
Palm Beach, Nsw 2108

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**From:** Lyn Croker <lyne965@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it is my ONLY source of income and I don't receive government benefits. This SAVES THE COUNTRY THOUSANDS OF DOLLARS IF NOT MILLIONS.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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## Code of Conduct

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Lyn Croker  
10 Lyrebird Dr  
Nowra, Nsw 2541

---

**From:** Jo sheehy <josheehy@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Jo sheehy  
19 Duke St  
Forestville, Nsw 2087

---

**From:** Philip Uys <philip.uys@globe-online.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it provides a fair go both to myself as home owner and to tenants.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Philip Uys  
7 Northwood Dr  
Kioloa, Nsw 2539

---

**From:** Lindsay Davis <lindsay@evelind.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

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- Respect the ancillary use of my home for home sharing
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I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes



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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Lindsay Davis  
2097 The Lakes Way  
Bungwahl, Nsw 2423

---

**From:** Jennie Cass <jenniecass@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it means I can be independent and pay my own way in life as well as contributing to the economy. I am a 60 year old widow and without it I would be just another unemployment statistic.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

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Thank you for reading my submission.

Regards,  
Jennie Cass  
15 Mitchell St  
South West Rocks, Nsw 2431

---

**From:** Jason Williams <jaymoe@bigpond.net.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Jason Williams  
27 Bradley Dr  
Harrington Park, Nsw 2567

---

**From:** Hilary Robbins <hilary28@tpg.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Hilary Robbins  
74 Oxford St  
Darlinghurst, Nsw 2010

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**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
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**Categories:** emailed to DCS, Tom Submission, Air BNB run

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74 Oxford St  
Darlinghurst, Nsw 2010

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**From:** Robert Bowie <eskavos@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because as a retiree, I enjoy the interaction with guests to our rural town together with the opportunity to encourage those guests to enjoy and exploit the local attractions and businesses. The income generated by hosting is not the main reason for undertaking that but it does help to supplement my superannuation monthly pension.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Robert Bowie  
30 Salisbury St  
Uralla, Nsw 2358

---

**From:** Shaynee Tranter <shayneetranter@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I need to supplement my income and I like to provide a nice homely environment for visitors to the area. It helps promote Merimbula and the Bega Valley Shire as a tourism destination.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Shaynee Tranter  
11 Kyeamba St  
Merimbula, Nsw 2548

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**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
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**Categories:** emailed to DCS, Tom Submission, Air BNB run

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Shaynee Tranter  
11 Kyeamba St  
Merimbula, Nsw 2548

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**From:** Lucio Cocchietto <lucio\_cocchietto@tnt.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it support my long term self funded retirement goals. I also enjoy seeing others have a good time with there families at our property.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. We also employ the service of local cleaners, lawn, garden maintainance services and handyman from the local community. We also recommend our favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Lucio Cocchietto  
2 La Trobe Cl  
Barden Ridge, Nsw 2234

---

**From:** Peter Markus <pmar\_1111@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because it offers support to my current and future financial stability. I am over 60 years of age and Airbnb provides a perfect conduit where I can offer my home as a place to come and relax to anyone that has both meet Airbnb vetting as well as my house rules.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Peter Markus  
54 Ocean View Dr  
Wamberal, Nsw 2260

---

**From:** Jessica Circosta <jess@citywater.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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Thank you for reading my submission.

Regards,  
Jessica Circosta  
8 Stuart St  
Collaroy, Nsw 2097

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**From:** Jessica Circosta <jess@citywater.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Jessica Circosta  
8 Stuart St  
Collaroy, Nsw 2097

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**From:** Rose Smith <kwebber1@tpg.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

Dear Mr Griffin

I am an Airbnb host I wanted to provide my feedback on the Government's proposed changes to the regulations. I live in Seaforth and have a holiday rental property in Berry as an investment and source of income for retirement.

I host on Airbnb because I choose to do short term rental rather than long term. I love the experience of providing a lovely holiday experience for my guests. Berry is a very popular area for weekend escapes and school holidays, and hosts thousands of visitors every weekend.

There is limited alternative holiday accommodation in the Berry area other than the many holiday cottages in the area. There are over 200 holiday cottages, which are booked every weekend throughout the year. The alternative to accommodate this number of people would be large hotel complexes which would spoil the character of the area.

People stay in my house because they want to have more space and have a kitchen, because they have children or pets, they are a group and want to be together, or simply because they don't want to stay in a hotel. The visitors to Berry give economic security for local cafes, restaurants, shops and other businesses I use to provide for my guests. I employ a local cleaner and the laundromat. As a result Berry is a thriving town compared to many country towns.

I am concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I oppose the requirement for costly permits which may cost hundreds or thousands of dollars for a permit to share our home. This will end up making holidays across NSW more expensive. It will also cost the government money - as a business expense it is tax deductible.

I do not want to alter my home to host. I have renovated recently and it complies with council regulations which should provide safety if either I am living there or my guests.

Thank you for reading my submission.

Regards,  
Rose Smith  
78 Harley Hill Rd  
Berry, Nsw 2535



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**From:** Miriam Keen <miriam\_pedroso@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I simply can't afford the total rent of \$700pw on my own!

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Miriam Keen  
15 Herbert St  
St Leonards, Nsw 2065

---

**From:** Janene Ellis <ellis15@iprimus.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because... I have a beautiful house with much spare space and as I am now retired, I wish to still make some income so I don't have to go through all the ridiculous hurdles to receive aged pension. I love to host and look after my guests personally - something lacking in other hotel accommodation. I offer far more quality and value for money. I have all safety issues covered.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Janene Ellis  
532 Nagle Rd  
Lavington, Nsw 2641

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**From:** Kathleen Tighe <katighe@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Kathleen Tighe  
221 Copeton Dam Rd  
Inverell, Nsw 2360

---

**From:** Peter Dracakis <purrfectpete@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it allows me to afford to live where I prefer to reside.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Peter Dracakis  
PO Box 7567  
Tamarama, Nsw 2026



---

**From:** Kristine Ivanisevic <kris.i@live.com.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Kristine Ivanisevic  
33 Lyons Rd  
Sussex Inlet, Nsw 2540

---

**From:** Hilde Swendgaard <hilde.swendgaard@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it is the only way I can hold onto my own home and at 63 there just aren't any employers willing to consider someone my age as an employee never mind pay them a wage that can sustain the cost of living.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Hilde Swendgaard  
33 Loftus St  
Bundeena, Nsw 2230

---

**From:** Julie Goodman <julie@beautygarage.com.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Julie Goodman  
168 Karalta Rd  
Erina, Nsw 2250

---

**From:** stephan gervois <stephgervois@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

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Thank you for reading my submission.

Regards,  
stephan gervois  
68 Bayview Ave  
Earlwood, Nsw 2206



---

**From:** Lucy Clarke <elclarke@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it allows me to have my pets cared for when I travel.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Lucy Clarke  
329 Pitt St  
Sydney, Nsw 2000

---

**From:** James Fulford-Talbot <james.ft@live.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Tom Submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because the size our mortgage is unaffordable if we don't and our property is key to our retirement funds.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
James Fulford-Talbot  
32 Penrose Rd  
Bundanoon, Nsw 2578

---

**From:** Tim Elliott <timothyelliott1990@icloud.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Tim Elliott  
4 The Crescent  
Wentworth Point, Nsw 2127

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**From:** Maria Hanley <maria.hanley@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Tom Submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Maria Hanley  
14 Araluen Dr  
Killcare, Nsw 2257



---

**From:** Yael Cohen <cohenyael56@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I want to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it is a simple safe way to provide a holiday experience for our many satisfied guests, and help pay the mortgage on our intended retirement home.

There are already many built-in safety features to the AirB&B set-up, it is secure and easy to use.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Yael Cohen  
12 Dangar St  
Lindfield, Nsw 2070

---

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**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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12 Dangar St  
Lindfield, Nsw 2070

---

**From:** Matthew Fogarty <mattandmarli1@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it helps me to pay my mortgage. I have a fully self contained 2 bedroom apartment on the bottom floor of my house and use this to earn extra income to help pay the mortgage. Without this additional income I would not be able to afford to own a home. I have at times had permanent tenants in the apartment but they caused so much trouble - failure to pay rent and utilities, noise complaints, rubbish on the property - that we had to stop doing it.

We have never had any issues with any visitors, and have never had any complains or issues raised by any of our neighbours. In fact some of our neighbours make use of the apartment when their family and friends visit.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Matthew Fogarty  
12 Bailey Pl  
Tura Beach, Nsw 2548

---

**From:** RAE HARVEY <rae2808@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
RAE HARVEY  
1443 Runnyford Rd  
Runnyford, Nsw 2536



---

**From:** Sue Martin <sjmartin46@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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Thank you for reading my submission.

Regards,  
Sue Martin  
3 Manooka Pl  
Kareela, Nsw 2232

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**From:** Trisha Moore <trisha.moore@live.com.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Trisha Moore  
5 Garibaldi St  
Armidale, Nsw 2350

---

**From:** Maria Nati <mariaxnati@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I like to share my holiday homes at Lower Portland NSW and Toogoom QLD with other people for them to enjoy what the region offers. It boosts the local economy by bringing in tourism dollars as people use the nearby public facilities and shops, cafes, supermarkets etc. People also go to the local tourist attractions. In Lower Portland, people go to wineries, farm gate trails, art galleries, national parks and walks which I let them know in my Welcome Kit and also supply brochures provided by those operators. In Toogoom, people go to Hervey Bay, Fraser Island, whale watching etc. I provide information about what they can do while in the local area.

The bookings I receive enable me to maintain my properties and meet the running expenses (eg electricity, water, rates, mortgage, insurance etc).

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

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## Code of Conduct

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Maria Nati  
16 De Chair Rd  
Narraweena, Nsw 2099

---

**From:** Lisa Molloy <lisa@kjandcobrands.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I believe there is a need for apartment style holiday homes on the Northern Beaches area as well as I enjoying meeting people from all of the world.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Lisa Molloy  
21 Lakeside Cres  
North Manly, Nsw 2100



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**From:** Tom Campbell <tcampbell@ricegroup.com.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Tom Campbell  
3 Thomas St  
West Tamworth, Nsw 2340

---

**From:** Morgan holt <morganvrholt@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Morgan holt  
26 Regal Park Dr  
Oxley Vale, Nsw 2340

---

**From:** Kerrie Bell <kezbell@ozemail.com.au>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because... it provided me with much needed income whilst I was trying to manage a failing business.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Kerrie Bell  
12 Timothy Lacey Ln  
The Oaks, Nsw 2570

---

**From:** Ian Treleaven <iantreleaven@me.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Ian Treleaven  
78 New Beach Rd  
Darling Point, Nsw 2027



---

**From:** Rebecca Kennedy <waterloo.retreat@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

Due to family circumstances (my sister had triplets) i had to move to Wollongong, my original home town. Rather than move out of my unit completely and put my furniture in storage I chose to host on Airbnb because it gave me the flexibility to still be able to stay in the unit i love, keep all my furniture and belongings but also share the place and location i love with travelers. As an avid traveler myself i know the option of using AirBnB is such a great experience and opportunity to really see a city from a local perspective and enjoy hidden gems like local cafes, shops etc that really help the local business and community.

Also moving back to Wollongong to support my family i had to take time off work, so Airbnb hosting became an economic lifeline (like it does to most of the AirBnB community) to help me pay my mortgage and bills.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Rebecca Kennedy  
806 Bourke St  
Waterloo, Nsw 2017

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**From:** Kristen Roehrig <auroracottage@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we love to share our little Cottage with visitors from around the world.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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Thank you for reading my submission.

Regards,  
Kristen Roehrig  
65 Narrow Neck Rd  
Katoomba, Nsw 2780

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**From:** Jan Stubbs <janstubbs49@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because my rental property in South West Rocks doesn't get booked enough through the local agent (we use both Airbnb & agent). We have a property in Sydney which we can't use personally on a regular basis so we do a little Airbnb renting to help with costs- the managing agent is aware of this situation.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Jan Stubbs  
163 Dondingalong Rd  
Dondingalong, Nsw 2440

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**From:** Lizette Tkalec <tklizzie@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Lizette Tkalec  
50 MacLeay St  
Elizabeth Bay, Nsw 2011



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**From:** Peter Sutherland <petercd49@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb for these reasons:

1. We paid about 25% more for our house because it had the potential for facilities for extra accommodation for paying guests.
2. We bought this because we are retired and our superannuation is not enough to live on and we don't want to take out a pension or Centerlink.
3. Also we have a son with severe mental health issues. We heavily subsidise his living and medical costs as the mental health system cannot support him fully. This costs us more than a thousand dollars a month and as he gets older the cost it is steadily increasing.
4. If we have to pay for expensive permits and do expensive modifications to operate these facilities we will not be able to cope.
5. Our guests support the local businesses like restaurants, cafes and transport here in Bangalow and the Northern Rivers as our accommodation does not provide cooking facilities and we do not provide meals.

I can only think that you are doing this to stop subletting and houses being bought to rent out without the owners residing in them. To counter this it would be better if you passed a law stating that the AirBnB owner must proof that they reside in their homes permanently while renting out part of their homes to Air BnB. Or if the owners are residing there part of the year then they should be restricted.

Please consider our situation and our submission to oppose these restricting new laws.

Peter and Gill Sutherland.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Peter Sutherland  
824 Friday Hut Rd  
Binna Burra, Nsw 2479

---

**From:** Jill DeClercq <declercq@westnet.com.au>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** David submissions, Air BNB run

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Regards,  
Jill DeClercq  
5 Paperbark St  
Sapphire Beach, Nsw 2450

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5 Paperbark St  
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**From:** Sam Burton <samwburton@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Sam Burton  
15 Kooloora Ave  
Freshwater, Nsw 2096



---

**From:** Katie Brooker <katie.brooker@mac.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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Katie Brooker  
61-65 Bay St  
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**From:** Melissa McLeod <meljmcleod@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
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Regards,  
Melissa McLeod  
18 Londons Rd  
Lovedale, Nsw 2325

---

**From:** Irena hutchings <irena@paperbarkcamp.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...we are elderly and have a large home which costs a lot to maintain, so extra income keeps us in our home instead of selling for something smaller,

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no

registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Irena hutchings  
605 Woollamia Rd  
Woollamia, Nsw 2540

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**From:** Jayme Pearce <cabernet000@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
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Thank you for reading my submission.

Regards,  
Jayme Pearce  
19 Coral Ct  
Byron Bay, Nsw 2481



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**From:** Matthew Spro <Jenmatt16@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I believe it brings a competitive edge to the short term rental market. It also brings tourism dollars to the South Coast area. My neighbours are aware we are Airbnb hosts and are comfortable with us hosting guests.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Matthew Spro  
9 Surf Beach Rd  
Kianga, Nsw 2546

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**From:** Maria Hunt <bodyecology@mariahunt.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
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Thank you for reading my submission.

Regards,  
Maria Hunt  
P.O. Box 1962  
, Nsw 2350

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**From:** Patricia Wilson <andrewtrish@iprimus.com.au>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Patricia Wilson  
98 Charles Ave  
Minnamurra, Nsw 2533

---

**From:** Samantha szyc <cafe2340@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Samantha szyc  
16 Cohen St  
North Tamworth, Nsw 2340



---

**From:** Peter Xiao <xiaotianba@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
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Regards,  
Peter Xiao  
2 Reed St  
Cremorne, Nsw 2090

---

**From:** Sandra Luvis <sandra.luvis@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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Sandra Luvis  
15 Leanda St  
Port Macquarie, Nsw 2444

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**From:** peter ward <wardpeter3@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
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Regards,  
peter ward  
5 Sixteenth Ave  
Sawtell, Nsw 2452

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**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Karen Bennett  
2000B The River Rd  
Mogood, Nsw 2538



---

**From:** Yenvi kong <louisaherkess@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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Thank you for reading my submission.

Regards,  
Yenvi kong  
17 Wentworth Ave  
Sydney, Nsw 2000

---

**From:** Harriet Addis <hungryheadhouse@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Harriet Addis  
199 Osprey Dr  
Urunga, Nsw 2455

---

**From:** Guilherme Guaragni <guilherme\_gua@yahoo.com.br>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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or weekenders only – and a data sharing framework.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Guilherme Guaragni  
48 Pavilion St  
Queenscliff, Nsw 2096

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**From:** Sophia Robson <sophia.robson@outlook.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

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Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Sophia Robson  
80 Lennox St  
Newtown, Nsw 2042



---

**From:** Lisa Mylchreest <lisamylchreest@mylchreest.me>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I think you should listen to us. Australia is one of the most over-governed countries in the world. A German visitor to us recently said, 'Australians have so many RULES!'

I host on Airbnb because it is another source of accommodation for people visiting Dungog, because I love showing off our town, because the people Airbnb send (due to their incredible system of cross checks) are always lovely. I recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

I can't afford to spend money following some new 'rules' that the Government thinks up. Airbnb's system is so excellent they shouldn't be necessary. I oppose the unprecedented requirements to introduce red tape. If my house is safe for me and my family to live in, it's safe for my guests.

Because I already carry out the following, I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

Thank you for reading my submission.

Now it's over to you to support us, and our tourism industry.

Regards,  
Lisa Mylchreest  
PO Box 192, Dungog  
Dungog, Nsw 2420

---

**From:** Lucinda Frizell <lu.friz@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host in Armidale, NSW, I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because of the love I have for sharing our farm with Australian and overseas tourists. Farm education is more important than ever, and it is a passion of mine to offer unique experiences for young and old alike. In addition, the diversity of this form of income to our farm business has been crucial to our survival on the land through this record-breaking drought. We couldn't survive without it.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I encourage all my guests to patronise the local cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Lucinda Frizell  
158 Wakefield Rd  
Wollomombi, Nsw 2350

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**From:** Peta Jesse <petajesse@me.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because as our children moved out of our family home we had a lovely space to share in our lovely neighbourhood.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

We also enjoy using Airbnb when we are travelling as it is a real gift to be invited into a local persons home.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Peta Jesse  
50 Sugarloaf Cres  
Castlecrag, Nsw 2068

---

**From:** Peter Obrien <ptpobrien@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Peter O'Brien  
11 Driver Terrace  
Glenroy, Nsw 2640

---

**From:** Kerrie Meehan <kerriemeehan@msn.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Kerrie Meehan  
132 New Mount Pleasant Rd  
Mount Pleasant, Nsw 2519

---

**From:** Nisha Jyoti <nishajoti@yahoo.co.nz>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Nisha Jyoti  
58 Capricorn Rd  
Kings Langley, Nsw 2147

---

**From:** Greg Wilson <gwilson@primur.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because my wife and I are preparing for our retirement part of the planned income being our Airbnb rent. Since we first started renting we have always fully declared our income for taxation purposes so have tried to do the right thing at every point. Putting unnecessary Airbnb "registration" or other NSW government burdens upon us will simply make it more difficult for us to earn a retirement income. If we can contribute to our own retirement funding in this way then hopefully we can minimise our need to seek government welfare funding.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Greg Wilson  
7 Coronation Ave  
Cronulla, Nsw 2230

---

**From:** Moyra Le Compte <moyralc@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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#### STRA Property Register

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#### Code of Conduct

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Moyra Le Compte  
93 Crescent Rd  
Newport, Nsw 2106

---

**From:** Lynn Marini <lynnm\_54@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because the additional income supplements the income I earn from my employment.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes



or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Lynn Marini  
25 Addison Rd  
New Lambton, Nsw 2305

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**From:** Natalia Bello <nataliabom@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Natalia Bello  
3 High St  
Randwick, Nsw 2031

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**From:** Sonya Perica <sonyaperica@me.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

I feel not only have an income from the services but offer an alternative to travelers to benefit from staying with locals.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home. I feel strongly against the government monitoring my every move. As we are already sharing our home. It is somewhat instructive again and again.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

I would like to ask the government what assets have they made available for sharing with visitors? Especially their own premises???

Generally I support paying Gst on services I provide, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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## STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Sonya Perica  
25 Munyang St  
Jindabyne, Nsw 2627

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**From:** Sarah Kerr <sarahjkerr@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Sarah Kerr  
1 Anderson Ave  
Dundas, Nsw 2117

---

**From:** Michael Sribney <mike@mike.com.au>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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Thank you for reading my submission.

Regards,  
Michael Sribney  
29 Dangar St  
Randwick, Nsw 2031

---

**From:** Sally Dickinson <micsall@aapt.net.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I enjoy sharing my home with guests from all over the world

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Sally Dickinson  
8 Seabrae Ct  
Pottsville, Nsw 2489

---

**From:** Kerry Purnell <indiablue27@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Kerry Purnell  
Sunrise Blvd  
Byron Bay, Nsw 2481

---

**From:** Paula Tennent <pjtennent@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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Thank you for reading my submission.

Regards,  
Paula Tennent  
64 Margaret St  
Petersham, Nsw 2049

---

**From:** Paul Smith <smithpaultracy@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Paul Smith  
45 Robertson Rd  
Scotland Island, Nsw 2105

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**From:** Robyn Kelly <robynakelly@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because the Wingecarribee Shire, NSW, suffers from a shortage of tourist and wedding accommodation. Entering this niche market allows me to contribute to the Shire's economy and to rent my property to achieve retirement income.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Robyn Kelly  
145 Oxley Dr  
Mittagong, Nsw 2575

---

**From:** Robert Donaldson <bobdonaldsondrums@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Robert Donaldson  
131 Hastings Parade  
North Bondi, Nsw 2026

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**From:** Jenni Richards <jennirichards@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Jenni Richards  
318 Molesworth St  
East Lismore, Nsw 2480

---

**From:** Matthew Eager <matthewjameseager@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I haven't worked since 2014 and need an income. It's pretty clear the Australian government doesn't want to pay for unemployed or old people to survive so if I didn't make money from letting the unused bedrooms in my house I'd be left high and dry.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Matthew Eager  
249-251 Katoomba St  
Katoomba, Nsw 2780

---

**From:** Kaz Copeland <alburywodongaluxuryhomes@hmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Kaz Copeland  
30 Mace Ct  
Glenroy, Nsw 2640

---

**From:** Sarah Davis <tosarahdavis@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

Mainly: It creates holiday tourism for Toukley on Central Coast, Offers short stay holidays to Sydney families only 1hr north of Hornsby and is located on the lakes, a holiday destination.

I help investors lease their holiday home & share it with holidayers from Sydney.

I also run a home (real estate) business & rely on the income to support my family, as a self employed member of the community. It supports food & clothes to raise my children

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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I support the NSW Government streamlining safety regulations which:

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Thank you for reading my submission.

Regards,  
Sarah Davis  
1 Tamar Ave  
Toukley, Nsw 2263

---

**From:** Vida Carden-Coyne <vidacc@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it is an effective platform that provides an alternative and cost effective booking service to both the guest and the host.

Where other platforms charge excessive fees for providing the a similar booking device.

I live and provide for 2 children in the small south coast tourist destination town of Kiama NSW. This town thrives on being a tourist destination as well as place for retirees to settle. It is a small industry that is sustaining itself through a variety of natural attractive environmental features, rain forests, bush and beach walks, surf beaches and a growing cultural and sporting event calendar that is underpinned by the providing of affordable accomodations.

Short term holiday rentals are an essential part of this vibrant communities ability to sustain itself. It brings money to the community, shops and its culture.

We have small festivals and tourist activities that rely on the short term holiday rental market to house the incoming tourists who frequent our restaurants, cafes and shops whilst attending the various cultural, sport or tourist activities.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to manage the portfolio of homes I have in my care.

i live locally so I am on hand to answer to any issues that might arise from a guests stay. The people who live near all my properties have my number or know me personally. And I scrutinise the guest enquires so there are no parties allowed at any of my properties.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive. This market is already shrinking with the retail downturn in the economy.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to properties before hosting, such as expensive lighting systems.

Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations.

Put simply, if a property is approved to be safe for a family or individual to live in, it's safe for potential guests.

I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of houses and properties to be used for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected.

In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. As a result of this the tourism industry in these states has also boosted their individual economies.

In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints.

I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today.

We don't want punitive home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Vida Carden-Coyne  
72 Bong Bong St  
Kiama, Nsw 2533

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**From:** Matt lee <ma77lee@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

Please see below my feedback on the Government's proposed regulations.

The air Bnb host started as a concept where people can easily and cheaply "share" their home.

I do not agree that investors, purchase properties with the sole objective of short term holiday rental, particularly if they do not even live in the area.

There should be regulations to ensure investors do not purchase or build private homes for the sole purpose of running a boutique hotel (full time holiday lett)

The Airbnb platform started as a means for home owners to rent out their family home or a spare granny flat for a few weeks/months a year.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for home owners to rent out their home.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Matt lee  
660 The Pocket Rd  
The Pocket, Nsw 2483

---

**From:** Patricia voigt <palmiravalle45@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

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Thank you for reading my submission.

Regards,  
Patricia voigt  
6 Margaret St  
Greenacre, Nsw 2190

---

**From:** Kerry gestier <kerry.gestier@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Kerry gestier  
14 McCormack St  
The Hill, Nsw 2300

---

**From:** Philip Plasto <philplasto@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

We are older and retired, it gives us a way of living above the poverty line. We deliberately built this house specifically set up and approved by council to run a BnB. If this legislation goes through we will become fully dependant on the aged pension. Is a way of saving tax payers money.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Philip Plasto  
53 Silverdown Way  
Orange, Nsw 2800

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**From:** Mark Korsman <lowsidelarry70@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Mark Korsman  
9 Carawa St  
Blacksmiths, Nsw 2281

---

**From:** Natalie Virgona <natvirgona@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it helps pay for part of the mortgage & bills whilst I'm on holidays or visiting family & friends. I enjoy welcoming visitors to my city & helping them with the local food places around my area & things to see & do.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Natalie Virgona  
20-22 Ross St  
Forest Lodge, Nsw 2037

---

**From:** Kate Dezarnaulds <kate@berryworklife.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it has enabled our family to move from the stressful and expensive cbd of Sydney to a peaceful regional area where our 3 kids have space and we can grow our own veggies. Incomes for families in regional areas are so far below CBD incomes that we are forced to diversify our income to survive. AIRbnb has supported our family during our transition to regional life and supports the cash flow stresses we face as we build our own local businesses. That after 6 years now employ 12 local people on good wages. We are not the enemy and we reject the protectionist forces of hotel and traditional accommodation businesses that seek to minimise competition through over regulation of home sharing.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Kate Dezarnaulds  
140 O'Keefes Ln  
Jaspers Brush, Nsw 2535

---

**From:** Graham Jesse <music@grahamjesse.com.au>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

I am a local Airbnb host and I use Airbnb as a guest. I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I like where I live, and since my children have moved my house has plenty of room - a self contained flat.

The income from Airbnb helps my wife & I pay our mortgage, and means we can stay where we enjoy living.

I have never had a problem with a guest or complaint from a neighbour.

I recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Graham Jesse  
50 Sugarloaf Cres  
Castlecrag, Nsw 2068

---

**From:** Sean MULHEARN <sean@jacarandacp.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Sean MULHEARN  
6 Tramway Rd  
North Avoca, Nsw 2260

---

**From:** Wendy Carter <jshores2@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

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Thank you for reading my submission.

Regards,  
Wendy Carter  
211 Sutherland St  
Paddington, Nsw 2021

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**From:** Louis Thorn <1louisthorn@gmail.com>  
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Regards,  
Louis Thorn  
42 Clara St  
Mayfield East, Nsw 2304

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**From:** Jonathan Allen <jonny.allen11@btinternet.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Jonathan Allen  
157 Redfern St  
Redfern, Nsw 2016

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**From:** Jacqueline Fredericks-Smith <jacquie\_fs@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations. I have a four bedroom modern home in Maryville NSW

I host on Airbnb because it provides me with an opportunity to run a small business (with an abn, where I pay all correct tax), as I have a disability, and I would otherwise be on a government paid pension. I pride myself on being self sufficient financially. I provide families and friends an opportunity to stay together in one large house at a very affordable price. These guests spend money on shops, food and tourism whilst in Newcastle every weekend, as I am regularly booked with regional, interstate and international travellers who are attending events such as university / Tafe graduations, weddings, concerts, Hunter Valley, Port Stephens, local markets, conventions/trade shows, birthdays, sporting events and competitions, and local business, etc.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home rendering it unviable and forcing me to close my small business.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

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Thank you for reading my submission.

Regards,  
Jacqueline Fredericks-Smith  
56 Lewis St  
Maryville, Nsw 2293

---

**From:** William Mills <serenitynelsonbay@live.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
William Mills  
11 Barracks Flat Dr  
Karabar, Nsw 2620

---

**From:** justin woodcock <jwoodcock@thelem.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I can only see benefits in providing travellers with an additional form of accommodation option. If the key risks to short term accommodation are managing disruptive behaviour by a few, then these proposed legislative changes are excessive and a significant burden on both owners and Government. I always thought the Liberal Party were for entrepreneurialism, a free market and innovation? These proposed legislative changes do not reflect those values.

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justin woodcock  
29 King Edward St  
Pymble, Nsw 2073

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Pymble, Nsw 2073

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**From:** Heidi Eade <apluscleans@live.com.au>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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Regards,  
Heidi Eade  
48 Pacific Ave  
Anna Bay, Nsw 2316

---

**From:** Marie-France Rose <mariefranceart@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Marie-France Rose  
25 Malabar Ave  
Smiths Creek, Nsw 2484

---

**From:** Mal Jago <mal@jago.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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Thank you for reading my submission.

Regards,  
Mal Jago  
27 Dans Ave  
Coogee, Nsw 2034

---

**From:** Tony Barlow <judybarlow86@msn.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Tony Barlow  
448 Warren Rd  
Narromine, Nsw 2821

---

**From:** Peter Sheehan <peter@upfrontcollections.com.au>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because at the age of 58 I was made redundant after 28 years of service. I was unable to gain full-time employment and also struggled as a small business- Airbnb has kept me 'afloat'.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Peter Sheehan  
83 Palmerston Rd  
Hornsby, Nsw 2077

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**From:** Robyn Brett <robbotony@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Robyn Brett  
741 Henry Lawson Dr  
Eurunderee, Nsw 2850

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**From:** John Trotter <johntrotter@inet.net.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we wish to be self-funded in retirement and to support our local small business, e.g., cleaners, cafe, restaurant and tour operators.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
John Trotter  
84 Rowan Cres  
Merewether, Nsw 2291

---

**From:** Michael Sams <mikesams2211@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Michael Sams  
27 Irrubel Rd  
Newport, Nsw 2106

---

**From:** Simon Cook <onetreehill@spin.net.au>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because my home is quite large, there is a large demand for short-stay visitors interested in sharing our home experience and providing this service supplements our living expenses.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Simon Cook  
1 Bellevue St  
North Parramatta, Nsw 2151

---

**From:** Nicola Jennings <nickij35@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Nicola Jennings  
12 Lockhart Ave  
Mollymook Beach, Nsw 2539

---

**From:** Justine Waddington <waddingtonjustine@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because as a single household dweller it eases the burdens of paying bills on my own. It's also wonderful as I can host other women, like myself that are solo travellers. I make amazing connections with likeminded women and offer a supportive and save place for them to stay. I do not host often, it's only time to time but i run my own company and when sales are tough this makes a big difference.

When guests arrive I tell them them all the local jaunts. I often will take them to a local restaurant or our Saturday market.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

It's a grave fear thinking that a government wants to control my own property. A fear of a future where we are 'policed' or 'over governed' in our own homes.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Justine Waddington  
195 Victoria St  
Potts Point, Nsw 2011

---

**From:** Paul rouse <paul@finquote.com.au>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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Thank you for reading my submission.

Regards,  
Paul rouse  
41 Claudare St  
Collaroy Plateau, Nsw 2097

---

**From:** Susanne Devetak <macsdevo@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Susanne Devetak  
1 Warri Cres  
Macmasters Beach, Nsw 2251

---

**From:** Tatiana Gridassova <tgridassova@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Tatiana Gridassova  
17 Millfield Rd  
Millfield, Nsw 2325

---

**From:** Joanne stovell <joanne.stovell@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Joanne stovell  
70 Plowman St  
North Bondi, Nsw 2026

---

**From:** Maria Linkenbagh <woodvalecooma@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I have a lovely Cottage which has provided enjoyable holiday stays for families and other travellers for about 10 years.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism in Cooma and the Snowy Mountains.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for others to enjoy my unique property.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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My experience over 10 years indicates that any changes/regulation of my use of the property will not enhance the guest experience in any way, as I am already a responsible property owner.

Thank you for reading my submission.

Regards,  
Maria Linkenbagh  
128 Church Rd  
Cooma, Nsw 2630

---

**From:** MUYE MA <bitcooper@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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Regards,  
MUYE MA  
245 Pacific Hwy  
North Sydney, Nsw 2060

---

**From:** John Price <jprice96@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

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Regards,  
John Price  
13 Monmouth St  
Stockton, Nsw 2295

---

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**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because, since losing my job, i have managed to make ends meet by renting out a spare room in my house. It is not making massive amounts of money, but is better (yet not much unlike having a boarder or renter share) as I have my daughter staying with me, week about, so only have it listed for when she is not here. Something that can't be done by traditional methods.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Regards,  
Peter Murton  
170 Northcott Dr  
Adamstown Heights, Nsw 2289

---

**From:** John Hill <john\_hill10@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because it is an effective way to allow others access to our holiday house (which is near a beach on the NSW Central Coast) when we are not using it. It provides cheap holiday accommodation which would not otherwise be available, and makes better use of housing resources.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
John Hill  
437 Sailors Bay Rd  
Northbridge, Nsw 2063

---

**From:** Nadine Jeffcoat <njeffcoat10@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, David submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Nadine Jeffcoat  
290 Burrier Rd  
Barringella, Nsw 2540

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**From:** TRINA MCCALLUM <trinamccallum@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
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TRINA MCCALLUM  
71 Banyandah St  
Broulee, Nsw 2537

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**From:** Lynette Vos <lynettevos1@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
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Lynette Vos  
12 Fitzgerald St  
Coffs Harbour, Nsw 2450

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**From:** Lesley Ritchie <lfritchie@gmail.com>  
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Regards,  
Lesley Ritchie  
28 John Sharpe St  
East Ballina, Nsw 2478

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**From:** Phil Stubbs <philipjohnstubbs@gmail.com>  
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Phil Stubbs  
335 Clovelly Rd  
Clovelly, Nsw 2031

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**From:** Jack Fiddis <jackfiddis@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
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19 Meares Pl  
Kiama, Nsw 2533

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**From:** Katerina Araneta <katya.araneta@gmail.com>  
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Regards,  
Paul Clements  
314 Bay St  
Brighton-le-sands, Nsw 2216

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Sienna Berney  
7 Ridgeline Ct  
Elizabeth Beach, Nsw 2428

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#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Vickie Macrae  
Grose Vale Rd  
East Kurrajong, Nsw 2758

---

**From:** Jeremy Martens <jeremypetermartens@me.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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Thank you for reading my submission.

Regards,  
Jeremy Martens  
15 Railway Ave  
Minnamurra, Nsw 2533

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**From:** Moira Hickman <moira.hickman@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Moirá Hickman  
7 Falcon St  
Hazelbrook, Nsw 2779

---

**From:** Lauri Kilfoyle <blueberryandalmond@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I have an intellectually disabled sister that lives interstate and I need to travel there frequently to support her. When I do this I am unable to earn an income and therefore, I rent my home out to guests while I am away to financially support me whilst I fulfil my carer responsibilities.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Lauri Kilfoyle  
19 Wellington St  
Bondi, Nsw 2026

---

**From:** Katherine Brook <kath@flatearth.net.au>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Katherine Brook  
40 Bay St  
, Nsw 2540

---

**From:** Jackie scott <jackie-scott@live.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Jackie scott  
30 Winsor St  
Merewether, Nsw 2291

---

**From:** Susan Barnett <susanleebarnett@icloud.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I live in a beautiful area and have a renovated guest house. I am a self funded retiree

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Susan Barnett  
15 The Grove  
Austinmer, Nsw 2515

---

**From:** Terry Hunt <terryphunt@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it provides for my wife and I in our retirement and it means we don't need to access government benefits or pensions.

The Airbnb host community depends on hosting as an economic lifeline to help us pay our bills.

I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism which is the lifeblood of businesses in Terrigal.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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The sharing community can work without a complex and costly layer of bureaucracy.

Thank you for reading my submission.

Regards,  
Terry Hunt  
22-26 Barnhill Rd  
Terrigal, Nsw 2260

---

**From:** Rob Dielman <rob\_dielman@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Rob Dielman  
272 Riverview Rd  
North Narooma, Nsw 2546

---

**From:** Grant Ible <gibleart@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Grant Ible  
10 Hart Ct  
Ocean Shores, Nsw 2483

---

**From:** Peter Zorbas <p\_zorbas@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I enjoy being a part of a worldwide community. I am proud of the work I do and the appreciation my guests show towards my efforts and the respect they show for my property.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home. This is just over the top and let's not continue to be known as the nanny state of Australia. Let's be progressive and welcoming and make it a fair and easy system that respects the community but not to the extent to make it onerous on hosts. Are you trying to cripple the system?

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation,

registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Don't let a few bad stories taint what is otherwise a fabulous community of good people hosting respectful guests and building the reputation of this state. Don't become the nanny state and lose our national and international appeal.

Thank you for reading my submission.

Regards,  
Peter Zorbas  
28 Pelican St  
Darlinghurst, Nsw 2010

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**From:** Rees Rear <reesrear@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it generates more than twice the income that I could achieve if the property was in a fixed lease. Without this level of income I will be unable to maintain the mortgage repayments so will have to sell it. I enjoy two cleaners and another co host so their work would end also.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no



registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Rees Rear  
103 Johnston Ln  
Annandale, Nsw 2038

---

**From:** Louise Morgan <lem.5454@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Louise Morgan  
32 Jersey Ave  
Leura, Nsw 2780

---

**From:** Toby Zappia <tobyzap@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we love to share what we have to offer in friendship and community spirit.

The Airbnb host community depends on hosting as an economic lifeline. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for our guests to enjoy a home stay which provides friendship and comfort far superior to a common motel.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick

and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Toby Zappia  
80 Parrabel St  
Bega, Nsw 2550

---

**From:** Toby Zappia <tobyzap@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we love to share what we have to offer in friendship and community spirit.

The Airbnb host community depends on hosting as an economic lifeline. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for our guests to enjoy a home stay which provides friendship and comfort far superior to a common motel.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick

and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Toby Zappia  
80 Parrabel St  
Bega, Nsw 2550

---

**From:** robin wookey <r@wookee.net>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I live in a remote rural location which in essence is nature based tourism. There is nothing better to assist those that live in such areas and for farmers in times of difficulties, it is a godsend!

As I live in a remote location I depend on hosting as an economic lifeline to help us pay the mortgage and the bills. I do also recommend my favourite cafes, restaurants and shops so small businesses get a boost.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits especially for nature based experiences. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home.

For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical.

I imagine also for holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests.

I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education



## STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
robin wookey  
1 Skyline Rd  
The Pocket, Nsw 2483

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**From:** Martin Harris <martinharris3@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Martin Harris  
7 Point Rd  
Northwood, Nsw 2066

---

**From:** Lily wang <Incwj@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because, our family is relying on the income.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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#### STRA Property Register

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Lily wang  
3 Rolla Road  
Glenfield, Nsw 2167

---

**From:** Nancy Lloyd-Green <nanlloydgreen@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Nancy Lloyd-Green  
98 Dee Why Parade  
Dee Why, Nsw 2099

---

**From:** Stephen Duckitt <stephenduckitt@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

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Thank you for reading my submission.

Regards,  
Stephen Duckitt  
6 Denison St  
Camperdown, Nsw 2050

---

**From:** Michael Cohn <micon123@y7mail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

For many reasons, I host on Airbnb. These are:

I am a 72 year old male (nearly 73) whose earning capacity declines with each passing year. I need the supplemental income to maintain myself and my wife.

Current returns on cash investments at these very low interests rates have played havoc with our retirement.

In addition, our Airbnb activities provide a wonderful and meaningful existence for us - we meet amazing and interesting people who come to stay with us.

We have established real friendships with guests who come back to stay with us.

We enjoy sharing our experiences as migrants to Australia and we take delight in sharing the wonderful things we have found here in Australia.

All the above are important to the quality of our lives and in place of becoming doddering elderly people awaiting old age and death, we are alive each week with new possibilities. Do not underplay the importance of this for hosts like ourselves. As long as we are engaged in meaningful work and activities, we do not risk becoming a burden to our children and indeed to Australia.

We are active in recommending our favourite cafes, restaurants and shops in consequence of which, small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach. However, parts of the current proposals feel unfairly onerous and seem to fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Michael Cohn  
128 Clyde St  
North Bondi, Nsw 2026

---

**From:** Richard Cram <richardcram@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Richard Cram  
7 Catalina Cres  
Avalon Beach, Nsw 2107

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**From:** Kristen Toohey <kristen.toohey@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it provides extra income to help my family with living costs. This is a brilliant way to pump money into local economies. It helps mums and dads like me.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Kristen Toohey  
7 Parkwood Grove  
Thirroul, Nsw 2515

---

**From:** Susan Barnes <zus@iprimus.com.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Susan Barnes  
125 The Esplanade  
Oak Flats, Nsw 2529

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**From:** Heather Robertson <heather@movingminds.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Heather Robertson  
294 Sydney Rd  
Balgowlah, Nsw 2093

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**From:** Susan Cocker <suecbusiness@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I like to share what I have with others and people who live overseas so they get a unique experience.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

How different is this to renting out a holiday rental with an agency. I could do this with a local agent but prefer to use Airbnb as my holiday letting agent. The current proposals are unfair and directly aimed at Airbnb. If this goes ahead surely it will have to apply to all holiday rentals and short stays around NSW. Big mistake.

Also, you can home share with international students. Will the rules apply to this or is it truly just Airbnb hosts.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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Thank you for reading my submission.

Regards,  
Susan Cocker  
39 Palmer St  
Balmain, Nsw 2041

---

**From:** Tracey Mills <traceymills61@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Tracey Mills  
38 Waterloo St  
Surry Hills, Nsw 2010

---

**From:** Nickolas Ratcliffe <nickolas.j.l.ratcliffe@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Regards,  
Nickolas Ratcliffe  
20 Pelican St  
Surry Hills, Nsw 2010

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**From:** Wendy Newbold <wmnewbold@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Wendy Newbold  
10 Webb St  
Croydon, Nsw 2132

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**From:** Margaret Hill <maggles1948@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because Bondi is a tourist attraction and there are not enough hotels in the area to cope with the number of overseas or interstate visitors. I enjoy having visitors to stay and I am there to answer any questions about Bondi and Sydney. The laws that the Government is introducing must be fair as it will bring positive benefits to the people of NSW.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation,

registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Margaret Hill  
2 Nelson St  
Bondi Junction, Nsw 2022

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**From:** Rebecca Woodleigh <rebecca.woodleigh@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Rebecca Woodleigh  
52 Clarence St  
Yamba, Nsw 2464

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**From:** Julie henson <julianty.henson@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.



## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Julie henson  
33 William Rd  
Riverwood, Nsw 2210

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**From:** Rob James <robjames66@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Rob James  
28 Sandstone Cres  
Tascott, Nsw 2250

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**From:** Paul Kish <pkishmail@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

Hi Tim,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I was made redundant and this is now my only source of income.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism. As well I take overseas guests on a free 1-2 hour tour of our beautiful city to give them an idea of where to come back to and experience further.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no

registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform. I currently take out extra costly insurance to cover my guests.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Paul Kish  
John Parade  
Merewether, Nsw 2291

---

**From:** Kaye Marshall <kayemarshall06@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because as a retired person with little super it supplements our income.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Kaye Marshall  
3 Clements Dr  
Avoca Beach, Nsw 2251

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**From:** Silvia Hernandez <silviah@y7mail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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#### STRA Property Register

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or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Silvia Hernandez  
12 Grey Gum Trail  
Murrays Beach, Nsw 2281

---

**From:** Lyn Brown <lbrown6@bigpond.net.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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#### Environmental Planning and Assessment (STRA) Regulation 2019

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- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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#### STRA Property Register

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or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Lyn Brown  
42 Oxford St  
Newtown, Nsw 2042

---

**From:** Ollie Parker <ollie.parker@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it allows me to connect with fellow travelers, help out local families, and utilise my property that otherwise would not be used.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

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#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Ollie Parker  
65 Johnston St  
Annandale, Nsw 2038

---

**From:** Steve Lamb <lambyparker@optusnet.com.au>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because MY WIFE AND I DONT QUALIFY FOR THE PENSION. WE NEED THIS INCOME TO SURVIVE !!! IS THAT OK FOR THE GOVERNMENT? WE ARNT SAVY ENOUGH AND TOO OLD TO TRY TO COMPLY WITH MORE GOVERNMENT RED TAPE. PLEASE KEEP IT SIMPLE FOR ELDERLY PEOPLE WHO DEPEND ON THIS INCOME.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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- Mandate smoke alarms – either battery operated or hard-wired
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Thank you for reading my submission.

Regards,  
Steve Lamb  
9 Riverside Cres  
Brunswick Heads, Nsw 2483

---

**From:** Marina Ely <me2penders2000@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because my family and I live in a beautiful area and have extra rooms available most of the time. We enjoy sharing our space, love and resources with other people. It is an additional income for us, as a young family and my husband studying full time it is a convenient way to earn a little more. We buy all our items to support local businesses and promote the local businesses and services to our guests.

The Airbnb host community depends on hosting as an economic lifeline to help us earn more than would be possible, considering I am a stay-at-home mum and my husband studies full time, plus we are caring for my elderly father who also lives with us. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Marina Ely  
44 Penders Rd  
Tanja, Nsw 2550

---

**From:** Jem Ellis <jemsplacetostay@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it provides me an income so as I can be a stay at home mum to my three small children. The hours are flexible and I host whenever it is convenient for me and my family.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Jem Ellis  
568 Kooringal Rd  
Kooringal, Nsw 2650

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**From:** Thomas Gordon <gordon7656@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Thomas Gordon  
499 Lue Rd  
Milroy, Nsw 2850

---

**From:** Victoria Redman <vicredman@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it gives me the freedom and flexibility to manage my apartment as I wish whilst I travel away from home. When I was made redundant last year, this was the only way I was able to cover my mortgage for a temporary period and keep my home. I also love meeting and liaising with the many people I have hosted - they thoroughly enjoy the more personalised and local experience I provide them, especially as there are no decent hotels in the vicinity.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Victoria Redman  
34 Bond St  
Maroubra, Nsw 2035

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**From:** Julie mclean <juleskmclean@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Julie mclean  
62 Portico Parade  
Toongabbie, Nsw 2146

---

**From:** Martha Vagenas <mbozolo@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Martha Vagenas  
51 Sir Thomas Mitchell Rd  
Bondi Beach, Nsw 2026

---

**From:** Seth Hamon <sethhamon@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Seth Hamon  
6 Phillip Rd  
Smiths Lake, Nsw 2428

---

**From:** Jane Crichton <janecrichton2@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Jane Crichton  
16 Bolton St  
Wagga Wagga, Nsw 2650

---

**From:** Leonie Hull <leoniehull1957@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes



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Thank you for reading my submission.

Regards,  
Leonie Hull  
19 Boronia St  
Sawtell, Nsw 2452

---

**From:** Shaylah Sullivan <shay.leeandme@optusnet.com.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Shaylah Sullivan  
36A Dixon St  
Fairy Meadow, Nsw 2519

---

**From:** Nan Horton <nanhorton@rocketmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I want to enable less wealthy travellers to enjoy Sydney, and, at the same time, maximise my income by offering my spare room to travellers.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Nan Horton  
17 Botany St  
Bondi Junction, Nsw 2022

---

**From:** Susan Ives <susie.ives@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because as a self funded retired person it helps me have a better life style and pay my bills. I also enjoy meeting people from all around the world and giving them a unique and enjoyable experience of Australia.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Susan Ives  
452 Old Princes Hwy  
Sutherland, Nsw 2232

---

**From:** Lynn Nadjarian <vlnadj@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Lynn Nadjarian  
52 King George Parade  
Forster, Nsw 2428

---

**From:** Loane Avenell <loane.avenell@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I am on my own and the airbnb income helps me to fund my living expenses, mortgage, etc. as a female on my own in Sydney (I work in a professional role by day).

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Loane Avenell  
15-23A Knight St  
Erskineville, Nsw 2043

---

**From:** Lawrence Brookes <info@jervis.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Lawrence Brookes  
35 Walsh Cres  
North Nowra, Nsw 2541

---

**From:** Helen lu <helen0202@outlook.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Helen lu  
5 Atchison St  
St Leonards, Nsw 2065

---

**From:** Stephanie Forsyth <sdforsyth@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we love the area we live in and enjoy sharing with visitors to Sydney and/or Australia, why we live where we live. We are responsible hosts abiding by the current rules of safety (lights, alarms etc.) and security of anyone visiting our home and abiding by all financial responsibilities. Guests staying at our place are encouraged to support local supermarkets, cafes, chemists, gift shops, post offices and transport and encouraged to explore not only our area but further afield.

I believe that the implementation of most of these requirements is based on solely cynical merits on behalf of the government and local councils and at the behest of hotels and other commercial enterprises, most of whom have no connection on a personal basis with their guests in the way we do, and offering a genuine and comfortable and convenient place to stay whilst visiting N.S.W. Australia.

Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Stephanie Forsyth  
12 Dyson St  
Putney, Nsw 2112

---

**From:** Kerstin Bilgmann <bilgmann.k@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Kerstin Bilgmann  
128 Ramsgate Ave  
North Bondi, Nsw 2026

---

**From:** Michelle Quigley <mquigs71@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Regards,  
Michelle Quigley  
6 Brandt Cl  
Belmont, Nsw 2280

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**From:** John Anderson <andovil@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
John Anderson  
25 Boomerang St  
Kingscliff, Nsw 2487

---

**From:** Travis Smith <travis@travis-smith.com.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because the property is an SMSF and I am trying to create wealth for my future while providing affordable accommodation in a region where hotel rooms are in low supply during peak periods.

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Thank you for reading my submission.

Regards,  
Travis Smith  
1 Annabella Dr  
Port Macquarie, Nsw 2444

---

**From:** Kate Stuart <stalbanscourthouse@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Kate Stuart  
19 Upper MacDonald Rd  
Saint Albans, Nsw 2775

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**From:** Rohan h <rhemadee@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
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**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Rohan h  
81 Courallie Ave  
Homebush West, Nsw 2140

---

**From:** Stewart Wauchop <stewwauchop@optusnet.com.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because my wife and I both retired and it provides a small income, allowing us to stay in our home, which we own and have lived in for more 43 years. Without this we would need to sell and move - this we do not want to do for obvious reasons. It also introduces us to a host of people, who we would never meet otherwise. We love it and feel that a raft of regulations would most likely end our happy retirement.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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76 Queenscliff Rd  
Queenscliff, Nsw 2096

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**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host an Airbnb because I live in the midst of a beautiful tourist region in the NSW Hunter Valley situated on a golf course estate and zoned tourism.

I have a separate apartment in my home perfect for home hosting.

I am a retired self funded retiree and it is the only means of income that allows me to stay in and maintain my home.

I give back to the community by doing at least 30 hours volunteers work a week in this region... assisted in part by living where I am. I provide employment to a cleaner and recommend to my guests the wonderful attractions, restaurants, vineyards and services this region has to enjoy

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Regards,  
H Wilson  
21a Peppertree Dr  
Rothbury, Nsw 2320

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**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
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**Categories:** emailed to DCS, Dom submission, Air BNB run

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Regards,  
Jennifer Roberts  
17 Hillcrest Ave  
Port Macquarie, Nsw 2444

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**From:** William van de Pavert <vande.pavert@outlook.com>  
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I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
William van de Pavert  
810 Lawrence Hargrave Dr  
Coledale, Nsw 2515

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**From:** Loretta Mckee <lorettamckee@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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Thank you for reading my submission.

Regards,  
Loretta Mckee  
Rocklands Ln  
Wollstonecraft, Nsw 2065

---

**From:** Simon Groth <simongroth@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Simon Groth  
44 North St  
North Tamworth, Nsw 2340

---

**From:** Janet Nguyen <nguyenjanet@mac.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Janet Nguyen  
19 Griffiths St  
Fairlight, Nsw 2094

---

**From:** Kim Cannan <kim@kimcannan.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it enables me to pay off my mortgage while sharing my home. My Guests always explore the Local areas so it's a win/win for individuals and the local business communities.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Kim Cannan  
14 Keats Ave  
Bateau Bay, Nsw 2261

---

**From:** Rachel Pearson <rachelbythec@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I love my community and local surrounds, I have close interaction with my guests so I can be more careful with who stays and our local economy thrives because of it.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Rachel Pearson  
64 Blackbutt Ln  
Broken Head, Nsw 2481

---

**From:** Lina Gomez <linar\_01@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I have the right to use my private property to generate extra income for the always increasing bills and mortgages.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Regards,  
Lina Gomez  
253 Australia St  
Newtown, Nsw 2042

---

**From:** Raelene Cunningham <rae@cunninghamslaw.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because it augments my families income and allows us to share our wonder spaces with others.

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Thank you for reading my submission.

Regards,  
Raelene Cunningham  
334 Moorilda Rd  
Moorilda, Nsw 2795

---

**From:** Metta Dewi <metta.dewi88@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because NSW property rental yield has reduced significantly due to almost unaffordable property. The only way for people to survive paying the mortgage is renting it through short term holiday rental.

Also many suburbs have seen alot less rental demand and has been vacant for weeks. The only way out for many people is to short term rental their property. However setting it up the first time is not a small amount of money and if you limit the number of days to 180days, it would be an issue for many hosts to resetup as demand for fully furnished apartment is not as attractive as non furnished apartment.

In addition, I own a cafe business in Surry Hills and from time to time are visited by tourists staying in the short term rental accommodation and I find short term rental would benefit many smaller local business like us.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Metta Dewi  
102 Miller St  
Pyrmont, Nsw 2009

---

**From:** Karlye williamson <karlye1@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I love to share my home people so that they can enjoy Byron bay, I am also a mature age uni student with children and have no support so this is away I can continue to further my education so it is my livelihood for me and my kids

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Karlye williamson  
133 Broken Head Rd  
Suffolk Park, Nsw 2481

---

**From:** Yi Shen <shenyishawn@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

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Thank you for reading my submission.

Regards,  
Yi Shen  
Gibbons St  
Redfern, Nsw 2016

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**From:** Jenny Shroff <jenny\_shroff@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I enjoy meeting and entertaining people, the Airbnb concept allows me to offer an alternate accommodation style to travellers, I live in Broken Hill so I also help the local community by recommending places of interest and places to eat, it also helps me financially to stay in my own property.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Jenny Shroff  
103 Sulphide St  
Broken Hill, Nsw 2880

---

**From:** Lynda Roels <lmasonr@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I want to provide my feedback on the Government's proposed regulations.

I host on Airbnb because as a retiree I have no alternative means to increase my income by about \$2500 p.a. gross (1200 net) in times of low interest rates and world economic uncertainty. My income is less than half of average weekly ordinary time earnings (AWOTE) and it is hard to maintain a home in Sydney on that amount let alone do normal things like a trip to the cinema or a meal out. I am 71, thrifty and sensible but as I get older my house gets older and so house maintenance/appliance is required and Airbnb helps to defray those costs. I take a guest for about 40-50 nights p.a. at low cost to reach desired budget. As the margin is already so low then any added Red Tape costs will make me question its worth.

The other benefit of hosting to someone of my age is that it keeps me on my toes as it is quite demanding to service guests to guests expectations today, it also keeps my brain active re helping them with queries, sight-seeing planning for them, managing the finances etc, also the physical part of constant cleaning/washing laundry/gardening to maintain standards is far better than any gym workout to keep me active daily. Out of season I am constantly doing spring cleaning, house/garden maintenance if I want to maintain 5 star status for following season, so there are unseen benefits---better health, less drain on hospital services, no subsidies of drug scripts, no depression, less part-pension paid due to increased income and finally the incalculable---the goodwill generated for NSW by a warm welcome to Aussie/overseas guests who leave thinking it's a fantastic place due to my enthusiasm and hosting ability and who knows what that generates when they return home and talk about Sydney to their friends and family.

If I have to be subject to special regulations other than fire safety which is already met in my home for myself, I would not continue.

It is 2019 and the way business is done has changed, at 71 I have accepted Airbnb, Uber, online businesses run from people's homes, employees working online from home, jobs which can be done online sent off-shore for cheaper employees and it's time Government accepted this too. I pose a question to you--is there as much scrutiny of Uber drivers and their cars? I doubt it yet you allow people to put their lives in the hands of unlicensed-by-industry drivers and vehicles. Providing breakfast of regulated food supplies of bread, milk and butter for self-preparation is hardly in the same category is it?

I also recommend favourite cafes, restaurants and shops so small businesses get a boost from local tourism. I recommend public transport to city so cars not driven to city but parked at my property---every single guest has taken my recommendation even for visits to the Blue Mts. They listen to what I say as I am a local and after, always grateful they listened

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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## STRA Property Register

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Lynda Roels  
16 The Promenade  
Sans Souci, Nsw 2219

---

**From:** Victoria Jones <victoriasarahjones@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I have a mortgage that needs payment . On top of this is all the rates taxes etc. Soon I will be a pensioner and to rent out rooms under my roof will support myself , my sister and husband. My sister and husband are pension age but continuing to work to pay the mortgage. Until we reach negative interest rates as in Denmark where we have to pay less than what we borrowed Australians need Airbnb and other such strategies to repay our greedy Banks. Banks that commit fraud and are unethical but supported by Governments.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Victoria Jones  
10 Brushbox Dr  
Mullumbimby Creek, Nsw 2482

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**From:** Robin Robinson <robin.robinson011@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I want to provide a unique experience for my guests. Guests are attracted to my space because it is private, quiet, has a large outdoor space and has all the facilities they need for a getaway on the Coffs Coast. For example there is full sized fridge and kitchen, washing machine, undercover clothes line, undercover outdoor area, large bathroom with bath and separate shower, free wifi, netflix and quality linen and bathroom products. I also provide breakfast. My space attracts repeated accommodation to professional medical specialist and teaching staff as they find my accommodation is the perfect place to come home to at the end of a busy working day.

My Airbnb apartment is purpose built and council approved and looks out onto garden and bushland. I spent a substantial amount of money building the addition to my home.

The small income I receive from Airbnb enables me to pay for some basic day to day expenses. If I didn't have this additional income I would have to depend of the government for a pension which would equate to the amount I am making through Airbnb. I am a self funded retiree.

In this current economic climate, it's difficult to get a good rate of interest on the savings that I have. The income I receive from Airbnb helps in this regard.

I believe that Airbnb is filling a gap in the market place. Guests love the customer service that is available through Airbnb. As well, they feel valued because the host offers personable service and is available if their Wifi goes down or a light bulb needs replacing.

Guests have a wonderful choice of properties at different prices on the mid north coast however I would like to point out that as a host it's also very competitive. Since I started hosting in 2017, I have had to reduce my nightly price substantially because of the competition. If other fees are introduced so many hosts will be forced to discontinue providing this amazing hospitality because they are currently doing so on reduced rates.

Airbnb has provided a platform to bring more people into the Coffs Harbour area which is a tourist destination and it would be devastating to see this disappear.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Robin Robinson  
26 Newport Cres  
Boambee East, Nsw 2452

---

**From:** Kate Grob <kate.grob@savvystaffing.com.au>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Regards,  
Kate Grob  
24 Bolton St  
Newcastle, Nsw 2300

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**From:** Shaun Whitechurch <shaun.whitechurch@federationcouncil.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Shaun Whitechurch  
36 Birdwood St  
Corowa, Nsw 2646

---

**From:** MARY Hashemi <mhshn1979@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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- Respect the ancillary use of my home for home sharing
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#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
MARY Hashemi  
83 Dalmeny Ave  
Rosebery, Nsw 2018

---

**From:** Miranda Short <mlshort8@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

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Thank you for reading my submission.

Regards,  
Miranda Short  
13 Bulgoon Cres  
Ocean Shores, Nsw 2483

---

**From:** Helene Linhart <helenelinhart@googlemail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I want to give travelers the chance to stay in a local environment to affordable prices rather than in overpriced international hotels.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Helene Linhart  
16 Campbell Parade  
Bondi Beach, Nsw 2026

---

**From:** Linda Goddard <lgoddard26@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because my child has left home, I have a house and a mortgage that is too big for me alone. AIRBNB gives me an opportunity to meet new people from around the world and it assists me in paying my costs. It is not worth an enormous amount of money but it does mean I am not in the position many women of my age are in. They are unable to pay their mortgages are thrown out of their homes and the numbers of homeless women is rising as the government would know. This is an innovative sensible idea. I do agree with the points highlighted below.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Thank you for reading my submission.

Regards,  
Linda Goddard  
670 Sackville St  
Albury, Nsw 2640

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**From:** Tracy Tong <tracytong1@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Tracy Tong  
12 Saywell St  
Chatswood, Nsw 2067

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**From:** Suzanne Gratton <gratton.suzanne@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Suzanne Gratton  
35 Boberah St  
Wongarbron, Nsw 2831

---

**From:** Paul Capper <pjccapper@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Regards,  
Paul Capper  
55-57 Brighton Blvd  
Bondi Beach, Nsw 2026

---

**From:** Taras Cherkaso <tartcher@mail.ru>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Taras Cherkaso  
149 Bellevue Rd  
Bellevue Hill, Nsw 2023

---

**From:** Hallan Ribeiro <hallan.moulin@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Hallan Ribeiro  
3 Toongarah Rd  
Waverton, Nsw 2060

---

**From:** Monica Lee <haruko\_au@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

The initial purpose I host on Airbnb is to help with my rent and bills. But for the past year and a half the life of being a sharehome host has been a joyful experience. It has given me the opportunity to meet new people from different countries and backgrounds. Some of them have become great friends.

The Airbnb host community is one place that brings this opportunity. It is also an economic lifeline to help us pay the mortgage and the bills, small businesses to get a boost from tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Monica Lee  
45 Bonar St  
Arncliffe, Nsw 2205

---

**From:** Jason Snaddon <jason@jasonsnaddon.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

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Thank you for reading my submission.

Regards,  
Jason Snaddon  
19 Hutchinson St  
St Peters, Nsw 2044

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**From:** Sophie Donaldson <sophiedonaldson8871@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Thank you for reading my submission.

Regards,  
Sophie Donaldson  
33 Read St  
Bronte, Nsw 2024

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**From:** Stacey Lynch <stacey\_camille@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I want to provide an affordable holiday opportunity for families, it allows me to meet my mortgage repayments and afford to send my children to private schools.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Stacey Lynch  
34 Ironbark Dr  
Fern Bay, Nsw 2295

---

**From:** Jeanette Merritt <byronbaytours@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

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Regards,  
Jeanette Merritt  
20 Browning St  
Byron Bay, Nsw 2481

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**From:** Sam Nabulsy <yslusam@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
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Thank you for reading my submission.

Regards,  
Sam Nabulsy  
43 Fletcher St  
Campsie, Nsw 2194

---

**From:** Jennifer kuek <barefootatcallala@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:16 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Jennifer kuek  
67 Quay Rd  
Callala Beach, Nsw 2540

---

**From:** Peter Robertson <peter@stainedglassworks.com.au>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Peter Robertson  
45 Mansfield St  
Inverell, Nsw 2360

---

**From:** Renata Kastelan <renatakastelan@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because my husband is unemployed, I'm employed as a casual and our home provides some extra cash to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Regards,  
Renata Kastelan  
The Crescent  
Fairlight, Nsw 2094

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**From:** Matt Patterson <matthew.patterson@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
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**Categories:** emailed to DCS, Dom submission, Air BNB run

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I host on Airbnb because I enjoy meeting new people and I enjoy being part of the housing supply solution as well as helping make my cost of living more affordable.

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Thank you for reading my submission.

Regards,  
Matt Patterson  
33 Hutcheson Ave  
Rankin Park, Nsw 2287

---

**From:** Mary Dorahy <maryanndorahy@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
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Thank you for reading my submission.

Regards,  
Mary Dorahy  
45 The Esplanade  
Oak Flats, Nsw 2529

---

**From:** Nicole Lenoir-Jourdan <nicole@fivestarpr.com.au>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Dom submission, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I need this income to pay my mortgage.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

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Regards,  
Nicole Lenoir-Jourdan  
53 Wharf Rd  
Gladesville, Nsw 2111

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**From:** Therese King <slideoncruiser@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:17 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Therese King  
Powell Ave  
Ulladulla, Nsw 2539

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**From:** Vivian Lu <vivianlu1101@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Regards,  
Vivian Lu  
149 Pyrmont St  
Pyrmont, Nsw 2009

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**From:** Mark Morrissey <mark@morrissey.com.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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5 Beauty Dr  
Whale Beach, Nsw 2107

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**From:** Jolon Cooke <jolon@activatemediawevents.com.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
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Jolon Cooke  
47 Sir Thomas Mitchell Rd  
Bondi Beach, Nsw 2026

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**From:** Janelle Noble-Jerks <janelle noblejerks@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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New Brighton Rd  
, Nsw 2483

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**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
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**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Regards,  
Jenny Alexander  
19 Birdwood Ave  
Collaroy, Nsw 2097

---

**From:** Jocelyn King <jocelyn@fivegrants.com.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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32 South St  
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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Ryan Letman  
25 Elizabeth Bay Rd  
Elizabeth Bay, Nsw 2011

---

**From:** Jamie Gonzalez <jamie@jamiegonzalez.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes



or weekenders only – and a data sharing framework.

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Thank you for reading my submission.

Regards,  
Jamie Gonzalez  
68 Lamrock Ave  
Bondi Beach, Nsw 2026

---

**From:** Sgarbossa Federico <federico.sgarbossa@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because sometime I go on holidays and the house is free

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Sgarbossa Federico  
453 Bourke St  
Surry Hills, Nsw 2010

---

**From:** Hayley Catford <hayleycatford@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it generates a second income to help support our family and is a long term real estate investment towards our retirement.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Hayley Catford  
2 Farnsworth St  
Thornton, Nsw 2322

---

**From:** Stephen Thompson <stephenthompson277@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Stephen Thompson  
26 Nooramunga Ave  
Cambewarra Village, Nsw 2540

---

**From:** James Lyell <jimmytwox@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I want to create an environment for tourism (our towns biggest economy) to coexist with the local community.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
James Lyell  
20 Bangalow Rd  
Byron Bay, Nsw 2481

---

**From:** Paul Chang <pawcone@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I have a global lifestyle and whenever I'm not in Australia - the flexibility offered by Airbnb ensures that I can make the most of my life even when I'm not in Australia.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Paul Chang  
116-118 Herring Rd  
Macquarie Park, Nsw 2113

---

**From:** Jikai Xie <kim272727@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Jikai Xie  
99 Forest Rd  
Hurstville, Nsw 2220

---

**From:** Paul kemp <paulimail789@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

Don't be another sheep!

Have some self-respect and do something right for once.

Make a real difference not just in this case either.

I don't have the solutions but more regulations on everyday people is not the answer. Making it harder to share is not a good thing

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Paul Kemp  
72 Seaview St  
Mollymook, NSW 2539

---

**From:** Kate Blanchard <kateblanchard77@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Kate Blanchard  
168 Marsh St  
Armidale, Nsw 2350

---

**From:** Lee Sharples <charlee.sharples@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I separated from my long term partner and I now depend on hosting as an economic lifeline to help pay the mortgage and bills (and for company at home sometimes). I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Lee Sharples  
2 Kensington St  
Waterloo, Nsw 2017

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**From:** Jenni Pendergast <jp@alpha.net.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Jenni Pendergast  
25 Surf St  
Long Jetty, Nsw 2261

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**From:** Stewart Stubbs <stewartstubbs@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I enjoy providing safe, comfortable, clean affordable short-term accommodation to young and older budget travellers. I also enjoy the brief social contact with guests.

I also recommend local sights and activities, cafes, restaurants and shops in my local area. Guests appreciate this and businesses are promoted to boost tourism - a large industry in the Blue Mountains.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Stewart Stubbs  
72 Dalrymple Ave  
Wentworth Falls, Nsw 2782

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**From:** Lauren Elyan <lauren\_e123@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it provides me a stable income. This revenue enables me to stay at home with my toddler.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

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I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Lauren Elyan  
Vaucluse  
Vaucluse, Nsw 2030

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**From:** Lucy Vader <lucy.vader@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Specifically, I want to comment on the following:

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Lucy Vader  
12 Shelly Beach Rd  
East Ballina, Nsw 2478

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**From:** meredith barry <meredith@baskbeach.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
meredith barry  
75 Prince St  
Mullumbimby, Nsw 2482

---

**From:** Kimberley Hammerton <kimhammerton@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

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#### Code of Conduct

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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Kimberley Hammerton  
MacLeay St  
Sydney, Nsw 2011

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**From:** Melinda Cole <mel.cole@optusnet.com.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

I am an Airbnb host in a Sydney suburb.

I host on Airbnb because with a high mortgage, the increasing costs of electricity and water and no wage growth I am in danger of not being able to afford my own home.

I also know that hosts pay much higher taxes to the government than international companies which pay next to nil tax so we contribute much more to the economy.

I also host in an area that is not serviced by any commercial hotels so my guests spend money in the immediate area as opposed to guests stuck in tourist traps. Hosts in my area recommend our favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following as I believe most are being introduced as difficult and unnecessary red tape and road blocks to make it near impossible for hosts to implement. ( I have used pre written copy as a base and have edited it to reflect my views and my own experiences):

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. Holiday homes have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Private holiday homes fill a gap in the lodging market. Most of the hotels in existence and being built are in the 4-5 star market. Families may not be able to afford this level and welcome a more budget friendly 2-3 star accommodation, then spend more on food and attractions. This is much better for local businesses.

With the complex rules making fewer properties available on the market for families visiting Australia from overseas will mean much less tourist spending in NSW. They will travel to other states and countries that will suit their budget. Not every family can afford a 4-5 star hotel in the CBD so holiday homes fill a gap that will never be filled by commercial lodgings. Both in price AND location.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests.



I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
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As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Melinda Cole  
491 Cleveland St  
Redfern, Nsw 2016

---

**From:** Warren Bell <waz.bell@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

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Thank you for reading my submission.

Regards,  
Warren Bell  
10 Bundella Ave  
Lake Cathie, Nsw 2445

---

**From:** Karyn White <kazzababy@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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- Respect the ancillary use of my home for home sharing
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#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Karyn White  
PO Box 89  
, Nsw 2877

---

**From:** Polly K <pollyteam@yahoo.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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Thank you for reading my submission.

Regards,  
Polly K  
8 Westbourne St  
Bexley, Nsw 2207

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**From:** Lucy Salmon <currarongbeachhouse@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb a holiday house in a small town on the NSW south coast. The support this provides to the local residents who clean, maintain, and repair the property and provide local services is essential for the small town economy.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Lucy Salmon  
38 Crookhaven Parade  
Currarong, Nsw 2540

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**From:** Kate Crewes <kate.crewes@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Kate Crewes  
6 Speers Rd  
North Rocks, Nsw 2151

---

**From:** Nicole Dehn <nikkidehn@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Nicole Dehn  
17 Fletcher St  
Nulkaba, Nsw 2325

---

**From:** Leighton Donnelly <leightondonelly@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I provide a unique service to families not available through the traditional hotel industry. I am deeply concerned the NSWgovt is seeking to overregulate and spoil something that has been going on well before Airbnb even came into existence. This over regulation would cause a significant decline in regional tourism and economic activity my region of the blue Mountains. This area is dependant upon this industry and the range of alternative hotels here is very poor and not able to offer the same product

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Leighton Donnelly  
94 Bradleys Head Rd  
Mosman, Nsw 2088

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** emailed to DCS, Sylvia submissions, non Air BNB run

Submitted on Wed, 11/09/2019 - 14:10

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Tony

**Last name**

Blanche

**Name withheld**

No

## Info

**Email**

[tblanche@wyndel.com.au](mailto:tblanche@wyndel.com.au)

**Suburb/Town & Postcode**

Neutral Bay

**Submission file**

[wyndel-apartments-stra-submission.pdf](#)

**Submission**

Please see attached submission from Wyndel Apartments, any questions please dont hesitate in contacting me direct on my mobile 0412223666

Regards

Tony Blanche

Wyndel Apartments



Suite 101, 17 Grosvenor Street  
Neutral Bay NSW 2089

**I agree to the above statement**

Yes

---

**From:** Kylie Hawker <kyliehawker@live.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Regards,  
Kylie Hawker  
40 Corunna Rd  
Narooma, Nsw 2546

---

**From:** Kathleen Ward <wardhk57@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Kathleen Ward  
18 Camperdown St  
Coffs Harbour, Nsw 2450

---

**From:** SUTOPA PARRAB <sutoparules@yahoo.com.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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SUTOPA PARRAB  
13 Caffery Circuit  
Callala Beach, Nsw 2540

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Paul Sarkis  
20 Scott Rd  
Mannering Park, Nsw 2259

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**From:** SAMEER BAGADE <sameer\_bagade@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Regards,  
SAMEER BAGADE  
7 Sybil St  
Eastwood, Nsw 2122

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**From:** Natarlia Hansen <natarlia.hansen@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Natarlia Hansen  
69 Addison Rd  
Manly, Nsw 2095

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**From:** Mary Bernadette <maryvsp@optusnet.com.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Thank you for reading my submission.

Regards,  
Mary Bernadette  
9 Hobson Cl  
Bellingen, Nsw 2454

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**From:** Kelly Jamieson <kjamieson@integrityre.com.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because it helps us to make an income and provide a better life for my family. It also brings visitors to our area which helps locals & their businesses too.

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Regards,  
Kelly Jamieson  
90 Worrigee St  
Nowra, Nsw 2541

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Regards,  
Paul Harrison  
14 Porter St  
Moama, Nsw 2731

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**From:** Robyn Lynch <robynlynch27@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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22 Park St  
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**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Regards,  
Linda fan  
4 Woodglen Pl  
Cherrybrook, Nsw 2126

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**From:** Jacinda Lindsay <j.kostovski@y7mail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Regards,  
Jacinda Lindsay  
5 Edward St  
Barrack Heights, Nsw 2528

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**From:** Ollie BC <ocharles221@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because I have chronic health problems that limit how I am able to work as I am not eligible for health benefits.

I also see first hand how local businesses are supported by my guests, especially during the week in the daytime when residents are working.

It's been an issue for a long time that there is a lack of accommodation in Sydney when popular events are on, if people have no where to stay they can't come to Sydney.

No everyone is built for backpacker accommodations.

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Thank you for reading my submission.

Regards,  
Ollie BC  
221 Darlinghurst Rd  
Darlinghurst, Nsw 2010

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**From:** Sophie Marshall <sophie79@me.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Regards,  
Sophie Marshall  
124 Lakes Blvd  
Wooloweyah, Nsw 2464

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**From:** Matthew Sorensen <mattsorro@yahoo.com.au>  
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Regards,  
Matthew Sorensen  
32 Croydon St  
Cronulla, Nsw 2230

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**From:** Robert Clark <roboclark81@hotmail.com>  
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Regards,  
Robert Clark  
2 Melrose Parade  
Clovelly, Nsw 2031

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**From:** Paula Diaz <pauladiaz61@me.com>  
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Regards,  
Paula Diaz  
50 Barden Cl  
Callala Bay, Nsw 2540

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**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
P Kam  
14 Woniora Rd  
Hurstville, Nsw 2220

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**From:** Katharine Glass <kathy.glass@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because this is a right we have always had in Palm Beach. My parents rented our holiday house out back in the 1960's and 70's. We enjoy sharing our home and offering hospitality for people to experience living in this beautiful district. There are many wedding venues and beautiful sights that depend on this type of rental property as there are no motels in this area of Sydney. Airbnb is a great way to share our tourist sights without inviting overdevelopment.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Regards,  
Katharine Glass  
916 Barrenjoey Rd  
Palm Beach, Nsw 2108

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**From:** Tara Davies <tarabethdavies@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Tara Davies  
102 Spit Rd  
Mosman, Nsw 2088

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Regards,  
Kate Behrend  
Julian Rocks Dr  
Byron Bay, Nsw 2481

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Regards,  
Jeremy Payne  
157 Nelson St  
Annandale, Nsw 2038

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Thank you for reading my submission.

Regards,  
Tina Pierce  
6 Commercial Rd  
Alstonville, Nsw 2477

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**From:** Matthew Lowry <matthew72lowry@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Regards,  
Matthew Lowry  
Glenayr Ave  
Sydney, Nsw 2026

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**From:** Kelvin Bryant <ktb@utilityservicesaustralia.com.au>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Kelvin Bryant  
6 Cram Ave  
Young, Nsw 2594

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**From:** Sam Roberts <samroberts@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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James, it's Sam.

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Regards,  
Sam Roberts  
34 Queenscliff Rd  
Queenscliff, Nsw 2096

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**From:** Jenny Hein <jennyhein@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Regards,  
Jenny Hein  
12 Bluff Rd  
Emerald Beach, Nsw 2456

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**From:** Louise McCourt <louise.mccourt@bigpond.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Louise McCourt  
75 Pacific Dr  
Port Macquarie, Nsw 2444

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**From:** Stuart Alcock <stuartalcock3@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Stuart Alcock  
Canea Cres  
Allambie Heights, Nsw 2100

---

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**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
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**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Regards,  
Shreya shah  
236 Blaxland Rd  
Ryde, Nsw 2112

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**From:** John Smith <smith94@gmail.com>  
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John Smith  
450 Elizabeth St  
Surry Hills, Nsw 2010

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Thank you for reading my submission.

Regards,

Liu xu

31 Meadow Cres

Meadowbank, Nsw 2114

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**From:** Jules Amidy <jules@hunintervalleyceremonies.com.au>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I had no choice but to seek rental avenues that weren't some lazy agent who didn't care and didn't fill my calendar with bookings as they promised. I would have had to sell my flat if it wasn't for Airbnb coming to my rescue.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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Regards,  
Jules Amidy  
12 Darling St  
Hamilton South, Nsw 2303

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**From:** Leah wheeler <duckbathrooms@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Regards,  
Leah wheeler  
Boundary St  
Tweed Heads West, Nsw 2485

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**From:** Jacqui Brookes <ozbrookes@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Jacqui Brookes  
70 Phillip Dr  
South West Rocks, Nsw 2431

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**From:** Tracey Murphy <tiger-rox63@hotmail.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Regards,  
Tracey Murphy  
7 Asturias Ave  
South Coogee, Nsw 2034

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**From:** Paul Phuong <clanapp@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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Paul Phuong  
36 Dunblane St  
Camperdown, Nsw 2050

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**From:** Hannah Holt <hannahholtemail@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:14 PM  
**To:** DPE PS STHL Mailbox  
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**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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52-54 Pacific Parade  
Dee Why, Nsw 2099

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**Sent:** Wednesday, 11 September 2019 2:13 PM  
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Jeremy Norris  
114 Heifer Station Ln  
Borenore, Nsw 2800

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**To:** DPE PS STHL Mailbox  
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Rod Cummings  
13 Waine St  
Surry Hills, Nsw 2010

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**Sent:** Wednesday, 11 September 2019 2:13 PM  
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Regards,  
Susan Schepisi  
2635 Mount Darragh Rd  
Wyndham, Nsw 2550

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**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
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**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

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As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because we want to share the empty space we have, we want to meet new people, and we want to be able to enjoy the modest income it brings us.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick

and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Mark Smith  
27 Waterview St  
Woy Woy, Nsw 2256

---

**From:** Luke Solly <lukeysolly@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Luke Solly  
102 Duck Creek Mountain Rd  
Alstonville, Nsw 2477

---

**From:** Troy Gercek <troygercek@gmail.com>  
**Sent:** Wednesday, 11 September 2019 2:13 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** emailed to DCS, Sylvia submissions, Air BNB run

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

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The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

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Thank you for reading my submission.

Regards,  
Troy Gercek  
42 Macquarie Dr  
Cherrybrook, Nsw 2126

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 2:06 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Potential Duplicate, recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 14:02

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Greg

**Last name**

Piper MP

**Name withheld**

No

## Info

**Email**

[lakemacquarie@parliament.nsw.gov.au](mailto:lakemacquarie@parliament.nsw.gov.au)

**Suburb/Town & Postcode**

Toronto NSW 2283

**Submission file**

[stra-submission---piper-g-110919 .pdf](#)

**Submission**

Please find attached a submission from Greg Piper MP.

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 1:56 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 13:55

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Tim

**Last name**

Hochgrebe

**Name withheld**

No

## Info

**Email**

[tim@planula.com.au](mailto:tim@planula.com.au)

**Suburb/Town & Postcode**

Byron Bay, NSW

**Submission file**

[stra-submission.rtf](#)

**Submission**

11 September 2019 - Tim Hochgrebe - Byron Bay NSW 2481

Submission in response to the 'Short-term rental Accommodation - A new regulatory framework' Discussion Paper.

At present, STRA is regulated differently (or mostly not at all) in different local government area (LGAs) across NSW.

It has to be understood that different councils also have different requirements. Small regional communities might

be happy to have visitors come to their area and contribute to their economy in a responsible fashion and have no issues with buck's parties, weddings and schoolies.

However, some communities with a high influx of visitors on an ongoing basis might need a very different approach. Especially if there is already a thriving, licensed tourism accommodation industry present.

Byron Bay is a great example where it is going wrong. Just like other popular places such as Margaret River in Western Australia, Tasmania, Amsterdam, Venice, Barcelona and New York, Byron Bay struggles with a partially unlicensed tourism accommodation industry.

Byron Bay actually already offers a variety of licensed accommodation styles ranging from luxury resorts to hotels, motels, serviced apartments, backpackers and B&Bs. The licensing of those business is challenging for the proprietors. They comply with fire safety regulations, they pay commercial council rates and contribute to the infrastructure maintenance and upgrade through their licensing.

The Byron Shire Council has a DCP and LEP regulating the accommodation industry. It is clearly stated what requirements are needed, business owners go through the process and there are and should be areas where things are allowed and other things are not allowed. Nobody wants a holiday apartment block in a purely residential zone - that is not why people buy a house in a residential zone.

With the advance of ease of listing any kind of building (!! garage, sheds etc) for tourist accommodation purposes this has completely gotten out of hand in Byron Bay. Dwellings built to accommodate a family now host twice the number of people it was intended for most of the time, putting pressure on existing infrastructure such as drinking water and waste water facilities. In addition those houses do not offer adequate parking for the extra cars.

Houses are being purchased and sold with the sole purpose of letting them out as holiday letting places, which inflates the purchase prices to a level that no one can afford to just live in them.

Importantly, the rental pool is shrinking and existing rentable places are at a premium. Ironically, some people that do rent, sub-let their place and move in with relatives when they receive a booking.

Backpackers, who are particularly vulnerable being from overseas, have been charged \$500 per week in a shared room in a house!

The houses built with a DA for a 'residence' should be mainly used for this purpose.

NSW Land and Environment Court has analysed case law on the definitions of "residential accommodation", "residential building", "residential flat building", "domicile" and "flats", and concluded that there must be "an element of permanence or residence for a considerable time, or having the character of a person's settled or usual abode" in order to constitute "residential buildings"

Neighbours of those residences used for unlicensed holiday accommodation - who thought they had moved into a home in a residential street - suffer from sleep deprivation and stress as there is generally no host on-site. Council can't do anything as it is a residential house not a business, police might not always be able deal with the noise issues long term. All they can do is visit ask the visitors to turn it down. However, the next day with new people staying, the neighbours have to go through the whole process again. Hearing the people arrive, music starts but it is still early and then wait until it is past 10 pm.....

Byron Bay tried self-regulation by the Holiday Letting Organisation (HLO) who funded a Holiday Letting hotline. The idea was that a host would get three strikes and they could no longer operate. It doesn't work. The hotline recommends anybody who complains in the middle of the night to call council and report. Council, the next day, says to call the hotline or the police. The police has better things to do as their hands are tied anyway: every time it is a different person causing the noise, so no one can be held responsible. Neighbours give up and sometimes try to confront the perpetrators, resulting often in verbal abuse and revenge vomiting, vandalism and littering by the tourists who feel entitled to have the time of their life.

The next week those poor people seize up when they hear the roller bags coming down the drive way next door.

The proposed Code of Conduct for STRA sounds admirable, but to have an exclusion list for hosts and guests is not realistic.

As owners of licensed accommodation, we have seen a significant decline in viability of our business. Before we even open our doors we have a long lists of costs to keep our license current and up to date. Unlicensed premises are able to charge a much lower fee without having all those costs and there is no GST they need to pay despite offering exactly the same service we do.

Surely, the government is missing out on an enormous amount of GST they can't collect.

The number of people staying has not increased, instead people expect to pay less. Our prices are back at what they were 15 years ago! We can't afford staff anymore, we had to let them go.

Many of our colleagues have left the industry, their business being considered worthless. Why get a DA if you will be restricted by the number of people that can stay, have to provide off road car parking, disabled access and pay extra to top it off?

As the unlicensed operators do not pay any contributions, do not have to pay for fire inspections once a year or increased council rates it is impossible to compete with the low prices these rogue operators can charge.

AirBnB uses the 'average' of incomes to show how little money is made by individuals, but they have not published the median or spread of money made. If one person can have 30 odd places and uses so-called 'super hosts' to manage them, you can't tell me that there is no money to be made.

Of the many, many listings in the Byron Shire there are 1331 listings for whole houses/apartment with only 359 landlords, which means that those hosts are not just your regular mum and dad trying to make an extra buck they are full blown commercial operators.

To suggest that these operators can operate 365 days a year is a ridiculous proposal. The hosts/landlords know it is worth their while, why don't they go through the process of obtaining a license. They had their go at seeing if it works for them financially. They could even do a business plan!

Even if Byron Bay would get a 90 day limit it would be not workable for our community. This would still be 45 weekends. This would still be the whole month of January and then 2 more months.

And what does it mean 90 days? Can the property be available for 90 days in total or does it mean 90 nights booked? What if there is a cancellation of 4 days, can that place be re-booked for another 4 days at another time? Can they keep the cancellation fee? How will this be monitored? What about direct bookings? How would this work? How can you expect the on-line booking platforms to keep track on this and be honest about it if they make a 20% commission on each booking.

This does not provide any clarity at all!

It is understandable though as politicians - for example the Deputy Premier - have their own property listed as a holiday home as well.

The proposed framework states that un-hosted bookings of 21 or more consecutive days will not have to comply with the applicable day thresholds.

If a family comes for a 3 week holiday and rents a house, the owner can do two lots over summer and still have 90 days for the rest of the year?

This certainly offers a loophole. Someone can just rent out their property to someone else for 6 months and they can sub-let it on an overnight basis. How is this going to be policed?

The fact that unlicensed tourism accommodation is put under the banner short-term rental is terribly confusing.

The overall proposal seems to have the attitude of “It is all too hard to police, so we are just going to allow it and pretend there is a system in place”. Meanwhile, our town is being taken over and no locals will be left. No staff available for restaurants, schools, the hospital, etc because they can’t afford to live here.

It is a fact that a regulated industry is being de-regulated, all for the short-term benefit of realistically only a few and the on-line booking agents. This is no longer about home sharing or someone letting out their holiday home on a few occasions a year.

## SUMMARY

- The proposal is that a regulated industry has been de-regulated and needs to be re-regulated, but is ridiculously unfair compared to the existing licensed businesses in that same industry
- Unlicensed tourist accommodation providers are not paying GST even though some of them supply overnight accommodation, breakfast, room service just like hotels, motels and B&Bs. They are not paying commercial rates and are not subject to Council inspections for fire safety and compliance
- The proposed Code of Conduct is not a realistic approach. It can not be policed and implemented. The process to bring awareness to hosts and guests about their unruly behaviour and solve the problem of loss of amenity to the neighbours that way is flawed thinking.
- Owners of a property responsible to the noise/interruption to daily life of their neighbours should be held responsible by law when rented out to tourist or visitors. That way there is clarity for the authorities, neighbours, hosts and visitors.
- If people/hosts want to rent out their homes/properties on a commercial basis to tourists or visitors, ie more than twice, thrice a year, they need a DA and contribute to the community as has been decided on by the local council. If local councils feel there is no need for a DA than let them do that!
- Our town of Byron Bay and surrounds and our business are severely negatively impacted by unlicensed operators. A maximum 90 night limit should apply to Byron Bay’s unlicensed tourism accommodation, but 60 days (or less!) would be much more preferable.
- We are not confident that the proposed reforms are realistic.

### **I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 1:55 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 13:55

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Harold

**Last name**

Ward

**Name withheld**

No

## Info

**Email**

[wardie3@gmail.com](mailto:wardie3@gmail.com)

**Suburb/Town & Postcode**

2481

**Submission**

My experiences with AirBnb neighbours over the last few years has been totally negative. Our street is clogged with parked cars, our neighbourhood is divided, and the local Council will do nothing to stop this commercial activity on residential zoned properties. This is a destructive force for our community.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 1:48 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 13:47

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Sarah

**Last name**

Bartley

**Name withheld**

No

## Info

**Email**

[sarah@bartley.id.au](mailto:sarah@bartley.id.au)

**Suburb/Town & Postcode**

Mullumbimby 2482

**Submission**

I oppose whole houses that could be for permanent rental, being used for Air BnB holiday accommodation. It is unfair when many many people in the Byron Shire struggle to find anywhere (affordable) to rent.

**I agree to the above statement**

Yes



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 1:39 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 13:39

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Karen

**Last name**

Plummer

**Name withheld**

No

## Info

**Email**

[karen@plummer.net.au](mailto:karen@plummer.net.au)

**Suburb/Town & Postcode**

2023

**Submission**

Dear Sir/Madam,

In 2018 my community successfully motivated Woollahara Council to issue an Order to Cease short term letting of my neighbour's property. This is the only order that any NSW council has issued since the State government announced the review of short term letting.

I worked for many years as a NSW public servant in compliance and regulation. I am a very experienced investigator. I used all my training and knowledge to achieve an Order to Cease. After having gone through the process of investigating my neighbour's business and the behaviour of his short term tenants, I'm not surprised this has been the only order issued.

I would like to share with you the following insights and concerns:

#### A. Investigating Short term Letting

A neighbour lodging a complaint regarding short term letting is placed in the position of proving there has been a breach. The primary basis of complaint is proving that the neighbour has rented the home out for the purpose of short term letting.

A neighbour has very limited ability to prove the property is being let short term. The only way to prove it is to act as a private investigator and collect evidence by observation (notes and photographs). This requires diligence and many months of work to prove "short term letting".

The amount of time, effort and skill it takes to establish short term letting is extreme. Neighbours should not be expected to essentially stalk the neighbouring business to provide proof of short term letting. If a matter is lodged at the tribunal, the government should require platforms and business owners to provide booking and income information for the period of the alleged breach.

The business owners, real estate agents and rental platforms possess documents to prove short term letting. They must be required to provide that information to the tribunal.

#### B. Noise Complaints and Behaviour

The current residential noise regulations do not adequately address short term letting.

Our neighbour's property was let out for parties every weekend for months. The occupants would party every Friday and Saturday night; they would follow up with an after party on Sunday morning. This went on for months. The community was exhausted and frazzled.

We lodged numerous noise complaints with NSW Police. We discovered that noise complaints are of the lowest priority for local commands (please refer to NSW Police annual report). Their response was either very late or not at all. Police recommended that we take the matter to local court ourselves. We soon discovered that the level of proof required for an application was far greater than just general observations and video recordings. We were required to provide professional noise measures and to employ a solicitor to present our case. The minimal cost was approx \$15,000.

It is unrealistic to expect a neighbour to bear these costs. Therefore, business owners should be required to register any parties with police (there is currently a process available) and parties should be limited to 2-3 a year (which would reflect current home owners use).

Limits should be set on the use of out door areas and amplified music. Current accommodation providers set limits; it is reasonable to expect short term let business owners set similar limits.

The current noise regulations were not written to address short term letting in residential areas. Therefore, the new regulations and code of conduct must address the short fall.

#### C. Complaints to Owners, Rental Platforms and Real Estate Agents

Naively, we followed the complaint procedures expecting the situation to improve. Disappointingly this did not occur and we forced to pursue the matter with council. This was particularly galling as all parties claimed to endorse the Voluntary Code of Conduct.

After council had issued the Notice to Cease, we lodged the notice with the various Rental Platforms and Agents with a request to delist the property. We were advised that they could not respond to our complaints due to privacy laws. The property continued to be listed.

Eventually, the business owner delisted the property after the council threatened fining the owner.

All business stake holders should be held accountable for compliance. Fines should be issued at a rate that is commensurate to the value of the property.

Ours neighbours property is valued at \$6,000,000 and his rental income per week was \$10,000. A fine of \$20,000 would not be a deterrent.

Airbnb's current value is conservatively \$80 billion plus. A commensurate fine must be applied to ensure compliance.

#### D. Code of Conduct

In our experience, a voluntary code of conduct was worthless. It may well be, but not as a voluntary

The only reason short term letting ceased was because regulatory compliance was required.

Sadly, regulation is required. Because they cannot be relied on to "do the right thing".

Just ask anybody living next door to a poorly managed short term accommodation provider. Profits often get in the way of reasonable outcomes.

NSW residents should be protected.

I am happy to provide further information about my experience. Please feel free to contact me on 0424063289.

Yours faithfully,

Karen Plummer

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 1:36 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 13:35

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Stephen

**Last name**

Hsll

**Name withheld**

No

## Info

**Email**

[info@sydneyholidayrentals.com.au](mailto:info@sydneyholidayrentals.com.au)

**Suburb/Town & Postcode**

Potts Point

**Submission**

As founder and owner of the holiday rental agency Sydney Holiday Rentals Pty Ltd I wish to register the strongest possible objection to the code of conduct and proposed 180 night cap. This is going to totally decimate this industry in the same way the Lockout Laws have decimated Sydney nightlife. Thankfully those laws are now being lifted but not before major and permanent damage has been done to the worldwide reputation of this city, to local businesses and to local people who worked for and used those businesses.

Having worked in this industry for 7 years I know once the cap is introduced there is simply no way my business will survive; your legislation will run me out of business and force me to make the staff that work for me redundant and me unemployed. Whilst your legislation makes an exception for bookings of 3 weeks or more not counting towards the cap this had anyone contacted anyone with significant experience in this industry to ask what percentage of

bookings are for 3 weeks or longer everyone would have said these make up a tiny minority of bookings and there is simply no way the remaining nights of the year can be filled with these bookings. The idea of the 3 week exception was allegedly to help support a mobile workforce but this again is ridiculous; I ask the reader to count how many people they know who travel for work for 3 weeks or more at any one time. I wholeheartedly expect you'll struggle to know more than one or two people unless you're in a very rare and niche industry.

Our normal occupancy levels mean we will hit this cap in a couple of weeks over six months because we are good at our job and making sure we ensure our owners can meet the financial obligations relating to their properties and income needs. What this legislation does is force owners to make a choice. It kills the prospect of holiday rentals meaning they can use that avenue to ensure a property pays its way when they are not using it and forces them into long-term rentals (meaning they have to surrender having their own place in Sydney they can stay in) or sell the property. The alternative is to place the huge burden on them of having to cover the costs of the property based on income from only half the year because the fact of the matter is, direct from my own lengthy experience of managing bookings for 7 years, bookings of 3 weeks or more will never ever make up the remaining availability for the year. Anyone who thinks there is any chance of this is simply lying or has no direct industry experience. Bookings of 3 weeks or more over the last 7 years across numerous properties in Sydney make up less than 5% of our total bookings.

Whilst I appreciate some poor property hosts may allow guests to cause noise and nuisance my agency has had one noise complaint in 7 years from over a thousand bookings and this one incident was dealt with quickly with a simple call to the guest. We meet all our guests in person to move them into the property to ensure they know the proper standard of behaviour required of them and to ensure they seem to be reliable and trustworthy people. Instead of ruining the industry for all those in it what about making all hosts complete some kind of annual training to make sure they can manage guests better? If hosts fail to manage guests properly then by all means use a three strikes system to forbid them from managing property. The way real estate agents are managed by the government suggests far better ways of approaching these kinds of problems than what is being proposed by this code of conduct forcing blanket restrictions on all and suffocating the industry.

A better exception than the proposed 3 weeks would be that bookings of 1 week or more do not count towards the cap. When thinking about the lockout laws which decimated Sydney nightlife wouldn't it now be better to take a measured approach to dealing with the perceived problems in the holiday rental industry and start with gentle restrictions slowly increasing if needed rather than being heavy handed from the start? Allowing an exception for bookings of 1 week or more shows people protesting about problems you are taking them seriously without putting businesses like mine out of business which is inevitable with the current proposals. It reduces the regularity of the turnaround of apartments between departing and arriving guests which is what many protesters have been asking for whilst still ensuring owners can cover their costs and professional licenced agencies like mine can actually continue to operate in this field. I urge you to consider this strongly as it is the only vague glimpse of light at the end of the incredibly dark and depressing tunnel you are proposing to take us down.

Almost no one wants furnished rentals for more than 3 weeks, especially over winter which is when people will want to try to find longer bookings to make the most of summer demand for holiday rental bookings so the prospect of apartments paying their way once the cap has been hit is totally impossible. I've spoken to many rental agents in the field and they all say the same, demand for furnished properties for 3 or 6 months or more is a tiny percentage of the market and they actively avoid taking on these types of properties because no one wants them. I understand one key need which has led to this proposed legislation is the desire to increase the supply of properties to the rental market but what has not been considered is that the vast majority of the properties made available for holiday rentals are not the entry level properties that people are so desperately seeking.

Has the impact of this legislation on tourism been considered properly? Let me spell it out for you. This legislation means owners who wish to keep a property in the city that they use occasionally and have it still pay its way through holiday rentals (which is the only means of having a property you can use sometimes and still have it cover its costs) will no longer be able to afford to meet their financial commitments like before so they are faced with two alternatives, to move to long term rentals meaning they can no longer stay in a place they consider their home in the city or they sell the property. They will most likely be financially disadvantaged by doing either in the current market of low rents and dropped property sale prices. The reduced number of places for tourists to stay means prices of the remaining properties will go up, hotels will put prices up too because there will be increased demand

for their rooms both of which means visits by tourists get more expensive and more expensive visits means fewer will be able to afford to visit Sydney therefore reducing the available tourist dollars to be spent elsewhere around the city. Sydney already has a reputation for being an incredibly expensive city for tourists and this proposed legislation is just going to make that worse further damaging the reputation of this city worldwide. A drop in tourism and tourist dollars being spent will lead to issues for other businesses who are not making as much money anymore leading to pressure on finances and jobs and many other things. You must not underestimate the impact of this proposed legislation as it stands; it will strangle this city further in so many other ways that the government does not seem to have considered!

I also want to touch on how totally irresponsible it was of the government to make the vague announcement that it did many months ago that this legislation was coming. To have lived in limbo since that date, desperately waiting for actual details and useful information has taken a massive toll on my physical and mental health. Every day since the initial announcement I have felt worried, anxious, stressed and been unable to sleep properly knowing that with this hanging over my head and over my business my future was uncertain and it would be likely I would lose my business and my income. I've been prescribed sleeping pills, sedatives and antidepressants. How am I going to provide for my family when I lose my business because we can't take any more bookings and no one wants to stay for 3 weeks or longer? How will I be able to pay my bills? I'm not the only person feeling like this. The proposed legislation as it stands intends to rip the heart out of this industry taking away the businesses people have built and their livelihoods. The legislation needs to be better, it needs to make use of a licensing system like for estate agents (which I am by the way because I believe in doing this to a proper professional standard), it needs to not strangle this city, it needs to not make things even more expensive for prospective tourists, it needs to find a way to let people who live out of town keep their homes in their city that can still pay their way. You need to do better than this and go back to the drawing board!

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 1:34 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 13:34

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

John

**Last name**

Lazarus

**Name withheld**

No

## Info

**Email**

[jahlazarus@yahoo.co.uk](mailto:jahlazarus@yahoo.co.uk)

**Suburb/Town & Postcode**

Byron bay 2481

**Submission**

Totally opposed to the Draft - it is a malignant toxic proposal that will further destroy residential areas. If you wish to inflict commercial party houses on me, then I see no reason not to treat you to noisy 3 am protests outside of your residence.

The proposals sabotage existing residential areas planning controls that restrict, but already allow, holiday accommodation in present Residential Living Zones to onsite managed DA advertised and Council authorised Bed and Breakfasts and Serviced Apartments, and will destroy existing authorised accommodation providers (which Council already gets few complaints about)

The proposals completely sabotage existing, and all projected State Government required, supply of residential premises - every state Residential Strategy would become invalid

The proposals will incite conflict between residents and tourists, with the likely result of violence, property damage

and arson - residents have to get up early to work, and babies need to go to sleep early. Tourist accommodation can not co-exist 1 metre from residential bedroom windows.

With only 5 Council Compliance officers there is no capacity for Council to manage Compliance even on the existing 2,572 illegal, presently Local Environment Plan prohibited, criminal holiday letting business developments in Byron Bay. And no capacity to to manage compliance over the Proposals certain increase of these business parasites that are already destroying residential areas and who are the main cause of BYRON'S PRESENT SITUATION OF NO AFFORDABLE RESIDENTIAL ACCOMMODATION FOR WORKERS, PENSIONERS, STUDENTS, OR THOSE ON HEALTH OR UNEMPLOYMENT BENEFITS.

While Byron has one of the lowest per capita, and household, incomes in the State, turning residential houses into illegal Holiday Letting tourist accommodation business' has made the price of Byron houses to be the most expensive in the State - a complete breakdown of social justice and social coherence.

There is no basis for you to place me as the first responder to non compliance, including noise, parking etc, - I'll work out my own response which wont comply to your completely deficient compliance regime - I dont believe in violence, and would actively engage against it, but who would care if every one of the present 2,572 unauthorized unlawful Holiday Letting premises were burnt by arson to the ground - I wouldn't.

Either you act for all the community, or be rightly treated as failing to quit your elected role, and be treated as an invalid body that has usurped your claim to be a democratically representative State Government.

Either you scrap this proposal or the public will move to shut these premises down, I have already raised the capacity with Council of using Councils Compulsory Acquisition powers to start buying these premises and turn them into social housing.

If you want to auspice these Residential Zone prohibited business, then resign from government and go and work for you criminal cohorts and put your defense of these presently illegal developers to the courts - you dont represent the residents of this State.

**I agree to the above statement**

Yes



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 1:32 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 13:30

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Graeme

**Last name**

Carroll

**Name withheld**

No

## Info

**Email**

[graemec0152@gmail.com](mailto:graemec0152@gmail.com)

**Suburb/Town & Postcode**

Wollongong 2500

**Submission file**

[stra-reg-framework-submission.pdf](#)

**Submission**

Please find attached the submission from the Viridian Strata Committee SP92101

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 1:17 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register, Potential Duplicate

Submitted on Wed, 11/09/2019 - 13:17

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Ian

**Last name**

McCleary

**Name withheld**

No

## Info

**Email**

[lkbjpb@bigpond.com](mailto:lkbjpb@bigpond.com)

**Suburb/Town & Postcode**

2067

**Submission**

I suggest that consideration be given to amending S137A of the Strata Schemes Management Act as follows:

A by-law made by a special resolution of the owners corporation may prohibit a lot being used for the purpose of a hosted short term rental accommodation arrangement if the lot is not the principal place of residence of the person who pursuant to the arrangement, is giving another person the right to occupy the lot.

A by-law has no force or effect to the extent to which it purports to prevent a lot being used for the purpose of a hosted short term rental arrangement if the lot is the principal place of residence of the person who, pursuant to the arrangement, is giving another person the right to occupy the lot.

In this section, short term rental arrangement has the same meaning as in S54A of the Fair Trading Act 1987.

“Hosted short term rental accommodation” means the person giving another person the right to occupy the lot

must reside at the lot at all times, apart from absences for bona fide holidays, illness and emergencies.

The proposal will it is submitted enable good management and enforcement of by laws of Strata Properties.”

Ian McCleary

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 1:14 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 13:11

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Samantha

**Last name**

Hardie

**Name withheld**

No

## Info

**Email**

[shardie@lakemac.nsw.gov.au](mailto:shardie@lakemac.nsw.gov.au)

**Suburb/Town & Postcode**

2284

**Submission file**

[council-submission-on-short-term-rental-accommodation-reforms.pdf](#)

**Submission**

Dear Sir/Madam,

Thank you for the opportunity to provide a submission on the proposed reforms to allow Short-term rental accommodation.

Please see attached for Lake Macquarie City Council staff's submission.

Kind Regards,  
Samantha Hardie

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 1:11 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 13:09

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

William

**Last name**

O'Keeffe

**Name withheld**

No

## Info

**Email**

[william@harlenokeeffe.com](mailto:william@harlenokeeffe.com)

**Suburb/Town & Postcode**

Brisbane

**Submission file**

[stra-code-of-conduct-and-registration-feedback.pdf](#)

**Submission**

See attached PDF

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 12:44 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 12:42

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Heath

**Last name**

Michael

**Name withheld**

No

## Info

**Email**

[heath.michael@rtbacommerce.com.au](mailto:heath.michael@rtbacommerce.com.au)

**Suburb/Town & Postcode**

Ascot Vale 3039

**Submission file**

[shortterm-rental-accommodation-a-new-regulatory-framework-discussion-paper-nsw-11-sept-19.docx](#)

**Submission**

Please see submission attached. Regards, Heath Michael

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 12:35 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 12:35

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Nichola

**Last name**

Garvey

**Name withheld**

No

## Info

**Email**

[nichola@maven-publishing.com](mailto:nichola@maven-publishing.com)

**Suburb/Town & Postcode**

Balmain

**Submission**

Object to the day caps of 180 days per year.

Either you support short term residential accommodation or you don't. Capping STRA at 180 only pretends to support it but actually undermines STRA On average STRA gives owners an extra 30% compared to what they would earn renting it out on a long term basis - so you're undermining the whole rationale of doing it in the first place. Besides which, what are owners going to do with the property for the other 180 days?

I can half see an argument for a 180 day cap for apartment blocks, where there are shared common areas and much denser living. But it seems arbitrary to insist stand alone houses should also comply. What you'll actually be doing is forcing owners to stay in the long term rental market and that is over interference in the market. The GIG economy



has well and truly arrived - incremental income is the new income - you cannot pretend that the world is not moving increasingly in this direction.

What is the intent for these new proposed regulations? Is it to curb STRA? Or is it to ensure its smooth running? These are the questions that really need to be asked.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 12:32 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 12:32

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Ian

**Last name**

McCleary

**Name withheld**

No

## Info

**Email**

[ian.mccleary@inet.net.au](mailto:ian.mccleary@inet.net.au)

**Suburb/Town & Postcode**

Chatswood 2067

**Submission**

I suggest that consideration be given to amending S137A of the Strata Schemes Management Act as follows:

(1) A by-law made by a special resolution of an owners corporation may prohibit a lot being used for the purpose of a hosted short term rental accommodation arrangement if the lot is not the principal place of residence of residence of the person who, pursuant to the arrangement, is giving another person the right to occupy the lot.

(2) A by-law has no force or effect to the extent to which it purports prevent a lot being used for the purpose of a hosted short term rental accommodation arrangement if the lot is the principal place of residence of the person who, pursuant to the arrangement, is giving another person the right to occupy the lot.

(3) In this section, short term rental arrangement has the same meaning as in section 54A of the Fair Trading Act 1987.

(4) "Hosted short term rental accommodation" means the person giving another person the right to occupy the the lot must reside at the lot at all times, apart from absences for bona fide holidays, illness and emergencies.

The proposal will better enable good management and enforcement of by laws of strata title properties and I

request that consideration be given to the submission.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 12:29 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 12:29

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Quentin

**Last name**

Wright

**Name withheld**

No

## Info

**Email**

[qawright1@gmail.com](mailto:qawright1@gmail.com)

**Suburb/Town & Postcode**

Byron Bay

**Submission**

I want to register my concern of the current policy on short term rental.

In the town in which I am a community member we have a severe shortage of long term accommodation due to a high percentage of houses being used for holiday let.

This has a number of detrimental effects on our community. It causes a shortage of houses available for long term rent forcing rental rates to a near impossible level for normal working families or single people. This either results in overcrowding with people having to share rooms in order to reduce the rent(ie. slum landlords) or forcing people to live out of town and travelling unnecessary distances to their place of work. The ongoing effect of this is severe congestion on the roads into town (Byron Bay only has two entrances to town - north and south).

We have whole streets where there is only an occasional permanent resident. There is effectively no community in these streets. The knock on effect of this manifests itself in numerous ways.

Short term rental policy needs to take these situations into account.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 12:21 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 12:20

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Steve

**Last name**

Dart

**Name withheld**

Yes

## Info

**Email**

[dartbyronbay@gmail.com](mailto:dartbyronbay@gmail.com)

**Suburb/Town & Postcode**

2481

**Submission**

These AIRBNB holiday house listings are ruining Byron Bay on many levels.

Residents have to put up with party houses in residential areas not in holiday zone areas approved by council.

Holidays Letting businesses in holiday zone areas are losing business.

Locals can't afford to live in Byron as all rental properties are becoming AIRBNB holiday houses.

Its a domino effect thats got to stop.

Please stop this in Byron Bay residential areas .

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 11:45 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 11:44

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Stephen

**Last name**

Rendall

**Name withheld**

No

## Info

**Email**

[stephen.rendall@ballina.nsw.gov.au](mailto:stephen.rendall@ballina.nsw.gov.au)

**Suburb/Town & Postcode**

Ballina, NSW 2478

**Submission file**

[short-term-rental-accommodation-submission---ballina-shire-council.pdf](#)

**Submission**

Please see attached PDF Submission.

**I agree to the above statement**

Yes



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 11:32 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 11:31

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Tania

**Last name**

Dawkins

**Name withheld**

No

## Info

**Email**

[taniafreespirit@gmail.com](mailto:taniafreespirit@gmail.com)

**Suburb/Town & Postcode**

2483

**Submission**

I request that there be a limit of 60 days for all residential short term properties in areas already inundated with holiday rental properties. The increased rise in unavailability of permanent rentals in the tourist sectors has dire consequences for residents who are part of the employed needed to service the peak seasons. There should be a bed tax implemented on all private residences that rent out a full house or apartment as is done in many cities around the planet that already have witnessed the negative impact of airbnb and other short term internet rental sites.

No tax on a room rented with the owners residing in the same residence.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 11:29 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 11:28

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Isaac

**Last name**

Shapiro

**Name withheld**

No

## Info

**Email**

[namaskar@ozemail.com.au](mailto:namaskar@ozemail.com.au)

**Suburb/Town & Postcode**

Tyagarah

**Submission**

NSW is out of step with locations all over the world. Major towns and cities are placing restrictions on Air BnB but in NSW the state government appears to have allowed the short term letting accommodation industry to write the rules.

The new legislation places a cap on days allowed for letting, where the host is not present, of 180 days per year or 365 days in regional areas. Byron was promised a 90 day limit in the run up to the last election but it is still to be approved and Council has to prove its case as to why Byron gets special treatment before it is approved. 90 days is still 45 weekends a year and, given weekend prices, this is likely not a deterrent to making owners return houses to the permanent rental market.

Unlimited days - no caps: Also, a loophole has appeared in the proposed regulation: a booking for 21 or more consecutive days will not count towards the limit when a host is not present. So a cap is not really a cap!! This

means the true extent of short-term letting can never be monitored or measured. A host could add as many 21-day letting periods as they want and it would not be counted in the annual total!

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 11:27 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 11:26

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Ruth

**Last name**

Winton-Brown

**Name withheld**

No

## Info

**Email**

[ruth@reclaimingjoy.com](mailto:ruth@reclaimingjoy.com)

**Suburb/Town & Postcode**

Bangalow 2479

**Submission**

As a resident of Byron Shire I am appalled at the abuse of BnB business creep in our shire and strongly object to the relaxation of the rules pertaining to the strict monitoring of Bed and Breakfast businesses in our shire. This has allowed the growth of this industry to spoil the neighbourhood community to the advantage of many distant land lords.

i am happy for rooms to be let in homes where residents reside and provide a true BnB experience and wish the rules were adjusted to this style of management

It is a total abuse of the idea to permit rentals for longer than 3 weeks yours faithfully

Ruth Winton. Brown

**I agree to the above statement**

Yes

---

**From:** Simon Moore <Simon.Moore@australianbusiness.com.au>  
**Sent:** Wednesday, 11 September 2019 11:25 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** NSW Business Chamber submission - draft  
**Attachments:** STRA submission (draft 11.09.19).docx

Dear Susie,

As discussed by phone, please find attached the NSW Business Chamber submission to the consultation on short term rental accommodation regulations. This is a draft version of the submission, pending some final inputs from our membership. We should have a finalised version available by the end of the day on Friday.

Many thanks,

Simon Moore

**Simon Moore**

Policy Manager, Infrastructure, NSW Business Chamber

North Sydney NSW 2060

Tel: 02 9458 7008 | Mob: 0415 819 091 | Web: [www.nswbusinesschamber.com.au](http://www.nswbusinesschamber.com.au)  
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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 11:24 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 11:23

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Katie

**Last name**

Pike

**Name withheld**

No

## Info

**Email**

[info@beachesbyronbay.com.au](mailto:info@beachesbyronbay.com.au)

**Suburb/Town & Postcode**

2481

**Submission**

Airbnb host should not be able to have as much leeway in terms of rules on guest occupancy throughout the year.

**I agree to the above statement**

Yes



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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 11:13 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 11:13

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Kim

**Last name**

Wildey

**Name withheld**

No

## Info

**Email**

[kimwildey@gmail.com](mailto:kimwildey@gmail.com)

**Suburb/Town & Postcode**

Killara 2071

**Submission**

For private investors who rent out a property, these measures will create significant expense.

What plans are there to mitigate this? in particular I'd expect that new regulations would be phased in, say, over 5 years.

For a layperson, these documents are difficult to navigate and understand - a summary of "How this effects you" would be helpful and an extension of the review period.

KEY POINTS: phased introduction of measure, longer review period.

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 11:04 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 11:04

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Sonia

**Last name**

Laverty

**Name withheld**

No

## Info

**Email**

[sonia.laverty@bigpond.com](mailto:sonia.laverty@bigpond.com)

**Suburb/Town & Postcode**

Mullumbimby 2042

**Submission**

The uncontrolled commercialization of private homes, in residential areas, in the Byron Shire is having an adverse effect. According to Inside Air BnB in the 3 years since 2016 the number of Air BnB properties, in the Byron Shire, have almost doubled from 1172 to 3306. The effect of this invasion in the residential areas in the Shire is considerable and includes the following:

Opportunities for purchasing a home, by local residents, is reduced because of inflated pricing.

Local residents also find it difficult to rent a home when the property rental market is dominated by property investors in Air BnB or similar organisations.

Urban areas have become party zones with behavior more fitting in a commercial zone than in quiet residential areas where families including children and workers are trying to live normal lives.

Many major towns and cities around the world are placing restriction on Air BnB, and similar organisations, but the NSW State Government is lagging behind. We need the NSW Government to Catch Up and place a cap on days allowed for letting where the host is not present. A 90 day cap when the host is not present is the preferred option while ensuring there are no loopholes. Strong and multiple applications of an appropriate definition with emphasis on 'residential' is needed to under pin any new legislation.

**I agree to the above statement**

Yes

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**From:** ElectorateOffice LakeMacquarie <ElectorateOffice.LakeMacquarie@parliament.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 10:54 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission  
**Attachments:** STRA Submission - Piper, G 110919 .pdf

Please see attached submission from Greg Piper, MP.

Regards



**Dianne Sykes, JP**

Senior Electorate Officer  
LAKE MACQUARIE ELECTORATE OFFICE

92 Victory Parade, Toronto NSW 2283  
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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 10:39 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 10:38

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Marita

**Last name**

Kohl

**Name withheld**

No

## Info

**Email**

[maritak@internode.on.net](mailto:maritak@internode.on.net)

**Suburb/Town & Postcode**

Ewingsdale 2481

**Submission**

To the Department of Planning, Industry and Environment and the Department of Customer Service

My family is against allowing private homes to be let to airbnb. Our neighbourhood has already changed as a result of it. Most so-called granny flats are short term rentals, more cars parked, more people in our rural subdivision. My friends have to move out of the area because they can't afford to live here anymore, since property owners don't rent to them but to the higher paying airbnb guests. It is easy money for those who are already well endowed. Our shire is beset with problems of homelessness and people not being able to afford the rents anymore. Also as a long term resident I object to the commercialisation of my area. If I choose to live away from the commercial areas of town I don't want it to follow me in the form of airbnb. It is not for nothing called a disruptive economy. It disrupts my way of life and the quality of life in my shire-- Byron Bay.

Below are some further points.

Regards

Marita Kohl

NSW is out of step with locations all over the world. Major towns and cities are placing restrictions on Air BnB but in NSW the state government appears to have allowed the short term letting accommodation industry to write the rules.

The new legislation places a cap on days allowed for letting, where the host is not present, of 180 days per year or 365 days in regional areas. Byron was promised a 90 day limit in the run up to the last election but it is still to be approved and Council has to prove its case as to why Byron gets special treatment before it is approved. 90 days is still 45 weekends a year and, given weekend prices, this is likely not a deterrent to making owners return houses to the permanent rental market.

Unlimited days - no caps: Also, a loophole has appeared in the proposed regulation: a booking for 21 or more consecutive days will not count towards the limit when a host is not present. So a cap is not really a cap!! This means the true extent of short-term letting can never be monitored or measured. A host could add as many 21-day letting periods as they want and it would not be counted in the annual total!

The state govt is also proposing an industry-led register to keep track of all short-term lets. It is expected to record the name of the host, the property's address, the duration of each booking and whether it complied with bylaws. The industry self-regulating? Really? This takes the power away from local councils to monitor non-compliance for their residents.

It is also known that a number of NSW MPs own short term rental properties, including the Deputy Premier. Politicians with clear conflicts of interest should not be allowed to vote on this issue.

The law supports residents - NSW Land and Environment Court has analysed case law on the definitions of "residential accommodation", "residential building", "residential flat building", "domicile" and "flats", and concluded that there must be "an element of permanence or residence for a considerable time, or having the character of a person's settled or usual abode" in order to constitute "residential buildings"; relying particularly on *North Sydney Municipal Council v Sydney Serviced Apartments Pty Ltd (1990)* 21 NSWLR 532 and *Derring Lane Pty Ltd v Port Phillip City Council (No 2) (1999)* 108 LGERA 129.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 10:22 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 10:22

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Paul

**Last name**

Margolin

**Name withheld**

No

## Info

**Email**

[templebyron@icloud.com](mailto:templebyron@icloud.com)

**Suburb/Town & Postcode**

Byron Bay 2481

**Submission**

I would like to see restrictions put on the amount of short term rental accomodation in Byron Bay

Nearly all of my friends have had to leave Byron Bay as the short term rentals have taken over and the owners and landlords do not want long term tenants any more because they can make far more money using platforms such as Air BnB

The locals do need to be able to live in their town , after all , it was they who gave Byron Bay its unique character in the first place

We should be mindful of the negative outcome if we do not keep a balance in our policies and determine real



strategies around this situation, which seems to be getting out of control here in Byron Bay these days

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 10:05 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 10:03

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jenny

**Last name**

King

**Name withheld**

No

## Info

**Email**

[jenny\\_r\\_king@hotmail.com](mailto:jenny_r_king@hotmail.com)

**Suburb/Town & Postcode**

Manyana 2539

**Submission file**

[stra-in-nsw\\_submission-september-2019.docx](#)

**Submission**

What is the real objective of the regulatory framework that is being proposed by the NSW Government for Short Term Rental Accommodation in NSW?

Clearly there are multiple organisations with vested interests.

However, there is no representation on the committee for “everyday Mum and Dad” hosts.

There should be no annual cap on how many days an STRA property can be rented

The current proposal is to reduce this to 180 days ... what does this achieve?

Why should honest hosts with great reviews and with no complaints be penalised, based on how many days their property is rented?

Ban 1 night or 2 night stays for STRA properties to assist hotels / motels and stop “party houses”

This is more likely to stop so-called “party houses” rather than the proposed introduction of a 180 day annual cap. Wouldn't it be better to ban 1 night or 2 night stays which also negatively impact the hotel / motel properties in both Sydney and regional NSW?

I do not own a 3, 4, 5 or 6 bedroom house. I own a 1 bedroom apartment where we have 1 or 2 guests come and stay ... hardly conducive to ongoing partying.

Bookings of  $\geq 7$  days should not contribute to the proposed annual cap

The updated proposal is 21 days. It would be far more realistic at 7 days. Who really travels for business for 3 weeks at a time?

The point of the exemption is that it “reflects feedback that longer bookings tend to have fewer amenity impacts and are key to support a mobile workforce”. An exemption of  $\geq 7$  days would still achieve the same outcome if they truly want to support a mobile workforce.

Registration of STRA properties should be for tracking complaints not number of days booked

The “3 strikes policy” has some merit. However the registration should be used to track complaints, not to measure how many days of bookings that a property has throughout the year.

The government should not have the ability to over-rule the Owners' Corporation if the OC of an apartment building is happy with STRA within the building

Some apartment buildings in Sydney are well suited to STRA as they were previously a hotel prior to the property being strata-titled, and lot owners are supportive of STRA and holiday makers staying within the building.

Why is there “nanny state” intervention where it is not needed?

Surely the government should not be able to dictate how my apartment operates?

Based on a 180 day cap, the inference is that “it is OK that my revenue is decreased significantly”?

I am retired and rely on the rental income that is generated by my apartment – is the government suggesting therefore that there will be compensation for my drop in income?

NSW, the “nanny state” ... not a good look!!

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 9:41 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 09:41

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Rosemary

**Last name**

Macdonald

**Name withheld**

No

## Info

**Email**

[rosemary.macdonald@gmail.com](mailto:rosemary.macdonald@gmail.com)

**Suburb/Town & Postcode**

Suffolk Park

**Submission**

The latest data from Murray Cox at Inside Air BnB shows that Air BnB properties In Byron shire have jumped from 1,172 in 2016 to 3,306 in August this year.

Of those, 1,331 listings for an entire home/apt are listed by 359 landlords only - evidence of multiple landlords with multiple properties. How can people possibly find a place to live when investors and property speculators are driving up prices and destroying the permanent rental market in our Shire.

NSW is out of step with locations all over the world. Major towns and cities are placing restrictions on Air BnB but in NSW the state government appears to have allowed the short term letting accommodation industry to write the rules.

The new legislation places a cap on days allowed for letting, where the host is not present, of 180 days per year or 365 days in regional areas. Byron was promised a 90 day limit in the run up to the last election but it is still to be

approved and Council has to prove its case as to why Byron gets special treatment before it is approved. 90 days is still 45 weekends a year and, given weekend prices, this is likely not a deterrent to making owners return houses to the permanent rental market.

Unlimited days - no caps: Also, a loophole has appeared in the proposed regulation: a booking for 21 or more consecutive days will not count towards the limit when a host is not present. So a cap is not really a cap!! This means the true extent of short-term letting can never be monitored or measured. A host could add as many 21-day letting periods as they want and it would not be counted in the annual total!

The law supports residents - NSW Land and Environment Court has analysed case law on the definitions of "residential accommodation", "residential building", "residential flat building", "domicile" and "flats", and concluded that there must be "an element of permanence or residence for a considerable time, or having the character of a person's settled or usual abode" in order to constitute "residential buildings"; relying particularly on *North Sydney Municipal Council v Sydney Serviced Apartments Pty Ltd* (1990)21 NSWLR 532 and *Derring Lane Pty Ltd v Port Phillip City Council (No 2)* (1999) 108 LGERA 129.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 9:08 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 09:04

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Leon

**Last name**

Williamson

**Name withheld**

No

## Info

**Email**

[lw113365@gmail.com](mailto:lw113365@gmail.com)

**Suburb/Town & Postcode**

Goulburn 2580

**Submission file**

[stra-submission-2019-09-11.pdf](#)

**Submission**

Att: Director, Housing and Infrastructure Policy

NSW Department of Planning, Industry and Environment

Dear Director,

please consider our submission regarding Short Term Accommodation reforms attached.

Yours faithfully,  
Leon Williamson and Sasithorn Prasert

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 9:08 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 09:07

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Lorraine

**Last name**

Ward

**Name withheld**

No

## Info

**Email**

[lorbyron@bigpond.net.au](mailto:lorbyron@bigpond.net.au)

**Suburb/Town & Postcode**

2481

**Submission**

Air BnB, holiday letting is eroding the core community in Byron Bay. Long term or permanent residents are being so badly impacted by this flood of Airbnb activities. Neighbours and friends are turning on each other as one decides to rent out a room unrestricted and no fire safety in place just for the money. Many rentals are experiencing noise levels that were never an issue before Airbnb. Imagine every few days new 'guests' all hyped up wanting to party. Many house owners who now Airbnb leave town so they themselves are not impacted! We simply must have some controls as all this leads to an unhappy and non functioning community. How sad for our kids when they have to leave their homes at school holiday times just so tourists can move in so the owners can cash up a bit. Please let's have laws and restrictions in place to save our communities!

Our families, old folk, kids and medical workers especially are suffering due to sleepless nights from unrestricted holiday makers.



Lorraine Ward Byron Bay 2482

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 8:44 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 08:43

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Rosemary

**Last name**

Powys-Kerr

**Name withheld**

No

## Info

**Email**

[mosaicmouse@westnet.com.au](mailto:mosaicmouse@westnet.com.au)

**Suburb/Town & Postcode**

Bexhill 2480 NSW

**Submission**

I was a resident of Byron Bay for 19 years. I owned the back unit of a two unit strata block. I sold it 18 months ago. Since 2012, the large two storied house next door had become a holiday let. It took me two years of working with police, ranger, Noisy Neighbours Hotline, the letting agent and the Brisbane owners to reach a stage where I wasn't up half the night monitoring the holiday let neighbours' behaviour. in the beginning it was so bad that the day of my mothers' funeral, 6 Jan 2013, relatives who were to stay the night refused to stay at my house after the burial because of the outrageously loud behaviour of holiday makers next door. This is a distinct example of holiday letting interfering with community life in Byron Bay. Another outrageous example was when holiday makers let off large fireworks at 1am in the front yard of the holiday home and one became wedged in my guttering outside my bedroom glass door with cascades of golden sparks festooning onto my terrace and garden and causing a potential fire hazard. The holiday let has a pet friendly category, so often large dogs were left shut in the house while holiday

makers went out for the night. The disoriented animals would bark and howl for hours and no immediate assistance was available from agent or police or ranger. I eventually decide reluctantly to sell and move to a more private area (Bexhill near Lismore) and did my best to find a buyer who intended to live in the unit as a permanent resident. I knew that you can't expect a guarantee that a new owner will really do this no matter what they say. True to form, the new owner (a middle aged woman) vowed and declared that she was moving her business to Byron Bay and would become a permanent resident. As soon as the settlement went through, she began a 6 month 7 days a week renovation program after which the property was listed on Air BnB and now the 3 bedroom 2 bathroom single garage unit is permanently let accomodating 8 people. She has never consulted with the permanent resident owner of unit 1 to gain permission for any of her plans and has no interest whatsoever in the community life of Scott Street Byron Bay. I have met her and despite a wonderful website that indicates that her business is in Byron Bay, she actually resides interstate and works from there. That is my experience in a nutshell. One of my open houses during the sale of my home was marred as a Schoolies group had rented the holiday let property next door. I spent the morning of the open house cleaning out my garden to remove the used condoms that had been thrown over my fence by the holiday makers. When looking for a new house to buy in Byron Bay, before I decided on Bexhill, I was shown several properties in Sunrise and Suffolk Park with garages and spare rooms full of beds for rent through AirBnB and the assurance by the agent that I would make a sound income from continuing to operate this enterprise if I purchased the home. The industrial Estate is another area where short term holiday letting is taking over valuable retail and light industrial spaces that should be available for business people.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 8:41 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 08:38

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Samantha

**Last name**

Daly

**Name withheld**

No

## Info

**Email**

[samantha.daly@jws.com.au](mailto:samantha.daly@jws.com.au)

**Suburb/Town & Postcode**

Sydney 2000

**Submission file**

[jws-submission-on-the-draft-stra-sepp.pdf](#)

**Submission**

Dear Sir/Madam,

Please see attached submission.

Regards,  
Samantha Daly

Partner  
Johnson Winter & Slattery

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 8:00 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 08:00

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Peter

**Last name**

Farmakis

**Name withheld**

No

## Info

**Email**

[peter.farmakis@gmail.com](mailto:peter.farmakis@gmail.com)

**Suburb/Town & Postcode**

Byron Bay

**Submission**

A house two doors up from me has now been turned into an airbnb. The problems that have occurred since. While there is onsite parking often there are more vehicles than allocated spaces and they have to park on the road which limits the amount of parking for the permanent residents who pay council rates.

A number of times we have had to ask the people to turn down the music late at night. As the are different people renting this is an ongoing problem.

As a pemanent resident i would like to see the number of days that the property can be rented decreased.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 7:41 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 07:40

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jerry

**Last name**

Phillipson

**Name withheld**

No

## Info

**Email**

[jerryphillipson@gmail.com](mailto:jerryphillipson@gmail.com)

**Suburb/Town & Postcode**

Annandale 2038

**Submission**

Mandatory code of conduct is enough to regulate.

Please don't introduce registration system. It will create extra work and may discourage STRA. Please don't place any unnecessary burdens.

Please don't give any power to strata to ban STRA because they unfairly dictate other owners

Please allow STRA whole year without cap.

**I agree to the above statement**

Yes



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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 7:10 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 07:10

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

miranda

**Last name**

Van Gramberg

**Name withheld**

No

## Info

**Email**

[mirandalvg@hotmail.com](mailto:mirandalvg@hotmail.com)

**Suburb/Town & Postcode**

ocean shores 2483

**Submission**

Short term holiday accomodation in residential areas is invasive and intrusive. In a popular area like the Byron shire, holiday rentals are taking over from long term rentals and local residents are finding it difficult to find rentals to live in. It is also pushing up rental prices making it unaffordable for local families.

Short term holiday rentals in residential area does not fit with the local values. Those on holidays often stay up later, make noise and do not respect the environment that they are staying in.

I feel holiday accomodation should be restricted in where they can operate websites such as AirBnb should be under tighter restrictions

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 6:55 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 06:55

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Nancy

**Last name**

Lee

**Name withheld**

No

## Info

**Email**

[nancylee@internode.on.net](mailto:nancylee@internode.on.net)

**Suburb/Town & Postcode**

North Parramatta 2151

**Submission**

Residents of strata units live there to enjoy a quiet life. They do this with the assumption that other tenants in the building will be quiet, friendly and cause as little damage to the common property as possible.

If units are let for short terms, the tenants will be strangers to the strata units, they are more likely to have behaviour that is noisy and transient. Their interest in the property for a short time would be unlikely. They would not know the rules laid down by the Body Corporate and are more likely to have noisier tenants The building the owners/tenants live in is designed for a limited number of people who are familiar with the building and could find their way around the area.

If an owner wishes to run a commercial scheme to his benefit and to the detriment of the neighbours he should not

convert an existing strata unit to do so. He is making a profit to the disadvantage to other people who live in the unit block. He should look for a structure designed for a commercial business .

As I am an owner of a unit, I could make more money by letting my unit for short time purposes, but I respect my neighbours.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 4:42 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 04:41

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Suzanne

**Last name**

Kelly

**Name withheld**

No

## Info

**Email**

[suz.2481@gmail.com](mailto:suz.2481@gmail.com)

**Suburb/Town & Postcode**

Byron Bay, 2481

**Submission**

I am opposed to the proposed new planning policy for holiday letting. As a resident of Byron Bay, I have experienced the destruction of our community. Since the introduction of holiday letting, property prices have increased as private homes have been used as commercial businesses. Permanent rentals are unaffordable or non existent. Residential streets are filled with cars, as there is insufficient off road parking, especially when so many garages are illegally converted to bedrooms. It is impossible for Short Term Holiday Letting industry to self regulate, and our council is already stretched to the limit with compliance issues.

Politicians with pecuniary interest in holiday letting should not be allowed to vote on this issue. Worldwide there are moves to stop this insidious industry and I have no faith in the idea that it can be 'regulated'. It should be banned.

Neighbors, not strangers.

Suzanne Kelly

Byron Bay

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 4:41 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 11/09/2019 - 04:41

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

William

**Last name**

Payne

**Name withheld**

No

## Info

**Email**

[billpayne56@gmail.com](mailto:billpayne56@gmail.com)

**Suburb/Town & Postcode**

Suffolk park 2481

**Submission**

Short term holiday letting industry has become a grossly negative impact on small towns like Byron Bay.

The negative impacts have been studied and are now well understood in small towns where tourist numbers are large compared to permanent resident numbers.

The provision of more and more tourists beds across residential zoned precincts forces up real estate prices causing housing shortages for people who would otherwise live here. Otherwise quiet village streets and community spaces become party venues and car parking stations.

In short the town becomes an investment vehicle and not a town. Those making money from the business do not contribute a commensurate amount to the town. They only pay residential rates.

Worse than this is the destruction of community for outsiders profit.

The impact on larger towns can be significantly less. It depends on the ratio of short term rental visitors to permanent residents.

It should be clear that there is no one size fits all solution to the short term rental proposition. Imposing criteria that might work in Sydney to what is appropriate in Byron bay isn't good planning.

Historically short term rentals have successfully worked for the Christmas and Easter periods and this should be the limit of any informal short term holiday letting. This would equate to less than 50 days a year short term rental.

I'll have little faith in industry self regulation. The failures in other industries to self regulate should provide sufficient argument to maintain a government watchdog on any regulations.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 3:12 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 03:12

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Mark

**Last name**

Midro

**Name withheld**

No

## Info

**Email**

[mark@barrelmedia.com.au](mailto:mark@barrelmedia.com.au)

**Suburb/Town & Postcode**

New Brighton

**Submission**

We were forced from our home due to the noise and disruption made to our lives by large groups of holiday makers.

- Small 3 bedroom homes allowing 8 - 10 people at stay.
- cars parked everywhere
- non compliant accommodation allowed by council - what I mean is - New Brighton in Byron Shire is on a flood plain
- therefore it is illegal to have accommodation on the ground level. If you were to investigate this you would find this over 90% of houses use non compliant rooms for accommodation. The sad thing is council are aware of this and allow it to happen,



**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Wednesday, 11 September 2019 2:51 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Wed, 11/09/2019 - 02:50

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Mary Ann

**Last name**

Irvin

**Name withheld**

No

## Info

**Email**

[maryann.irvin@gmail.com](mailto:maryann.irvin@gmail.com)

**Suburb/Town & Postcode**

2064

**Submission**

I am overseas at present and unable to read all the documents. However, I have strong thoughts on this so-called "sharing economy".

I agree with the points put forward by OCN:

1. Complying Development: STRA in residential strata schemes must be classed as 'complying development' with inspection by Local Council or a private certifier, not 'exempt development'. This is the only way to ensure the mandatory fire safety standards are met.
2. Day Caps: Un-hosted STRA must be capped at 60 days for the Greater Sydney Region to contain STRA to 'Home Sharing'. All STRA to count toward the cap. No exceptions.

3. Development Consent Conditions: Residential apartment buildings in mixed use and commercial zones with express prohibitions on short term letting must have their development consent conditions respected and preserved.
4. The Register: The planning law changes must not start without The Register, which must be run by Government or a neutral platform not operated or controlled by the short-term letting industry. The Register must include the days of occupation and all the platforms on which the premises is listed, Local Councils must be involved in designing the system. Local Councils and NSW Fire and Rescue must have access to the data.
5. Host Obligation: There must be an enforceable obligation for hosts to register their premises before it is listed and used for STRA purposes. This should be part of the complying development criteria, so it is clear the use of unregistered premises for STRA is illegal and penalties apply.
6. Platform Obligation: There must be a legal obligation for platforms and agents not to list any unregistered residential dwellings for STRA. International experience shows that without such an obligation, platforms will continue to list thousands of illegal apartments. Platforms must also have an obligation to share data with State and Local Government. All listings and other advertising must clearly display the host's unique ID.
7. Charges and Fees: Residential strata schemes must have clear authority to levy additional charges and fees to additional wear and tear and costs whether STRA is hosted or un-hosted.
8. Flexibility: Local Councils must have flexibility to set a lower cap and apply zoning restrictions to meet their strategic planning objectives.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 11:25 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Tue, 10/09/2019 - 23:21

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Leanne

**Last name**

Nesbitt

**Name withheld**

No

## Info

**Email**

[leanne.nesbitt@bigpond.com](mailto:leanne.nesbitt@bigpond.com)

**Suburb/Town & Postcode**

Milsons Point 2061

**Submission file**

[objection-to-short-term-letting-package-submission-100919-lmn.pdf](#)

**Submission**

My home is an apartment that I own in a multi story building in Milsons Point and I have several areas of serious concern with the short-term letting package proposed by the NSW Government:

1. Preservation of Owners' Rights:

Residential apartment buildings in mixed use and commercial zones with express prohibitions or limitations on short term letting must have their by-laws respected and preserved. There can be no over-riding policy reason which dictates limitations on the right of apartment owners to collectively decide whether or not to permit short-term

letting where this is the clear desire of the democratic majority.

## 2. Collective Cost of Permitted Short-term Letting

Residential schemes must have authority to levy charges and fees on Hosts conducting short-term letting. The disproportionate cost to owners and owners' corporations from STRA operations (e.g. wear and tear of lifts, gyms, garbage and other utility areas as well as administration and management costs) means they are effectively subsidising those running STRA businesses. Security arrangements in individual buildings must not be compromised. The Hosts should also be required to advise the Owners Corporation of intent to let their property on a short-term basis and to pay any extra insurance costs levied on the building.

## 3. Preservation of Local Government Oversight

Local Councils must have the ability to set and apply zoning restrictions to meet their strategic planning objectives. They should be involved in designing and be part of the compliance and enforcement function of any registration system.

## 4. Fire Safety Standards:

The only way to ensure that mandatory fire safety standards are met is for STRA in residential strata schemes to be classed as "complying development" (not "exempt development") which allows for inspection by Local Council or a private certifier. In addition:

- (a) Fire safety standards should be more onerous for short-term holiday visitors in high-rise apartment buildings as the threat to life of all residents is increased significantly.
- (b) Fire standards applicable to residential apartment buildings do not address the fire risks of cooking, BBQ's or smoking on balconies which are common problems with short stay visitors unfamiliar with by-laws or local customs.
- (c) Fire safety in residential strata schemes must not be left to self-regulating platforms or amateur hosts as it poses an unacceptable risk to all residents.
- (d) Fire and Rescue NSW should have direct access to Register data such as how many STRA apartments are listed in a single high-rise building to enable accurate assessment in emergency situations.

## 5. Effective Registration:

An independent, publicly funded registration system is essential to identify STRA properties, the owner/host, their agent or nominated representative as well as having data on address, location, intensity, volume, days of availability, days of occupation, number of rooms, etc. in order to develop a profile and analysis of the STRA industry. Other major cities such as New York, San Francisco, Barcelona, Paris, Toronto and Vancouver, who have experienced this industry, are now devising or implementing legislation to strictly regulate its operation. At the very least, NSW should have controls in place BEFORE allowing STRAs to operate in apartment buildings as well as enforceable and fast-acting conflict resolution processes.

Given the disparate issues involved with the regulation of AirBnB, Stayz and the like, the Milsons Point Community Group regards as essential the establishment of a Register run by either Government, local Councils or a neutral platform, with powers that are time-sensitive, practically enforceable and of real utility to residential strata schemes. This Register must be necessary pre-requisite to any new regulatory framework. STRA can transform homes into hotel rooms and neighbours should not be obliged to give up their right to quiet enjoyment with bland reassurances about conflict resolution. Such a Register has been found to be helpful in somewhat alleviating these problems in cities overseas.

## 6. Host's Registration Obligations:

There must be enforceable obligations for Hosts to register the premises before it is used for STRA purposes. Penalties should apply for unregistered premises. The Host should identify all platforms on which their property is listed, identify days of availability and report nights of occupations. Additionally, there must be a legal obligation for Platforms and agents not to list an unregistered residential dwelling for STRA. Again, there should be no change in planning laws in residential apartment buildings until the Register is in place.

## 7. By-Law Enforcement:

In cases where a strata scheme has a by-law prohibiting STRA, it must not be possible for this to be circumvented by any person who is not an actual owner being registered as a host. In the case of residential tenants, there must be evidence that the landlord has expressly permitted the conduct of STRA by the lessee. STRA in strata buildings must require a complying certificate. This should be part of the registration process as it is essential data for regulatory oversight and enforcement.

## 8. 180 Day Cap:

The proposed 180 day cap is unacceptable and excessive by world standards. It makes a mockery of the original intention that the caps were to be an economic lever to drive apartments back into the domestic residential market. The rapid growth in short-term letting in recent years has had significant impact on apartment buildings as well as

residents on areas such as amenity, strata costs and individual safety. Such growth has clearly outpaced regulation and owner's corporations should be given greater ability to manage these impacts. Under no circumstances should this industry be self-regulated.

9. Some Questions to be answered:

Some questions which demand answers in relation to the proposal by the NSW Government are as follows:

Why are the NSW Department of Planning, Industry and Environment and Department of Customer Service dictating by-laws concerning STRA when there is already an extensive Strata Schemes Management Act 2015 covering the management and control of Strata Schemes? Surely this should be the right of individual Owners Corporations to decide if they want to prohibit STRA in their buildings? This is not an issue for State or Local governments.

Councils reiterated the importance of an enforceable planning framework aligned with the Code of Conduct. How will breaches of the code be policed? Councils currently cannot provide sufficient enforcement officers to police noise legislation. The office of Fair Trading does not currently have sufficient staff to police this.

Who is going to come out during the middle of the night to police noisy short-term tenants keeping residents awake?

Who is going to police short-term tenants dumping rubbish in the carpark?

Who is going to police short-term tenants sorting their rubbish?

Who is going to get the short-term tenants out of the pool or gym, outside of by-law-controlled pool & gym operating hours?

Who is going to stop the short-term tenants smoking or taking drugs in the common areas?

Who is going to ensure the short-term tenants comply with the Fire and Emergency evacuation plans?

Who is going to stop the short-term tenants hanging their laundry on the balcony?

The only answer to all these questions and many others, is no one.

Lot Owners of Strata Plans should be able to enjoy the quiet and peaceful environment of their existing strata plans, without being subjected to STRA.

Leanne Nesbitt

Milsons Point NSW

10 September 2019

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 10:49 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Tue, 10/09/2019 - 22:45

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

John

**Last name**

Scott

**Name withheld**

No

## Info

**Email**

[chris.scott@inet.net.au](mailto:chris.scott@inet.net.au)

**Suburb/Town & Postcode**

Milsons Point 2061

**Submission file**

[submission-to-nsw-governmentseptember2019.pdf](#)

**Submission**

Please find submission attached.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 10:16 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Tue, 10/09/2019 - 22:15

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Lyndel

**Last name**

Wilson

**Name withheld**

No

## Info

**Email**

[b\\_lyndel@hotmail.com](mailto:b_lyndel@hotmail.com)

**Suburb/Town & Postcode**

Byron bay 2481

**Submission**

We have been in the accommodation industry for over 36 years in Byron Bay and we have never seen such a decline in trade as that since AirBnB/short term holiday rentals have started up and taken over our town.

The thousands of homes that are now short term holiday rentals have killed the permanent rental market and the accommodation industry. Businesses are closing and struggling to keep open - that is a fact.

Byron Bay is the jewel in NSW crown and this policy being put forward through parliament is going to destroy the fabric of this unique and beautiful town. A 90 day cap MUST BE put in place, Council MUST BE given the power back to oversee and implement their own policies to protect our town and there needs to be a level playing field.



These holiday houses need to be made accountable, they need to be registered with the ATO, they must have to pay commercial rates, land tax, GST, DA fees etc. All the commercial rates etc that legitimate businesses are having to pay is killing them. There is no incentive to operate a business legitimately, we should all relinquish our licences and practice under these new "share economy" laws and just pay residential rates etc. which will decimate and cripple our councils funds.

Please look at other countries and cities around the world - there are precedences everywhere in controlling these matters - Japan, New York, Spain, the list goes on.

Stand up now to AirBnB before it is too late and they destroy the jewel in NSW crown forever.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 10:11 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Tue, 10/09/2019 - 22:11

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Peter

**Last name**

Templeton

**Name withheld**

No

## Info

**Email**

[peterh templeton@optusnet.com.au](mailto:peterh templeton@optusnet.com.au)

**Suburb/Town & Postcode**

Balmain 2041

**Submission**

I live in a townhouse complex where the neighbouring townhouse has been turned over to STRA by a non-resident landlord, without consultation with neighbours or Strata. Having read the discussion paper and draft policies on STRA, I do not see much to address the issues people in my block are facing.

The only bright spot I see is limiting STRA to 180 days per year for non-resident hosts. But how is this policed? It appears it will be up to neighbours to keep track of rentals then complain when 180 days is exceeded. It needs more regulation than that.

What our residents' committee would like is to be able to enforce a a minimum letting period of three months at a time for non-resident hosts. This would give us a more stable living environment and hopefully give us better

guests/tenants. At the moment we don't know from one day to the next who our neighbours will be and how much noise they are going to make at night. This is especially bad in summer when we get a lot of party people coming to Balmain. Furthermore, security in our block is adversely affected as STRA guests have access to the "secure" parking area under the complex.

Having a constant stream of different visitors to the complex affects our peaceful enjoyment of the amenity and affects security. Please put legislation in place that will allow owners' committees to introduce fair and reasonable limits to STRA activity in their strata block. And please, before summer!

Thank you.  
Peter Templeton

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 9:59 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Tue, 10/09/2019 - 21:53

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Kala

**Last name**

Koutsakis

**Name withheld**

No

## Info

**Email**

[Kala.Koutsakis@Bigpond.com](mailto:Kala.Koutsakis@Bigpond.com)

**Suburb/Town & Postcode**

2007

**Submission file**

[response-to---short-term-rental-and-airbnb---10-september-2019.doc](#)

**Submission**

Please find attached my response/feedback for consideration regarding proposed Short Term Rental Accommodation & Airbnb reforms.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 9:06 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Tue, 10/09/2019 - 21:06

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Michael

**Last name**

Rose

**Name withheld**

No

## Info

**Email**

[michael.rose805@gmail.com](mailto:michael.rose805@gmail.com)

**Suburb/Town & Postcode**

McMahons Point 2060

**Submission**

I only comment in relation to strata living in Sydney.

As a lawyer I observed disputes regarding a strata owner having six people in a small two bedroom inner city strata apartment as short term boarders. The Strata Roll was not up to date as to STRA occupiers. Such conduct put added pressure on the one lift during busy periods.

Some form of registration of persons present in a STRA lot is required and some by-law permitted to keep registration or strata roll up to date and reasonable method for such by-law to be enforced.

The local council could also be given some powers to manage complaints about abuse of STRA.

Also I live in a security strata unit with mainly one bedrooms and one lift. Security keys should be kept to two per one bedroom otherwise security can be compromised with STRA with keys taken and the owners corporation to have valid by-laws to enforce a fee to provide additional keys to STRA lot. Also have valid by-law to state how many

people should stay in STRA in a one bedroom lot.

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 8:52 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Tue, 10/09/2019 - 20:46

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Paul

**Last name**

Murphy

**Name withheld**

No

## Info

**Email**

[spud74@gmail.com](mailto:spud74@gmail.com)

**Suburb/Town & Postcode**

Umina Beach

**Submission file**

[stra2.docx](#)

**Submission**

Paul Murphy  
76 Carpenter St  
Umina Beach  
NSW 2257  
0401225341

Submission



“The Government’s short-term holiday letting plan will support the sharing economy and give consumers more choice while cracking down on bad behaviour”, Minister for Better Regulation Matt Kean 5th of June 2018.

“Support the sharing economy”-

These sets of proposals are potentially very damaging and I am yet to find any support in this for the sharing economy.

“Give consumers more choice”-

The Hunter Valley where my property is located regularly host outdoor concerts, which can hold up to twenty thousand people at any time. During the concert season, which also coincides with the wedding season accommodation is very scarce and therefore many people miss out. If this regulation was to be implemented in its current form I would estimate that a large number of properties would cease to operate due to the high BAL, limiting the guests to 12 people making the business just not viable. A number of properties will also cease due to the high costs associated with becoming compliant. This will also be the case with many coastal towns who already struggle to house tourists in peak times. The proposal will do the exact opposite and will give consumers less choice.

“While cracking down on bad behaviour”-

The proposed Part 7 of the code regarding strikes being recorded is very confusing. You propose a host being removed from booking sites when they have received 2 strikes in 2 years. How can the host be held accountable for actions entirely beyond their control? Strike the guest, set a fee to be paid by the host (which can be included in bonds and held in such cases), but you cannot penalise a host with a strike who always seeks to act with the best intention. If, however the host fails on a directly controllable element then by all means record a strike.

I also would suggest that a complaint should first be raised with the owner – such that they can immediately address the concern. As I read this proposal the first a host might know of a complaint is when it’s registered. In the whole time I have been letting out my property I have had one issue raised by a neighbour which I addressed straight away. I have good communication with all my neighbours and regularly check in with them.

The recommended standard of a maximum 12 (or 2 people per bedroom) whichever is the lesser – will not reduce noise and will cause business and community damage. Most of my guests are families getting together in a rural setting giving the kids a taste of country life. A small group playing loud music all night are much more antisocial than a family reunion of 20 people sitting around catching up. Therefore there is no reasonable basis to limit STRA guest total numbers. This is extremely damaging and will make it less viable for operators of large homes to continue. It will cause many STRAs to go out of business and will drastically hurt the communities that rely so desperately on the tourist trade.

Fire Prone Land

There is a section in the State Environment Planning Policy, which I feel, is poorly written and could stop almost all STRAs in a rural setting and it needs urgent attention.

Division 2 Short-term rental accommodation—complying development 13 Complying development—non-hosted short-term rental accommodation (1) Development for the purpose of non-hosted short-term rental accommodation is complying development for the purposes of this Policy if— (a) the development is carried out on land in a zone in which residential accommodation of a type corresponding to the dwelling is permitted with or without development consent, and (b) in the case of non-hosted short-term rental accommodation in a dwelling located— (i) in the Greater Sydney Region, the Ballina area or the City of Lake Macquarie area, or (ii) on land in the Clarence Valley area shown edged heavy black on the Clarence Valley Short-term Rental Accommodation Area Map, or (iii) on land in the Muswellbrook area shown edged heavy black on the Muswellbrook Short-term Rental Accommodation Area Map, the use of the dwelling for non-hosted short-term rental accommodation does not cause the dwelling to be used for that purpose for more than 180 days in a calendar year, and (c) the number of

persons residing in the dwelling at any one time does not exceed— (i) 2 persons for each bedroom in the dwelling, or (ii) 12 persons in total for the dwelling, whichever is the lesser, and (d) the dwelling is situated on bush fire prone land, and (e) no part of the lot on which the dwelling is situated is bush fire attack level-40 (BAL-40) or in the flame zone (BAL-FZ), and (f) the dwelling complies with the requirements of Planning for Bush Fire Protection (ISBN 0 9751033 2 6) published by the NSW Rural Fire Service in December 2006, and Consultation note: It is proposed that paragraph (f) will refer to the most recent version of the publication entitled Planning for Bush Fire Protection. (A 'pre-release' version of Planning for Bush Fire Protection 2018 is currently being shown on the NSW Rural Fire Service website.) (g) in the case of the dwelling being situated in a lot in Zone RU5, there is— (i) a reticulated water supply connection to the lot and a fire hydrant within 60m of any part of the dwelling, or (ii) a 10,000 L capacity water tank on the lot, and (h) in the case of the dwelling being situated in a lot in any zone other than Zone RU5, there is a reticulated water supply connection to the lot, and (ii) a fire hydrant within 60m of any part of the dwelling,

This differs to the RU5 which states OR a 10,000 L capacity water tank on the lot. Most properties cannot comply based on this alone. To have a fire hydrant within 60m of the property I would need access to high-pressure main water supply. With most properties only on tank water the infrastructure is just not there to service the properties. I can provide a 10,000 L tank with a hydrant connection.

Introduction of bushfire and flood prone land in this document is presumably to protect the safety of guests, but such arbitrary measures and the resulting consequences are not logical, are counterproductive and fail to offer any heightened safety at all. The definition of a BAL (for example) is not entirely meaningful when it comes to risk. A property at low BAL but poorly maintained and with high risk exterior items is potentially more dangerous than a well-maintained higher BAL. Things like annual land and undergrowth clearing, ready access for fire services, evacuation plans, blackout periods of renting during catastrophic fire warnings, guarded gutters, exposed flammable items are all examples of more significant measures than BAL alone.

Exceptions need guidelines around genuine safety, not hard numbers that offer no real comfort. As a result, I'd assert a well-managed BAL40 is safer than a poorly managed BAL29 – and this makes the proposal flawed. Additionally, there is no discerning in the guidelines between land that hasn't had a fire for 100 years vs land that has them every year. Codes put in place that would force business closure based on a 1 in 100 year event (when other measures can better deliver the required outcome) is again madness. I believe the same to be true for flood prone land. I would contend that the arbitrary measure completely fails to protect renters on this basis and discriminates against good hosts. As such, a case-by-case approach is required for exceptions whereby an accredited fire company / or the local RFS can review and approve. If it is good enough for my family to live there why is it any different for my guests.

I purchased this property in good faith to provide an opportunity for my family, this is severely going to affect us financially if we are forced to sell it. If these provisions were in place when I was looking to buy the property I would not have purchased it.

With that said like all legislation that is introduced that will affect so many this must have a Grandfathering Provision that would enable current STRAs to operate under the old set of rules.

Feedback from guests who would be excluded from returning

Robyn

Ok so I really don't want to leave this review - I want to keep this place a secret, so that we can book it whenever we want! lol But that would be unfair, so... From the moment we arrived this was truly an amazing experience. I had read about the animals and I thought a farm stay might keep the teenagers happy, but I never expected it to be so good. As we pulled into the driveway the Alpacas came to meet us, then the horse and ponies were close by. All the food was prepared and labelled and we got very clear instructions on what to feed them and when. The kids LOVED it, and took the responsibility very seriously. The house itself was amazing, incredibly clean and well stocked. I cant stand going to those Airbnbs that give you 1 x sharp knife, 1 x wooden spoon, 1 x salad bowl etc. This kitchen was very generously stocked both in the cupboards and the pantry. And lots of little touches - like the night light in the hallway. Plus extra heaters for every room. Then there is the effort Paul and his wife made to ensure your stay is a good one. The fireplace has plenty of wood, the outdoor firepit was built and ready to go, all we had to do was light

it and it took off, roaring into the night. We then all sat around under the stars cooking marshmallows, with the kids getting in and out of the spa. Finally - response time was amazing. We couldn't figure out the TV, Paul answered immediately, problem solved. We ran out of wood, Paul answered immediately and told us about the stack in the back of the ute, problem solved!! It might seem like I am on the payroll at this place - I'm not, but it was truly a great experience. Every Airbnb owner should go and stay there to see how it's done when it's done properly!

Camilla

Paul's home is absolutely stunning, the location is tranquil and picture perfect. The house is finished to a very high standard with all the amenities you desire for a comfortable luxury stay. Spa and fire pit added bonus, we spent many a night around the fire with the ponies to keep us company. The property is excellently well kept inside and out and comfortable for large groups. Paul has been very hospitable and available to help at all times. The animals were gems, so friendly and interested in attention. I have made some lasting memories at the house and would highly recommend to anyone. All 10 guests felt the same.

Tracey

Paul was extremely helpful in assisting us in a short notice request for 12. It is never easy to find somewhere with everything you need for a large group but this property ticked all the boxes beyond what we hoped for. The property was secluded and private yet close enough to town. The kids loved the animals and having to feed them and all the space to run and be kids. The fire pit outside was a fantastic gather point, the facilities inside clean and the beds super warm and comfy. Plenty of room.. I loved this house and this property, can't recommend it enough

Chris

Peaceful & relaxing country getaway! We thoroughly enjoyed our time at Paul's place. The Alpacas and horses were adorable, and the accommodation exceeded our expectations as well. Would happily book & stay here again. Paul was very helpful and maintained great communication throughout our stay when we had questions etc. Thanks!

Vimmi

This place is a fantastic getaway for a large group of people and extremely close to the Hunter Valley wineries. Paul was a great host from the beginning to the end of our stay, in that he regularly checked in with us to ensure that any questions were answered. The outdoor area of the property is extremely spacious, which was perfect for playing ball games with friends. From feeding the animals to star gazing at night, we thoroughly enjoyed our stay and would love to stay here again!

Jodie

Breemiloy Homestead is just wonderful. My friends and I had a wonderful weekend - the homestead has all you need for a country getaway, with the added bonus of all the gorgeous animals!! Breemiloy is a must if you are in the Hunter area - it would suit groups, couples, families - everyone!

Margaret

We took the family (8 adults and 4 children) to Breemiloy for a two night stay in April 19, the accommodation and surroundings were perfect. The kids loved feeding all the animals, and the adults loved the spa and fire pit of an evening, with a lovely glass of wine from the Hunter wineries. Paul (the owner) was super helpful, great at communicating and provided little touches (an already made fire pit, carrots in the fridge for the ponies, and additional bed linen etc) to make the stay a great one. We would recommend unreservedly, and hope to return to this great spot

Breemiloy Homestead Hunter Valley

- In the short time that we have been letting out our property we have received 76 reviews 73 with a 5 star rating and 3 with a rating of 4.5 stars.
- We have had no safety issues.

- Provides guests with a country escape and an introduction to farm life.
- Employs local workers.
- Contributes to the local economy.
- Provides a business for my wife and myself.

Please reconsider this proposal.

**I agree to the above statement**

Yes

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**From:** Tessa Faucheur <tessa.faucheur@gmail.com>  
**Sent:** Tuesday, 10 September 2019 8:50 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Kind regards,

Tessa Faucheur  
0432 392 351

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 8:46 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Tue, 10/09/2019 - 20:46

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Guy

**Last name**

Hawkins

**Name withheld**

No

## Info

**Email**

[guy.hawkins@bigpond.com](mailto:guy.hawkins@bigpond.com)

**Suburb/Town & Postcode**

Hardys Bay 2257

**Submission**

As much as the various documents cover most of the concerns it is all meaningless unless attention is given to ways of implementing and policing these concerns. It would be useful to have a government body such as the Tenancy Tribunal to deal with host/tenant issues, owners should be required to pay a bond to provide a fund for compensation for damages.

Either a local real estate agent or a newly created agency could be employed to carry out inspections relating to compliance and for dealing with arrival and departures etc at unhosted properties.

Local Councils should demand STRA properties be subject to the DA process and thus ensure that advertised features are of a satisfactory standard eg; if the property advertises that it allows pets such as dogs then there should be appropriate fencing and Kennelling facilities. Unhosted properties should not be allowed to have woodfired heaters or fuel stoves as tenants are usually unfamiliar with safe fire practices.

The proliferation of STRA in residential areas is a burden on the permanent residential community and infrastructure, STRA premises should be restricted to specific areas in the same way that caravan parks and hotels and motels are.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 8:37 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Tue, 10/09/2019 - 20:36

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Maree

**Last name**

Giddins

**Name withheld**

No

## Info

**Email**

[mgiddins@bigpond.com](mailto:mgiddins@bigpond.com)

**Suburb/Town & Postcode**

Leura 2780

**Submission**

I am making this submission as a home owner in a residential area and my concerns relate to non-host STRA. I support the introduction to Regulations and a Code of Conduct relating to STRA.

My first concern relates to the number of guests allowed per residence. Maximum of twelve people allowed per property in a suburban area is too many and will lead to the potential for excessive noise, parking issues and traffic issues. We have a particular situation in my area with a non-host STRA. The property was sold as a four bedroom house, with changes to the interior this property is now advertised as a five bedroom property with a studio and can therefore accommodate twelve people. Fortunately this does not happen all the time but when large numbers of people do rent the property noise has been an issue and cars parked on the footpath is a regular issue. I would like to see the number of maximum guests per property in suburban areas reduced to eight people. I also think that the property owners need to make provision for off street parking and the off street parking needs to be enforced.



My second concern relates to the density of non-host STRA in any particular area. The situation in my area is that we currently have one operating STRA which advertises that it can accommodate twelve guests. Another property has very recently sold and the new owner plans to operate a non-host STRA. This is a three bedroom house and the new owner is advertising it will accommodate ten guests. There is another property in the street which is currently being renovated and the owner plans to operate a non-host STRA. I understand this is a three bedroom property. This means, by the end of this year, there will be three non-host STRA properties in a section of the street of eight houses. Which definitely has the potential for noise issues, parking issues and traffic issues.

This is a quite suburban area where neighbours know each other and look out for each. It is also an area with high pedestrian traffic with people walking dogs etc. The introduction of three non-host STRA in a small area with definitely be detrimental to the street atmosphere.

I would like to see our local council have the authority to (i) restrict the number of guests allowed per STRA; and (ii) restrict the number of non-host STRA allowed to operation and any particular area.

Thank you for considering my submission.

Best regards  
Maree Giddins

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 8:19 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Tue, 10/09/2019 - 20:17

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Alexandra

**Last name**

King

**Name withheld**

No

## Info

**Email**

[alex@philippeperzi.com](mailto:alex@philippeperzi.com)

**Suburb/Town & Postcode**

Potts Point

**Submission file**

[short-term-rental-accomm\\_september-2019.pdf](#)

**Submission**

Please find attached submissions on the STRA proposal on exhibition, made on behalf of the Ikon Building (Potts Point) Strata Committee

**I agree to the above statement**

Yes

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**From:** Janene larence <janene.larence@yahoo.com.au>  
**Sent:** Tuesday, 10 September 2019 8:06 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** recorded and not sent to DCS, recorded in DPIE subs register

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Janene Iarance  
2 Yarra Pl  
Wadalba, Nsw 2259

---

**From:** Ian Zhang <amon0102@hotmail.com>  
**Sent:** Tuesday, 10 September 2019 8:04 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** recorded in DPIE subs register, recorded and not sent to DCS

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,

Ian Zhang

U 2, 125 Euston Road, Alexandria, NSW 2015

Alexandria, Nsw 2015

---

**From:** Kelvin Xu <nicyxj@hotmail.com>  
**Sent:** Tuesday, 10 September 2019 8:02 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

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#### STRA Property Register

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Thank you for reading my submission.

Regards,  
Kelvin Xu  
U 312A, 70 River Rd, Ermington, NSW  
Ermington, Nsw 2115



---

**From:** Jade Group <lisa@jadegroup.com.au>  
**Sent:** Tuesday, 10 September 2019 8:00 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** recorded in DPIE subs register, recorded and not sent to DCS

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I enjoy providing families who are travelling affordable accommodation. Prior to Airbnb, our family of five struggled to stay anywhere in the inner cities of Australia that was affordable as hotels don't cater well to the family market. I love that now as I travel I can stay in lovely affordable homes and in turn I chose to host families.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

I am concerned about the Government's approach, and parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

I am opposed the 180 night cap in Sydney when hosts are not present. I feel there is a real lack of affordable accommodation for travelling families and the introduction of the 180 day cap will significantly reduce the number of available properties for travelling families and will only add to that shortage. If affordable housing is the issue why not introduce a 10% tax after 180 days per annum and use that money towards housing projects.

I believe the 180 day cap should not apply to buildings zoned for short term stays or buildings zoned as serviced apartments. In those buildings owners should have the right to lease out their property 365 days a year because owners invested enormous amounts of money in to those buildings with the belief that there was no limitations to their usage and imposing a 180 day cap to buildings zoned for short term stays or as serviced apartments is unjust.

STRA State Environmental Planning Policy

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Thank you for reading my submission.

Regards,  
Jade Group  
243 Pyrmont St  
Pyrmont, Nsw 2009

---

**From:** Lisa Tippett <november123123@gmail.com>  
**Sent:** Tuesday, 10 September 2019 7:58 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** recorded in DPIE subs register, recorded and not sent to DCS

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I believe the 180 day cap should not apply to buildings zoned for short term stays or buildings zoned as serviced apartments. In those buildings owners should have the right to lease out their property 365 days a year because owners invested enormous amounts of money in to those buildings with the belief that there was no limitations to their usage and imposing a 180 day cap to buildings zoned for short term stays or as serviced apartments is unjust.

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no

requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

Thank you for reading my submission.

Regards,  
Lisa Tippett  
243 Pyrmont St  
Pyrmont, Nsw 2009

---

**From:** Ruth Talbot-Stokes <talokes@live.com>  
**Sent:** Tuesday, 10 September 2019 7:56 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** recorded in DPIE subs register, recorded and not sent to DCS

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests.

#### STRA Property Register

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#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Ruth Talbot-Stokes  
1/133 University Drive  
North Lambton, Nsw 2299

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 7:56 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** recorded in DPIE subs register

Submitted on Tue, 10/09/2019 - 19:55

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Md Kamruzzaman

**Last name**

Howlader

**Name withheld**

No

## Info

**Email**

[shamrat1979@yahoo.com.au](mailto:shamrat1979@yahoo.com.au)

**Suburb/Town & Postcode**

Yahoo

**Submission**

Yes.. need short time .

**I agree to the above statement**

Yes

---

**From:** Lisa Vels <lisa\_lace@hotmail.com>  
**Sent:** Tuesday, 10 September 2019 7:54 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** recorded and not sent to DCS, recorded in DPIE subs register

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

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- Mandate smoke alarms – either battery operated or hard-wired
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or weekenders only – and a data sharing framework.

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Thank you for reading my submission.

Regards,  
Lisa Vels  
5 Bonnor Cl  
Holt, Act 2615

---

**From:** Madeline Somers <somersmadeline@gmail.com>  
**Sent:** Tuesday, 10 September 2019 7:48 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** recorded and not sent to DCS, recorded in DPIE subs register

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Specifically, I want to comment on the following:

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Thank you for reading my submission.

Regards,  
Madeline Somers  
5/19 Neptune Street  
Coogee, Nsw 2034

---

**From:** Paul Sargent <pail.sargent747@hotmail.com>  
**Sent:** Tuesday, 10 September 2019 7:44 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Please keep your filthy hands out of our pockets

Thank you for reading my submission.

Regards,  
Paul Sargent  
8 Gin Gin Cres  
Ocean Shores, Nsw 2483

---

**From:** Rawirat Techasitthanet <littlejibbi@gmail.com>  
**Sent:** Tuesday, 10 September 2019 7:44 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** recorded in DPIE subs register, recorded and not sent to DCS

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Rawirat Techasitthanet  
83 Harbour St  
Haymarket, Nsw 2000

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 7:26 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission, recorded in DPIE subs register

Submitted on Tue, 10/09/2019 - 19:26

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Joanne

**Last name**

Moore

**Name withheld**

No

## Info

**Email**

[nickandjomoore@bigpond.com](mailto:nickandjomoore@bigpond.com)

**Suburb/Town & Postcode**

Pullenvale 4069

**Submission**

I wish to submit my objection to the Short Term Holiday Rental policy that is currently being discussed.

My family has been in the accommodation industry for over 36 years in Byron Bay and we have never seen such a decline in trade as that since AirBnB/short term holiday rentals have started up and taken over Byron Bay.

The thousands of homes that are now short term holiday rentals have killed the permanent rental market and the accommodation industry. Businesses are closing and struggling to keep open - that is a fact.

Byron Bay is the jewel in the NSW crown and this policy being put forward through parliament is going to destroy the fabric of this unique and beautiful town. A 90 day cap MUST BE put in place, Council MUST BE given the power



back to oversee and implement their own policies to protect our town and there needs to be a level playing field.

These holiday houses need to be made accountable, they need to be registered with the ATO, they must have to pay commercial rates, land tax, GST, DA fees etc. All the commercial rates etc that legitimate businesses are having to pay is killing them. There is no incentive to operate a business legitimately, we should all relinquish our licences and practice under these new "share economy" laws and just pay residential rates etc. which will decimate and cripple our councils funds.

Please look at other countries and cities around the world - there are precedences everywhere in controlling these matters - Japan, New York, Spain, the list goes on.

Stand up now to AirBnB before it is too late and they destroy the jewel in NSW crown forever.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 6:04 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission, recorded in DPIE subs register

Submitted on Tue, 10/09/2019 - 18:03

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Peter

**Last name**

Clark

**Name withheld**

No

## Info

**Email**

[admin@callalabeachfront.com.au](mailto:admin@callalabeachfront.com.au)

**Suburb/Town & Postcode**

Callala Beach NSW 2540

**Submission**

I have strong concerns about two specific sections of the draft State Environmental Planning Policy (Short-term Rental Accommodation) 2019 which I ask are reviewed and modified.

Part 3, Division 2, Clause 13 is too restrictive and does not take into account the size of rooms. This clause should be written in such a way as to specify minimum room sizes. For example, a large single room that could accommodate four people, if converted to two smaller rooms to also accommodate four people, could potentially affect or restrict egress in time of emergency due to additional dividing walls. Many rooms in short-term accommodation properties have been designed to offer substantial open space and freedom of movement within the open space. Forcing owners to divide these open spaces into smaller spaces to comply with this rule is ill considered.

Part 3, Division 2, Clause 13, Clause 1 (e) and Clause 3 states that bush fire attack level-40 (BAL-40) applies. In the case of Callala Beach, this is unnecessarily high given the very limited extent of bushland present. The narrow, ribbon-like nature of the vegetated sand dune would not carry a fire of significance and certainly not to the extent that the code suggests.

If this rule is to apply, hundreds, if not thousands of properties, including all properties on Greenway Rd and Verge Rd. Callala Beach would cease to be able to offer short-term accommodation and would necessitate the closure of dozens of small business across NSW. This rule would also result in the forced sale of those properties at significantly reduced values, causing economic hardship and lost revenue streams to the NSW government. Short term accommodation in regional NSW does not impact on larger hotels, motels or hosted accommodation as it is not typically supplied nor available. This will then cause negative impacts on NSW tourism and associated employment and revenue streams to Government.

Please advise your consideration of the points raised above.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 5:54 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 17:53

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jennifer

**Last name**

Schrader

**Name withheld**

No

## Info

**Email**

[bj.fisher@bigpond.com](mailto:bj.fisher@bigpond.com)

**Suburb/Town & Postcode**

MOSMAN

**Submission**

I strongly object to any sort of legislation being passed that will allow short term letting in strata buildings. I believe it is totally contrary to the rights of the people who own and live in the development as opposed to absentee owners who, on the whole, do not seem to care what effect their fly-in/fly-out occupiers have in relation to the generation of noise, rubbish disposal, parties and the wear and tear of the facilities of the strata premises.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 5:47 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 17:46

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Tom and Michele

**Last name**

Clark

**Name withheld**

No

## Info

**Email**

[tmclark15@bigpond.com](mailto:tmclark15@bigpond.com)

**Suburb/Town & Postcode**

South Golden Beach 2483

**Submission**

We are strongly opposed to the State Government proposed legislation to allow letting periods. Letting periods should be determined by the local government of any area within NSW - NOT the State Government. Each local government area may have specific reasons for choosing letting periods to suit the needs and that local area. More importantly the residents of the local government area should determine what letting periods are appropriate. This should NOT be a State determination but a local government decision.

In addition, the following points support our objection:

1. The proposed policy overrides other legislation that supports residents. Clause 7 (1) In the event of an inconsistency between this Policy and another environmental planning instrument, whether made before or after

this Policy, this Policy prevails to the extent of the inconsistency.

2. NSW is out of step with locations all over the world. Major towns and cities are placing restrictions on Air BnB but in NSW the state government appears to have allowed the short term letting accommodation industry to write the rules.

3. The new legislation places a cap on days allowed for letting, where the host is not present, of 180 days per year or 365 days in regional areas. Byron was promised a 90 day limit in the run up to the last election but it is still to be approved and Council has to prove its case as to why Byron gets special treatment before it is approved. 90 days is still 45 weekends a year and, given weekend prices, this is likely not a deterrent to making owners return houses to the permanent rental market.

4. Unlimited days - no caps: Also, a loophole has appeared in the proposed regulation: a booking for 21 or more consecutive days will not count towards the limit when a host is not present. So a cap is not really a cap!! This means the true extent of short-term letting can never be monitored or measured. A host could add as many 21 day letting periods as they want for the rest of the year and it would not be counted in the annual total!

5. The state govt is also proposing an industry-led register to keep track of all short-term lets. It is expected to record the name of the host, the property's address, the duration of each booking and whether it complied with bylaws. The industry self-regulating? Really? This takes the power away from local councils to monitor non-compliance for their residents.

6. It is also known that a number of NSW MPs own short term rental properties, including the Deputy Premier. Politicians with clear conflicts of interest should not be allowed to vote on this issue.

7. The law supports residents - NSW Land and Environment Court has analysed case law on the definitions of "residential accommodation", "residential building", "residential flat building", "domicile" and "flats", and concluded that there must be "an element of permanence or residence for a considerable time, or having the character of a person's settled or usual abode" in order to constitute "residential buildings"; relying particularly on North Sydney Municipal Council v Sydney Serviced Apartments Pty Ltd (1990)21 NSWLR 532 and Derring Lane Pty Ltd v Port Phillip City Council (No 2) (1999) 108 LGERA 129.

In summary the State Government should NOT be involved in policy legislation related to letting periods. Such determinations should be made by each respective local government authority as they so determine appropriate for their local government area.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 5:44 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 17:43

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Simon

**Last name**

Gill

**Name withheld**

No

## Info

**Email**

[simongill935@gmail.com](mailto:simongill935@gmail.com)

**Suburb/Town & Postcode**

Suffolk Park

**Submission**

As owners and operators of a small motel in Byron Bay we are strongly opposed to the unregulated short term accommodation situation that exists at present. The proposed "cap criteria " is a series of regulations which will prove to be entirely unenforceable by either State or Local government. We as a commercial operator are now being penalised and challenged by Airbnb who are not subject to the same regulations and costs. This leaves the local Byron community bearing the brunt of what is now a very dire situation in relation to living and working locally.

Whether the statistics on whole home rentals are only perceived as half accurate the situation regarding the number of whole home rentals available (with no onsite owner/manager) extremely challenging as well as the fact that these properties are only increasing in number and will ultimately prove disastrous for the future of the Byron Shire community.

**I agree to the above statement**

Yes



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 5:43 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Tue, 10/09/2019 - 17:41

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Robert

**Last name**

McKinlay

**Name withheld**

No

## Info

**Email**

[rmckinlay@ssc.nsw.gov.au](mailto:rmckinlay@ssc.nsw.gov.au)

**Suburb/Town & Postcode**

Sutherland 2232

**Submission file**

[2019-08-22-letter-submission-re---short-term-rental-accommodation-\(a6317515.pdf\)](#)

**Submission**

File Ref: 2015/228719

10/09/2019

Director, Housing and Infrastructure Policy  
GPO BOX 39  
Sydney, NSW 2000  
Dear Sir/Madam

RE: Short-term-rental accommodation reforms

Thank you for the opportunity to provide comment on the draft instruments and regulations that will introduce the state-wide planning framework and mandatory Code of Conduct for short-term-rental accommodation (STRA). The Sutherland Shire supports STRA from a tourism perspective. There are over 400 Airbnb listings in the Sutherland Shire. STRA provides additional accommodation options for visitors to the Sutherland Shire, at a range of price points. It allows more people to stay here, bringing economic benefits to the area, especially for local businesses. Council has found that the development of traditional forms of tourist and visitor accommodation has not been feasible for developers and STRA helps to fill the gap.

Council's submission is intended to assist the drafting of the reform package to make it stronger and to ensure community confidence in the operation of this industry.

Due to the timeframes required to provide a report to a Council meeting, the attached submission has been endorsed by the elected Council. Council will consider the matter on 21 October after which a final decision will be made.

Yours sincerely,

Mr Mark Carlon  
Manager Strategic Planning

Submission: Sutherland Shire Council

While the package of reforms is generally an improvement on previous proposals and has responded to Sutherland Shire Council's earlier submissions, the following deficiencies and risks are noted. Council requests that these are addressed to ensure that the community can have full confidence in the operation of STRA.

#### Fire Safety

The draft State Environmental Planning Policy does not directly refer to the proposed Short-term Rental Accommodation Fire Safety Standard. When a host, neighbour or Council officer are reading through the draft SEPP, there is currently nothing to indicate that a higher standard of fire protection is required for STRA. This may lead to hosts operating short-term rental accommodation without installing the correct fire safety devices or procedures. Including a direct reference in a note or other provision of the draft policy would make it more obvious to hosts that additional fire safety requirements apply.

The proposed exempt development process does not provide any mechanism for checking that the fire safety requirements have been met and maintained. The risk is that the problems with a property will not be identified until after a fire occurs. A requirement for regular fire safety inspections and certification as part of host registration could be a way to address this problem. A certifier could provide something like an occupation certificate to verify that the existing dwelling meets the requirements of the exempt development provisions and that all fire and pool safety requirements have been met. This occupation/STRA use certificate could be provided as part of the short-term rental accommodation registration process.

Annual fire safety inspections could be implemented through an amendment to Clause 167 of the Environmental Planning and Assessment Regulation 2000 which would extend existing fire safety inspection provisions to STRA.

#### Public Notices & Signage

Signage or a notice at the entrance to the property should be used to indicate that it is being used for short-term rental accommodation. In a multiple dwelling situation, the notice should be attached to the front door. In a detached house, the signage could be located in the front yard.

Signage helps to set the expectations of neighbours, and ensures that any impacts of the activity do not come as a

surprise. Secondly, the signage should provide contact information for the host so that issues can be resolved directly between neighbours and the host as much as possible. Finally, the signage should list the unique registration number for the short-term rental accommodation property so that neighbours can verify the rules under which the property is operating and easily make complaints directly to the Department of Fair Trading.

#### Waste Management

The draft requirements at present do not mention waste disposal. A property which is almost continuously occupied by up to 12 people is likely to produce far more waste than a typical residential property. High occupancy properties should be required to provide sufficient waste storage or disposal services to meet the needs of their occupants.

#### Clearer Exclusion of Ancillary Structures

Council's previous submissions expressed concern that ancillary structures such as sheds and studios should not be used for short term rental accommodation. The draft SEPP gives effect to this indirectly by requiring that short term rental accommodation be undertaken only in an existing lawful dwelling. To avoid misinterpretation, the draft SEPP should also state clearly that ancillary structures cannot be used for the purpose of short-term rental accommodation.

Requiring an inspection and occupation/use certification requirement prior to registration as short-term rental accommodation, would ensure that inappropriate structures are not used.

#### No Exclusion of Caretakers' Flats

Caretaker residences in commercial, industrial or community buildings are not excluded. These residences are permissible under 5A.15 of the Commercial and Industrial (New Buildings and Additions) Code through complying development in many cases. The intent of these residences is to facilitate on-site supervision of premises, but in high amenity locations short-term rental accommodation may be lucrative. Excluding the use of caretaker residences for short-term rental accommodation will help to ensure that they continue to be used as originally intended.

#### Interaction with SSLEP2015 – Dual Occupancies as an Additional Permitted Use

Some unintended conflicts emerge between the draft policy and the provisions of the Sutherland Shire Local Environmental Plan 2015. Specifically, owners of dual occupancies in the E4 Environmental Living and E3 Environmental Management zones will be prevented from undertaking short-term rental accommodation under the draft policy wording.

The draft SEPP requires that short-term rental accommodation can only be exempt or complying development if “..the development is carried out on land in a zone in which in which residential accommodation of a type corresponding to the dwelling is permitted with or without development consent”. This wording does not respond to Additional Permitted Uses (APU) listed in Schedule 1 of Standard Instrument local environmental plans.

The Sutherland Shire has many suburbs which are bushfire prone or could be isolated in the event of a bushfire. Following the recommendations of the Royal Commission into the 2009 Black Saturday Bush Fires in Victoria, the Sutherland Shire has sought to limit permissibility for additional density to mapped Additional Permitted Use areas in the Sutherland Shire Local Environmental Plan 2015 which are bushfire free and do not have restrictions on evacuation. Residents in these APU areas can undertake dual occupancies with consent, despite the use not being permissible in the E4 Environmental Living or E3 Environmental Management zones in the zoning table. The draft SEPP wording would appear to exclude a lawfully constructed dual occupancy in these zones from undertaking short-term rental accommodation.

An LGA specific variation clause, or more flexible wording of this provision is requested so that dwelling types permissible via LEP APU provisions can undertake Short-term rental accommodation.

#### Limited Role for Councils in Regulation

Council will have limited powers to regulate short term rental accommodation, confined only to enforcing the requirements of the draft policy rules or the conditions of any active development consent on the property. Other matters (such as parking issues and neighbourhood amenity) will typically fall within the terms of the draft code of conduct which is enforced by the Department of Fair Trading. This limits Council's ability to deal with neighbour

complaints to onward referral.

It is concerning that the practical responsibility for responding to complaints and investigating breaches of the exempt and complying development provisions will be undertaken by Council, however the Department of Fair Trading is responsible for enforcing the code of conduct through penalties and the exclusion register. This split of responsibilities is likely to create problems of coordination and inconsistent decision making.

Council is likely to be the first point of contact for many complaints, regardless of whether a specific property is operating in violation of the exempt and complying development provisions or the code of conduct. It is suggested that standard minimum information requirements for complaints be published so that Council can collect these complaints in a standard form and refer them to the Department of Fair Trading as easily as possible.

The Department of Fair trading will need to cover its costs for enforcing the code of conduct if the entire framework is to be delivered at no cost to government. Will Councils be able to share in fees or penalty revenue in order to cover their costs? Are there any other options for Councils to recover their costs in relation to managing the impacts of short-term rental accommodation?

#### Concern Regarding the Industry Operated Register

The proposed industry operated register of hosts, properties and guests is critical to ensuring that the industry is regulated and penalties are enforced. The register does not yet exist. It is not clear who will be responsible for the quality of the information in the register or whether Council will have access. Given the scale of the international platforms that dominate this industry, it is not clear how platforms will be compelled to participate. Without an effective register, the proposed code of conduct and other rules are very difficult to enforce.

In order to create certainty in the regulatory environment for STRA, Council requests that the Department of Fair Trading assumes responsibility for operating the register. This will ensure that statistics and compliance matters can be consistently tracked across the whole state and for all participants across all platforms.

The requirement to register all STRA should be included in the proposed SEPP. This will ensure that Council can take action against rogue operators under EP&A Act powers and make it clear to potential hosts that the registration requirement is mandatory.

#### Responses to the Suggested Questions

1. What is your view on the form of and provisions in the STRA SEPP, Regulation and Safety Standard?

A range of issues and risks exist in the draft provisions as detailed above:

- No mechanism to ensure compliance with fire safety standards in the exempt development provisions.
- Caretakers' flats are not excluded, but probably should be.
- Dwelling types permissible through Additional Permitted Use provisions of LEPs are excluded, but probably should not be.
- Beyond existing consent conditions or basic permissibility and some development standards in the draft SEPP, Councils have few mechanisms to regulate this use from a compliance perspective.

2. Are there any elements of the draft instrument that are open to misinterpretation or require further clarification?

There are elements of the draft SEPP instrument that are open to misinterpretation:

- Exclusion of class 10 structures should be explicitly stated in a provision or a note.
- There are no reference or notes in the draft SEPP to fire safety standards applying to different types of dwellings.

3. What are your views on new policy elements relating to days, flood control lots and bushfire prone land?

The register will be crucial for tracking the occupancy of properties and ensuring that they are compliant with the 180 day limits. The requirements on flood control lots and bushfire prone land appear to be comprehensive and should be sufficiently clear for a private certifier to interpret.

Short-term rental accommodation platforms could be of assistance to emergency services by providing an extra mechanism for contacting their customers and hosts during emergencies, and providing estimates of the number of visitors in affected areas.

5. What types of STRA information will be useful for the Secretary to collect to inform the further improvement of

the Code and the STRA regulatory framework? Why?

Sufficient information is required to enable the connection of complaints to the subject short-term rental accommodation properties, hosts and platforms. The register information should be aligned with a minimum standard required of complaints, so that the information in them can be cross referenced and analysed.

6. Are the specific obligations on booking platforms, letting agents, hosts, guests and facilitators in the Code adequate? If not, what other obligations should be considered for each of these industry participants? Why? Hosts should provide house rules based on template guidelines provided by the Department of Fair Trading – such as maximum on street parking, noise and limits on noisy or disruptive activities like parties. This would ensure that the intent of the Code of Conduct is made clear to guests, and can provide confidence to neighbours that the STRA is being appropriately managed.

7. Is the complaints process detailed in part 6 of the Code sufficient? If not, what other matters should be considered or set out in the process? Why?

Councils have historically played a default role in managing complaints between neighbours regarding the use of land and premises. Even if the Department of Fair Trading takes on this role, Councils will continue to be the recipients of many complaints. A dedicated Fair Trading Complaints hotline and website should be created to make it easy for Councils to refer complaints onward.

The Department should provide minimum standards for complaints. Minimum information requirements would ensure Councils can easily refer complaints with a useful amount of information.

8. Are the grounds for recording a strike fair and reasonable? What other matters (if any) should the Commissioner consider when deciding whether to record a strike? Why?

The grounds appear to be sufficiently broad so as to enable a strike to be recorded when necessary.

11. Are the proposed penalty notice offence and civil penalty provisions appropriate? What provisions should or should not be identified as penalty notice offence and/or civil penalty provisions? Why?

The penalty should be comparable and proportional to the financial gain associated with code violation.

17. Which industry participants should contribute to the cost of administering and enforcing the Code? Why?

Platforms and hosts should contribute to the cost of enforcing the code, through an annual registration fee.

19. Is the proposed penalty notice offence amount appropriate? Why or why not?

The penalty needs to be proportionate to the financial gain so that this is not just seen as a cost of doing business.

22. What role should the Government play in developing or overseeing the register, if any?

There are clear risks in self-regulation. Government must have a role in overseeing operation of the register. It is suggested that the Department of Fair Trading should host the register to ensure all participants have confidence that it is independent and fair.

23. Are there other outcomes a register should deliver?

There are many outcomes a register should deliver:

- Tracking of number of nights stayed as un-supervised STRA,
- Tracking complaints about specific properties, guests and hosts,
- Supplying information for guests, providing checks to monitor compliance.
- Collecting statistics for the tourism industry, and
- Tracking the house rules should be available for each property on the register.

24. How can the approach ensure registration applies to all STRA operators, regardless of how the property is advertised for rent?

This will be achieved if strong enforcement and real penalties apply which are proportional to the financial gain a host or platform might have received from non-compliance.

25. What audit and verification processes would be needed to ensure accuracy of data?

Random audits and inspections by the Commissioner should be a feature of the reforms, particularly of properties which attract complaints.

26. Should there be separate or additional penalties for failure to register? If so, which industry participants should they be imposed on?

The penalties should be imposed on both the Host and the platform to ensure that there is a financial incentive to comply.

28. What role should different industry participants (e.g. hosts and booking platforms) play in the registration process?

Hosts should do this directly, and then advise the platforms by providing copies of documentation.

29. What role should Government play in the registration process or providing information for the register?

The State should confirm that all licenses and safety requirements have been met as part of the registration process.

30. Should any information on the register be made publicly available? If so, what information could be made available and why?

- Sufficient information for residents to confirm that a property is being operated in compliance with the requirements of the Code of Conduct and the SEPP.
- Contact information for the host so that complaints can be made directly to the host as a first point of contact.
- A summary of the “house rules” so that neighbours know what to expect from visitors.
- A count of how many days has the property been used for unsupervised STRA, towards the 180 day limit.

31. Should industry be required to report registration information, including number of stays (days), to Government and/or local councils? If so, how frequently? Why?

Yes, continuously through direct access to the register and statistical summary reports for each LGA on a quarterly basis.

34. When should the STRA regulatory framework start? Please provide reasons.

When the register is ready to operate. The proposed regulation framework for this industry relies on the register. Trying to operate without the register could create situations where Council has lost the power to regulate a matter, yet the Department of Fair Trading would not have the register in place to facilitate State level regulation.

36. What data sources could the NSW Government use to inform the review? How can industry and councils assist with data collection for the review?

Ideally, the State Government could join up a range of State and Local Government information sources related to land tax, development approvals, and land ownership. The NSW Planning portal is becoming a central place for planning data and should be considered. Councils also have agreements with third party consultants like ID to provide services such as Economy ID and Forecast ID which may provide useful background information to support a review of STRA.

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 5:37 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 17:33

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Trish

**Last name**

Burt

**Name withheld**

No

## Info

**Email**

[neighboursnotstrangers@gmail.com](mailto:neighboursnotstrangers@gmail.com)

**Suburb/Town & Postcode**

Sydney 2000

**Submission file**

[dpiе-submission---neighbours-not-strangers.pdf](#)

**Submission**

Please acknowledge receipt of this submission. Thank you.

We have been providing submissions to Parliament since 2015. The contents of our submissions have never been acknowledged or critiqued.

We have requested in writing and via telephone copies of legal advice obtained by the DPIE on the proposed changes. No details have been forthcoming.

**I agree to the above statement**

Yes



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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 5:33 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Tue, 10/09/2019 - 17:29

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Willoughby Council

**Last name**

Willoughby Council

**Name withheld**

No

## Info

**Email**

[Craig.O'Brien@Willoughby.nsw.gov.au](mailto:Craig.O'Brien@Willoughby.nsw.gov.au)

**Suburb/Town & Postcode**

Chatswood

**Submission file**

[nsw-tracks-submission-2019---short-term-holiday-lettingfinal2.docx](#)

**Submission**

To whom it may concern

Please find attached the submission from Willoughby Council.

Regards

Craig O'Brien

Strategic Planner

Willoughby Council

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 5:32 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Rob submission, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 17:32

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jane Margaret

**Last name**

Lymer

**Name withheld**

No

## Info

**Email**

[jlymer@uow.edu.au](mailto:jlymer@uow.edu.au)

**Suburb/Town & Postcode**

Mangerton

**Submission**

I own a STRA property in Currarong NSW 2540 and wish to make two points

1. I am deeply concerned about the proposed fire safety standard which will not permit STRA for properties with BALs greater than 40. Currarong is a tiny holiday village nestled between the sea and the bush that is almost totally reliant on holiday rental income and from what I can discern around one third of the rental properties could meet a BAL rating of 40 or greater with a large number of BAL 29 rentals needing to upgrade equipment. Areas like ours are at risk of fire - not just these selective houses but the entire community so to single out some houses above others in a small community surrounded by bush makes little sense. A fire, should it occur, would not do so.

Also, Currarong may not be an isolated case. The entire Shoalhaven region relies heavily on tourism (especially areas

around Currarong, Callala Beach, Kangaroo Valley and Berry) and in many cases the attraction of STRA properties in this region is their small community feel along with their proximity to the bush and/or beaches that are surrounded by bush and where guests get to enjoy visits from the native wildlife in their backyards.

I would ask that areas like this be assessed differently to city areas to ensure that both owners and holiday makers are able to continue to enjoy spending time in close proximity to nature while also ensuring measure are put in place to ensure the safety of these communities as a whole, rather than targeting individual properties.

2. I would ask that existing dwellings be grandfathered. My husband and I are in our 60s and our STRA property was purchased as part of a self-funding retirement plan. I know that at least in our area we are not alone. Many of the properties in Currarong, and in general I am sure, are used as retirement income or future retirement income. Should this legislation come into force I am fearful of the impact this will have not only on our potential income but also on the value of our property. Should holiday villages such as Currarong become unattractive to investors as a result of this legislation then the property market will be adversely affected.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 5:25 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Tue, 10/09/2019 - 17:24

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

martine

**Last name**

la fontaine

**Name withheld**

No

## Info

**Email**

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**Suburb/Town & Postcode**

williamstown 3016

**Submission file**

[short-tem-rental-accom-feedback-10.9.19.docx](#)

**Submission**

Please see attached file

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 4:15 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Dom submission, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 16:14

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Marc

**Last name**

wilson

**Name withheld**

No

## Info

**Email**

[marcwilson64@yahoo.com](mailto:marcwilson64@yahoo.com)

**Suburb/Town & Postcode**

Byron Bay NSW 2481

**Submission**

I wish to submit my objection to the Short Term Holiday Rental policy that is currently being discussed.

As a long term resident and business owner in Byron Bay I can see the demise in our community and the obliteration of the accommodation sector.

We have been in the accommodation industry for over 36 years in Byron Bay and we have never seen such a decline in trade as that since AirBnB/short term holiday rentals have started up and taken over our town.

The thousands of homes that are now short term holiday rentals have killed the permanent rental market and the accommodation industry. Businesses are closing and struggling to keep open - that is a fact.

Byron Bay is the jewel in NSW crown and this policy being put forward through parliament is going to destroy the fabric of this unique and beautiful town. A 90 day cap MUST BE put in place, Council MUST BE given the power back to oversee and implement their own policies to protect our town and there needs to be a level playing field.

These holiday houses need to be made accountable, they need to be registered with the ATO, they must have to pay commercial rates, land tax, GST, DA fees etc. All the commercial rates etc that legitimate businesses are having to pay is killing them. There is no incentive to operate a business legitimately, we should all relinquish our licences and practice under these new "share economy" laws and just pay residential rates etc. which will decimate and cripple our councils funds.

Please look at other countries and cities around the world - there are precedences everywhere in controlling these matters - Japan, New York, Spain, the list goes on.

Stand up now to AirBnB before it is too late and they destroy the jewel in NSW crown forever.

Kind Regards,

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 4:09 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Dom submission, recorded in DPE subs register, Purple category

Submitted on Tue, 10/09/2019 - 16:08

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Rosaleen

**Last name**

Staunton

**Name withheld**

No

## Info

**Email**

[info@beachesbyronbay.com.au](mailto:info@beachesbyronbay.com.au)

**Suburb/Town & Postcode**

2481

**Submission**

AIRBNB holiday letting is significantly impacting my business. This must be stopped. These lettings are ruining small business that work within the holiday zoned areas. No residential.

They are also impacting the privacy and serenity of residential areas. I have AIRBNB holiday let homes in my street and they are continuously having parties, the landlords don't live in Byron they don't care, there is a short supply of rental homes for locals who work in Byron Bay.

This is getting out of control and the long term effect will be detrimental to the people who live and work in Byron and the landlords live put of town and don't care.



**I agree to the above statement**

Yes

---

**From:** Lisa Peterson <lisa@labodeaccommodation.com.au>  
**Sent:** Tuesday, 10 September 2019 3:57 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** recorded in DPIE subs register, recorded and not sent to DCS, Purple category

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I have a business that represents home-owners who wish to host on Airbnb. Airbnb helps these home-owners to pay the mortgage and the bills, and to share their spaces to guests so that they can become part of other communities.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share the homes of our home-owners.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Lisa Peterson  
147 Bevic Road  
Clarence Point, Tas 7270

---

**From:** Sophia Fitzgerald <sofi13@hotmail.com>  
**Sent:** Tuesday, 10 September 2019 3:51 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** recorded in DPIE subs register, recorded and not sent to DCS, Purple category

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I have a business that represents home-owners who wish to host on Airbnb. Airbnb helps these home-owners to pay the mortgage and the bills, and to share their spaces to guests so that they can become part of other communities.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share the homes of our home-owners.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
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I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Sophia Fitzgerald  
G5/ 431-435 Bourke Street  
Surry Hills, Nsw 2010

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 3:47 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Dom submission, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 15:47

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Marcus

**Last name**

Cole

**Name withheld**

No

## Info

**Email**

[slowburn@tpg.com.au](mailto:slowburn@tpg.com.au)

**Suburb/Town & Postcode**

Leura 2780

**Submission**

In regard to STRAs (Short-Term Rental Accommodation) properties, my major concern in the tourist area in which I live (The Blue Mountains) is the ever-increasing number of domestic properties being bought and operated as non-host accommodation. The well-being and lifestyle of owner-occupier residents always comes a poor second to the monetary arguments of tourism operators, property developers and cashed-up investors from outside our area. We now have a major "industry" operating in residential areas. People's homes are being surrounded by money-making businesses. I am not compensated or advantaged in any way by this goldrush. Inconvenience, alienation and anxiety are my reward.

For the rate-paying residents who live permanently in this area, the increasing crush of visitors and the transformation of neighborhoods into clusters of money-making crashpads, is becoming demoralising. The character

of neighbourhoods and the appearance of heritage streetscapes are being degraded for financial gain and the sense of community is lost. Government at all levels seem to feel it is only a matter of self-regulation by "the industry" - and when has that ever worked? Yes, a code of conduct and some redress measures for residents in regard to issues like noise and anti-social behaviour will supposedly guarantee harmony. A fair outcome for all. Many of us currently being subjected to the daily imposition of this tourism goldrush beg to differ. This is about a lot more than noisy strangers and parking in people's driveways.

The real issue is the fundamental, corrupting changes imposed on entire communities. Think about what is happening to major tourism sites around the world. Venice, perhaps, being the most profoundly affected and effectively trashed. In the Blue Mountains, the owner-operators of the growing number of STRAs have no real interest in this beautiful and historic area or the daily wellbeing of residents. It's all about their unfettered financial gain, not about our quality of life.

The street in which I live now has five STRAs properties, and no doubt more to come. My recommendation to the Planning Department is to put a cap on the number of properties that can be used for short term rental in any residential street based on a ratio of STRAs to owner-occupied and long-term rental dwellings. Without these necessary constraints our communities will become ghost towns and the golden goose of tourism well and truly cooked.

Thank you for considering these comments.

Sincerely, Marcus Cole.

**I agree to the above statement**

Yes

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**From:** Sabrina Bethunin <sabrina@madecomfy.com.au>  
**Sent:** Tuesday, 10 September 2019 3:47 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** recorded and not sent to DCS, recorded in DPIE subs register, Purple category

Dear Director, Housing and Infrastructure Policy,

As a business owner generating more than 100 employments in NSW I wanted to provide my feedback on the Government's proposed regulations.

I have a business that represents home-owners who wish to host on Airbnb. Airbnb helps these home-owners to pay the mortgage and the bills and to share their spaces to guests so that they can become part of other communities.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share the homes of our home-owners.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however, parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their properties.

Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to the properties before hosting, such as expensive lighting systems. I also wonder, if this is required for hosting, why are these homes safe for us to live in?

Should we then change everything and implement these new requirements to all homes in NSW?

Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations.

I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of homes for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no



registration or licensing system, allowing the home-sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home-sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Sabrina Bethunin  
80 Bay Street, Ultimo  
Ultimo, Nsw 2007

---

**From:** Laura Davies <laura@thescoutgroup.com.au>  
**Sent:** Tuesday, 10 September 2019 3:45 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** recorded in DPIE subs register, recorded and not sent to DCS, Purple category

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because it enables me as a professional management business owner to offer alternate accommodation to holiday makers, corporate travellers, locals that may need temporary accommodation due to insurance claims / or renovating their properties at an affordable price.

I have a business that represents home-owners who wish to host on Airbnb. Airbnb helps these home-owners to pay the mortgage and the bills, and to share their spaces to guests so that they can become part of other communities.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share the homes of our home-owners.

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Thank you for reading my submission.

Regards,  
Laura Davies  
18 Binda Cres  
Little Bay, Nsw 2036

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**From:** Tony Hughes <tony@jev.com.au>  
**Sent:** Tuesday, 10 September 2019 3:43 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** recorded in DPIE subs register, recorded and not sent to DCS, Purple category

Dear Director, Housing and Infrastructure Policy,

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I host on Airbnb because...

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Thank you for reading my submission.

Regards,  
Tony Hughes  
3 Cockatoo Court  
Valentine, Nsw 2280

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**From:** Sarah Grant <reservationsbyronbaybeachfront@gmail.com>  
**Sent:** Tuesday, 10 September 2019 3:41 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

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Thank you for reading my submission.

Regards,  
Sarah Grant  
2 Alcorn St  
Suffolk Park, Nsw 2481

---

**From:** Mark Hodge <mark@maisonnets.com>  
**Sent:** Tuesday, 10 September 2019 3:39 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

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Thank you for reading my submission.

Regards,  
Mark Hodge  
132 Barker St  
Randwick, Nsw 2031

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 3:35 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Dom submission, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 15:35

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Rebecca

**Last name**

Batson

**Name withheld**

No

## Info

**Email**

[becbatson@gmail.com](mailto:becbatson@gmail.com)

**Suburb/Town & Postcode**

Byron Bay 2481

**Submission**

To Whom it May Concern

I wish to submit my objection to the Short Term Holiday Rental policy that is currently being discussed.

As a long term resident and business owner in Byron Bay I can see the demise in our community and the obliteration of the accommodation sector.

We have been in the accommodation industry for over 36 years in Byron Bay and we have never seen such a decline in trade as that since AirBnB/short term holiday rentals have started up and taken over our town.

The thousands of homes that are now short term holiday rentals have killed the permanent rental market and the accommodation industry. Businesses are closing and struggling to keep open - that is a fact.

Byron Bay is the jewel in NSW crown and this policy being put forward through parliament is going to destroy the fabric of this unique and beautiful town. A 90 day cap MUST BE put in place, Council MUST BE given the power back to oversee and implement their own policies to protect our town and there needs to be a level playing field.

These holiday houses need to be made accountable, they need to be registered with the ATO, they must have to pay commercial rates, land tax, GST, DA fees etc. All the commercial rates etc that legitimate businesses are having to pay is killing them. There is no incentive to operate a business legitimately, we should all relinquish our licences and practice under these new "share economy" laws and just pay residential rates etc. which will decimate and cripple our councils funds.

Please look at other countries and cities around the world - there are precedences everywhere in controlling these matters - Japan, New York, Spain, the list goes on.

Stand up now to AirBnB before it is too late and they destroy the jewel in NSW crown forever.

Kind Regards,  
Bec Batson

**I agree to the above statement**

Yes

---

**From:** Sarah Ogilvie <sarah@luxico.com.au>  
**Sent:** Tuesday, 10 September 2019 3:33 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

Dear Director, Housing and Infrastructure Policy,

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

I have a business that represents home-owners who wish to host on Airbnb. Airbnb helps these home-owners to pay the mortgage and the bills, and to share their spaces to guests so that they can become part of other communities.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share the homes of our home-owners.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

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#### STRA Property Register

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## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Regards,  
Sarah Ogilvie  
Roundhouse Place  
Ocean Shores, Nsw 2483

---

**From:** Ian Foster <ian@lantern.com.au>  
**Sent:** Tuesday, 10 September 2019 3:31 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission to Short Term Rental Accommodation Discussion Paper

**Categories:** recorded and not sent to DCS, recorded in DPIE subs register, Purple category

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Thank you for reading my submission.

Regards,  
Ian Foster  
2 Banjo Dr  
Kosciuszko National Park, Nsw 2625

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 3:25 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Dom submission, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 15:25

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Louis

**Last name**

Hunt

**Name withheld**

No

## Info

**Email**

[louisfhunt@hotmail.com](mailto:louisfhunt@hotmail.com)

**Suburb/Town & Postcode**

2481

**Submission**

Airbnb has increased in Byron Bay which has made occupancy in hotels low. Hotels cannot compete with lower nightly rates. There are owners of the airbnb that do not even live in Byron either.

**I agree to the above statement**

Yes



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 3:17 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Dom submission, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 15:16

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Manuela

**Last name**

Epstein

**Name withheld**

No

## Info

**Email**

[manuelaepstein@gmail.com](mailto:manuelaepstein@gmail.com)

**Suburb/Town & Postcode**

2009

**Submission**

A strata should have the legal capacity to determine the types of letting and businesses that are permitted in their complex. In fact , a strata should be permitted to decide if any business especially one that will impact on other residents, should be allowed. One would not expect a random business to be able to be established in a residential complex. Short term letting is a business and has substantial implications for the strata.

There are a number of issues with short term rental that do not apply to longer rental

- 1) The identity of the tenant is not known or not accessible to the strata manager and the strata meme era
- 2) there are liability issues that are not covered by normal strata or landlord insurance
- 3) noise and other antisocial issues cannot be dealt with when there is a large turnover of occupants

The strata must be entitled to determine the circumstances of how its premisses are used.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 3:10 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Dom submission, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 15:09

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Ian

**Last name**

MacDonald

**Name withheld**

No

## Info

**Email**

[ian.leadership@gmail.com](mailto:ian.leadership@gmail.com)

**Suburb/Town & Postcode**

Newport 2106

**Submission**

As an owner of an apartment, I believe that stratas should have some capacity to have a by-law (which requires 75% support) to limit or eliminate short term lending. I recognise some stratas will support it but there are others where owners' rights are compromised and where short term renting can result in increased maintenance / repair costs and intrusion into lifestyle.

It is also an imperative that any registration system not be in the hands of the short term letting industry but is managed by government or local government. Allowing the industry to manage such a process leads to a very obvious conflict of interests.

Where short term letting is allowed, it does require a strict code of conduct that protects owners and long term residents.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 2:40 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Sylvia submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 14:39

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Philip John

**Last name**

pountney

**Name withheld**

No

## Info

**Email**

[philip@pountney.org](mailto:philip@pountney.org)

**Suburb/Town & Postcode**

Byron Bay 2481

**Submission**

Having lived in Byron Bay for 25years I have been shocked by how damaging to the community the Short Term Holiday Letting, notably Airbnb, is having on our life. Often the accommodation has no owner or tenant home and that leaves it open for holiday makers to be as noisy and antisocial as they like. It also means that local people are locked out of a home in the shire because of the shortage of and incredibly expense housing stock caused by STHL. This place is very community focused and to have that eaten away without any concern is shameful. If we don't care for one another and the diversity of our land then the outcome looks bleak indeed.

This town experiences a high number of tourist, which means we have unique problems that have to be dealt with, as mentioned above. STHL need to regulating in a sympathetic way that takes into account the community of people who live here. With the proper controls in place everyone can have a bit of the cherry.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 2:39 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Sylvia submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 14:38

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

vicky

**Last name**

attenborough

**Name withheld**

No

## Info

**Email**

[vicky@pountney.org](mailto:vicky@pountney.org)

**Suburb/Town & Postcode**

Byron Bay 2481

**Submission**

Having lived in Byron Bay for 25years I have been shocked by how damaging to the community the Short Term Holiday Letting, notably Airbnb, is having on our life. Often the accommodation has no owner or tenant home and that leaves it open for holiday makers to be as noisy and antisocial as they like. It also means that local people are locked out of a home in the shire because of the shortage of and incredibly expense housing stock caused by STHL. This place is very community focused and to have that eaten away without any concern is shameful. If we don't care for one another and the diversity of our land then the outcome looks bleak indeed.

This town experiences a high number of tourist, which means we have unique problems that have to be dealt with, as mentioned above. STHL need to regulating in a sympathetic way that takes into account the community of people who live here. With the proper controls in place everyone can have a bit of the cherry.

**I agree to the above statement**

Yes



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 2:30 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Sylvia submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 14:27

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Robyn

**Last name**

Eisermann

**Name withheld**

No

## Info

**Email**

[reisermann@tweed.nsw.gov.au](mailto:reisermann@tweed.nsw.gov.au)

**Suburb/Town & Postcode**

Murwillumbah 2484

**Submission**

Please find attached a draft copy of the Tweed Shire Council submission. A report on the submission is being considered by Council at their meeting of 19 September 2019. As previously arranged, attached is a draft of the the TSC submission and an endorsed Council version will be sent (by email if this site is closed) following the meeting. Regards Robyn Eisermann

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 2:26 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Sylvia submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 14:26

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Trudi & Iain

**Last name**

Roxburgh

**Name withheld**

No

## Info

**Email**

[itconcreting@gmail.com](mailto:itconcreting@gmail.com)

**Suburb/Town & Postcode**

Callala Beach 2540

**Submission**

We would like to make a submission on the following points.

The use of BAL zones to exclude existing holiday homes unfairly disadvantages rural and remote area holiday homes with very limited other accommodation options with ripple effects that will impact jobs and the local economy.

The limitation of guests per bedroom is neither fair or equitable as not all houses are the same.

The current system is not broken so don't try to fix it for rural and remote area's that had holiday homes prior to the sharing economy with no problems.

Regards

Trudi & Iain Roxburgh

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 2:04 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Sylvia submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 14:03

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Russell

**Last name**

Collins

**Name withheld**

No

## Info

**Email**

[yaktrak@gmail.com](mailto:yaktrak@gmail.com)

**Suburb/Town & Postcode**

Byron Bay

**Submission**

We need to reduce the number of whole house AirBnB rentals in the Byron Shire so as to create more liveable accommodation for local people. I support options that create opportunities for locals and distribute costs more evenly to visitors.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 2:02 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Sylvia submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 14:01

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Katie

**Last name**

Wilson

**Name withheld**

No

## Info

**Email**

[katie\\_wilson@yahoo.com](mailto:katie_wilson@yahoo.com)

**Suburb/Town & Postcode**

Byron Bay

**Submission**

I wish to submit my objection to the Short Term Holiday Rental policy that is currently being discussed.

As a long term resident and business owner in Byron Bay I can see the demise in our community and the obliteration of the accommodation sector.

We have been in the accommodation industry for over 36 years in Byron Bay and we have never seen such a decline in trade as that since AirBnB/short term holiday rentals have started up and taken over our town.

The thousands of homes that are now short term holiday rentals have killed the permanent rental market and the accommodation industry. Businesses are closing and struggling to keep open - that is a fact.

Byron Bay is the jewel in NSW crown and this policy being put forward through parliament is going to destroy the fabric of this unique and beautiful town. A 90 day cap MUST BE put in place, Council MUST BE given the power back to oversee and implement their own policies to protect our town and there needs to be a level playing field.

These holiday houses need to be made accountable, they need to be registered with the ATO, they must have to pay commercial rates, land tax, GST, DA fees etc. All the commercial rates etc that legitimate businesses are having to pay is killing them. There is no incentive to operate a business legitimately, we should all relinquish our licences and practice under these new "share economy" laws and just pay residential rates etc. which will decimate and cripple our councils funds.

Please look at other countries around the world - there are precedences everywhere in controlling these matters - Japan, New York, Spain, the list goes on.

Stand up now to AirBnB before it is too late and they destroy the jewel in NSW crown forever.

Kind Regards,  
Katie Wilson

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 1:54 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Tue, 10/09/2019 - 13:45

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Karen

**Last name**

Stiles

**Name withheld**

No

## Info

**Email**

[eo@ocn.org.au](mailto:eo@ocn.org.au)

**Suburb/Town & Postcode**

SYDNEY

**Submission file**

[ocn-preliminary-submission---short-term-letting-framework-190910.pdf](#)

**Submission**

Thank you for accepting this preliminary submission by the Owners Corporation Network of Australia Limited. The full submission will be provided by 25 September 2019.

Kind regards

Karen Stiles

10/9/19

**I agree to the above statement**

Yes



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 1:45 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Sylvia submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 13:43

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Shonda

**Last name**

Holland

**Name withheld**

No

## Info

**Email**

[shonda@nclp.com.au](mailto:shonda@nclp.com.au)

**Suburb/Town & Postcode**

Brunswick Heads 2483

**Submission file**

[stra-code-of-conduct-and-registration-feedback.pdf](#)

**Submission**

Please find attached answers for submission.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 1:40 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Sylvia submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 13:39

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Natasha

**Last name**

Dart

**Name withheld**

No

## Info

**Email**

[natashadart1@gmail.com](mailto:natashadart1@gmail.com)

**Suburb/Town & Postcode**

BYRON BAY

**Submission**

The new planning policy will effect the hotel industry in Byron Bay. Working in a hotel, there are a lot of fees that need to be accounted for and so airbnb can charge a low rate. All of the hotel owners are Byron Bay locals so income made is going back into Byron Bay's economy where as people who host their place on airbnb are using that money else where.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 1:23 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Sylvia submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 13:22

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Robert

**Last name**

Jeffer

**Name withheld**

No

## Info

**Email**

[robert\\_jeffer2003@yahoo.com.au](mailto:robert_jeffer2003@yahoo.com.au)

**Suburb/Town & Postcode**

DEE WHY, 2099

**Submission**

The aim of short term home sharing (AirB&B) is that the host resides in the home (on site). Therefore, the host should actually be living in the residence when the guests are utilising the premises.

IT IS ESSENTIAL that multi unit (apartment) buildings have the right to include provision in their By-Laws to require that an owner actually reside in the unit.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 1:16 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Sylvia submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 13:13

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Allan

**Last name**

Graham

**Name withheld**

No

## Info

**Email**

[allan.graham@randwick.nsw.gov.au](mailto:allan.graham@randwick.nsw.gov.au)

**Suburb/Town & Postcode**

Randwick NSW 2031

**Submission file**

[randwick-city-council---submission---short-term-rental-accommodation---nsw-fair-trading-and-nsw-planning---10-sept-2019.pdf](#)

**Submission**

Please find attached Randwick City Council's Submission - Short-term Rental Accommodation Regulation

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 12:38 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Sylvia submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 12:37

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

judith

**Last name**

di lenardo

**Name withheld**

No

## Info

**Email**

[judydil43@gmail.com](mailto:judydil43@gmail.com)

**Suburb/Town & Postcode**

wangi wangi 2267

**Submission**

My life has been impacted by a airbnb next door that has up to 20 people with beds for 14 the owner lives in hunters hill & has another airbnb at 198 kilaben bay rd kilaben bay with the same circumstances I have had bucks & hens parties they come fully provisioned not spending anything in town This is operating as a buisness worse than a hotel at least with a hotel they have a manager to control behavior myplace has been devauled no one will buy next to what I have to put up with. please look into banning such houses. we will lose our school etc as we are a small community if we get more of these lettings in wangi wangi we want neighbours not strangers

**I agree to the above statement**

Yes

**From:** Dr Adrian Carr <Adrian.Carr@picagroup.com.au>  
**Sent:** Tuesday, 10 September 2019 12:23 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission re: Short-term rental accommodation  
**Attachments:** PICA Submission on STRA.pdf

**Categories:** recorded and not sent to DCS, recorded in DPIE subs register, Purple category

Dear Director of Housing and Infrastructure Policy,

Attached is a copy of a submission from Prudential Investment Company of Australia Pty Ltd. (PICA) regarding the proposed government framework for short-term rental accommodation.

Please confirm receipt of this electronic copy. A hard copy is being forwarded through express post.

Kindest regards

Adrian Carr

Dr Adrian Carr  
Manager of Regulation & Licensee-in-Charge

Level 27, 66-68 Goulburn Street, Sydney NSW 2000  
Locked Bag 22, Haymarket NSW 1238

**p** : 02 8216 0484

**e** : [adrian.carr@picagroup.com.au](mailto:adrian.carr@picagroup.com.au)

**w** : [www.picagroup.com.au](http://www.picagroup.com.au)



**PICA**  
PROPERTY & FINANCIAL SERVICES

*The information provided is a general guide only, and is not intended as a substitute for legal advice. The company disclaims all responsibility and all liability for any expenses, losses, damages and costs which might be incurred as a result of the information provided by the company. Last updated on 9 January 2018.*



Recipient of the SCA (NSW) 2017 Recognition Award

Please consider the environment before printing this e-mail

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 12:17 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Sylvia submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 12:15

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

William

**Last name**

Crock

**Name withheld**

No

## Info

**Email**

[william@hometime.io](mailto:william@hometime.io)

**Suburb/Town & Postcode**

2000

**Submission file**

[hometime-submission-for-proposed-stra-rules-in-nsw.pdf](#)

**Submission**

Kayla Technologies Pty Ltd (t/a Hometime)  
161 Castlereagh St, Sydney  
NSW 2000

Att: Director, Housing and Infrastructure Policy  
NSW Department of Planning, Industry and Environment

Re: Proposed STRA Rules for NSW

Hometime Submission

Thank you for the opportunity to comment on the Proposed STRA Rules for NSW. As the largest Airbnb property manager in NSW, we are grateful for the opportunity to provide context and constructive feedback on the proposed regulatory changes.

Summary

Hometime welcomes a fair and considered STRA regulatory environment in NSW that promotes a sustainable STR industry, fosters a professional ecosystem and is easy to navigate and comply with

Hometime supports the proposed 180 night cap, although our support of this particular matter is contingent on exemption of stays of 21 nights or more not counting to the cap

Safety of our guests, neighbours and the community is paramount. However, we would like to see that specific fire safety proposals are inline with current residential requirements set out by body corporates and relevant fire safety standards. We also feel the proposed smoke alarm & lighting requirements are too costly for the average household to afford, thereby rendering them unable to participate in the STRA market

Hometime opposes the STRA property register on the basis it will add needless complexity and cost to the process and will create an onerous administrative requirement

The Code of Conduct is fair and representative of our views, however we ask that it be amended to allow hosts to be covered by insurance directly provided by a booking platform

Hometime supports a review of the proposed STRA rules following 12 months of implementation.

Hometime believes that increasing compliance costs for STRA will make it more costly to holiday makers in NSW. We see STRA as an important, distributed, low cost option for tourists in NSW and that any cost increases in providing the accommodation will have a significantly negative affect the local economy

About Hometime

Hometime began as a small company with big ambitions. Two friends who started a cleaning company that turned into an international startup success story in just 4 years. The tremendous growth of Hometime comes off the back of the incredible demand from Homeowners and Guests alike who relish the opportunity to share their homes and be hosted in a new area.

As the company has matured we have changed our core offering. We are no longer just a management company providing cleaning and guest services. We have transformed into a platform which mentors small business owners and provides them the tools and resources they need to run their own portfolio of Airbnbs. We are helping to foster a new class of micro entrepreneurs who are able to run their own lifestyle business with the opportunity to generate great income.

At Hometime, we love that no two hosts, and no two properties are the same. We put a tremendous amount of time and effort into managing our host's homes and guests because we know great experiences lead to glowing



reviews. This is demonstrated by our fantastic track record after hosting more than 350,000 guests and maintaining an average rating of 4.8 stars out of 5.

Overall we welcome the move to regulate the industry to keep it fair for everyone, however we are concerned that NSW Government's proposed short-term rental accommodation (STRA) rules are taking it to far and will make it difficult for Hometime to viably share the homes of our homeowners.

We represent over 1,000+ active hosts in Australia with the largest portion of them being based in NSW. The majority of our hosts are regular home owners trying to make the most of their assets while balancing personal needs. Some may want to offset their holiday expenses whilst travelling, others are business travellers who want to utilise their assets when they are working interstate -- full-service property management companies like Hometime provide a unique solution for them to do just that.

At Hometime we go to great lengths to ensure a healthy ecosystem of happy guests, owners and neighbours is maintained. If we are not keeping all stakeholders happy then we will not have a thriving business. We offer our guests and homeowners 24/7 communication channels 365 days of the year so that in the event there is a problem we can have it resolved around the clock. We also heavily vet our guests so that we can provide our homeowners peace of mind and ensure that damage and distraction to neighbours is reduced. We have a zero tolerance policy on bad behaviour and we are constantly improving our systems and processes to ensure that bad behaviour is minimised.

We currently employ 25 full time employees in Australia, provide full time work to 40 contracted property managers and casual or part time work to over 100 cleaners. Additionally we also provide casual work to a number of photographers, stylists, handymen and tradespeople. We see our impact on the Australian economy as positive and our continued rapid growth means further job and value creation within the NSW economy. Many of the suggestions outlined below will severely inhibit our opportunity to operate at scale in NSW and may force us to move our headquarters and attention to states with more favourable regulation.

We are glad that the government has been so open to receiving feedback and allowing us a voice in this discussion. Generally we support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, we want to comment on the following:

#### STRA State Environmental Planning Policy

Hometime does not support the requirement that hosts need complying development permits. This expensive permit will be a large burden on many of our hosts and make hosting out of reach for the average homeowner who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. This is also not inclusive of the potentially burdensome time component of getting the permit. Often home sharing is very time sensitive and For hosts who share their home for a few weeks a year, this is a significant barrier to entry and will make hosting uneconomical. Traditionally holiday homes up and down the coast, and in regional areas, have existed for decades without these expensive permits without issues. The net result will only end up making holidays across NSW more expensive, potentially driving tourism to different states and territories where accommodation is much cheaper. This will ultimately have the biggest effect on families wishing to holiday in NSW.

#### Environmental Planning and Assessment (STRA) Regulation 2019

Hometime does not support the unrealistic requirements to which will introduce red tape and force potential hosts to make costly alterations to their homes before hosting, such as expensive lighting and fire detection systems. Both South Australia and Tasmania have stated clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if a house is approved to be safe for and owner and their family to live in, it's safe for guests.

We support the NSW Government streamlining safety regulations which:

Respect the ancillary use of Hosts homes for home sharing

Mandate smoke alarms – either battery operated or hard-wired but ultimately in line with the requirements of the body corporate and relevant residential fire safety standards

Require evacuation or emergency plans and guest education

#### STRA Property Register

Hometime does not support the potentially costly, complex, and onerous STRA property register. We do not believe that it will have any material effect on the industry that is positive. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework. This would also be very difficult to enforce should rogue hosts choose to host on fringe booking platforms.

#### Code of Conduct

Hometime supports the proposed Code of Conduct which overall is fair, reasonable and representative of the home sharing community. It seems to provide strong protections for hosts and guests from vexatious or frivolous complaints. We ask that the Government amend the Code to allow hosts to be covered by insurance directly provided by a booking platform.

#### Yearly Caps on nights booked

We support the need for a restriction of 180 nights booked per year. However our support is contingent on the inclusion of the recent changes to allow stays of 21 nights or more not counting to the cap. These medium term stays are often booked by business travellers, relocating families, students doing terms abroad and locals who are in between housing. As such they are generally having a positive impact on local communities and economies.

We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration. Ultimately the more costly it becomes to provide home sharing in NSW for owners the more costly it will become for holiday makers. Should this balance be tipped to far it will drive tourists out of NSW in search of more affordable options. Considering NSW is already the most expensive state in Australia to find accommodation we believe this could have a detrimental effect on the local economy.

Thank you for taking the time to review and consider our submission. We hope to work with the Government in relation to these issues in the future, and would be pleased to engage further should someone wish to reach out to us directly.

Yours sincerely,

William Crock

Co-founder

Hometime

[william@hometime.io](mailto:william@hometime.io)

0450 443 895

**I agree to the above statement**

Yes

---

**From:** Sophie Love <sophie@thenakedfarmers.com.au>  
**Sent:** Tuesday, 10 September 2019 12:13 PM  
**To:** DPE PS STHL Mailbox  
**Cc:** Sophie Love  
**Subject:** Holiday rental regulations for NSW

**Categories:** recorded in DPIE subs register, recorded and not sent to DCS, Purple category

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.





**SOPHIE LOVE**

Phone: (02) 6587 4383

sophie@thenakedfarmers.com.au

[www.thenakedfarmers.com.au](http://www.thenakedfarmers.com.au)

 thenakedfarmersoz  thenakedfarmers

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 12:12 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Sylvia submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 12:10

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Monica

**Last name**

Flynn

**Name withheld**

No

## Info

**Email**

[flynnchery@gmail.com](mailto:flynnchery@gmail.com)

**Suburb/Town & Postcode**

2780

**Submission file**

[short---term-rental-accommodation.docx](#)

**Submission**

Please see attached submission.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 12:10 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Sylvia submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 11:54

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Joan

**Last name**

Hoyle

**Name withheld**

No

## Info

**Email**

[joan.hoyle.32@gmail.com](mailto:joan.hoyle.32@gmail.com)

**Suburb/Town & Postcode**

New Brighton 2483

**Submission file**

[stra-code-of-conduct-and-registration-feedback\\_submission.pdf](#)

**Submission**

Please find attached submission. The holiday home we own in New Brighton has been used as short and long term rentals since my family bought the property in 1954. New Brighton has always been a holiday destination for families living elsewhere and as a child in the 50 and 60'ies we visited the home at least twice a year from Sydney and rented it at other times. There are no motels or hotels in New Brighton and short term holiday letting is the only option for other families to enjoy the area as much as I have for over the last 60 years. My husband and I have used the home more since we have both retired - but as pensioners we rely on short term holiday letting to help us pay

excessive insurance premiums, energy costs, higher rates and general maintenance as we are close to salt air and some flooding as there is no storm water drains in the area.

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 11:51 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 11:46

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

John

**Last name**

Freeman

**Name withheld**

No

## Info

**Email**

[free.john@bigpond.com](mailto:free.john@bigpond.com)

**Suburb/Town & Postcode**

Sydney

**Submission file**

[new-regulatory-framework-for-short.pdf](#)

**Submission**

Please see uploaded submission

**I agree to the above statement**

Yes



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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 11:20 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 11:19

Submitted by: Anonymous

Submitted values are:

#### Submission Type

I am making a personal submission

## Name

#### First name

John C

#### Last name

Mannering

#### Name withheld

No

## Info

#### Email

[igahunter@hotmail.com](mailto:igahunter@hotmail.com)

#### Suburb/Town & Postcode

2315

#### Submission

If it's ok for permanent accommodation to be allowed on bush fire prone land then STRA should be treated the same, especially if the new safety standards are adopted or if the dwelling has been built to recent standards. This proposal would exclude a lot of urban housing especially in the Blue Mountains and other areas most people would not think of.

Restricting the number of persons per bedroom would effect many family situations and would be difficult to police where children are involved.

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 11:02 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 11:01

Submitted by: Anonymous

Submitted values are:

#### **Submission Type**

I am making a personal submission

## **Name**

#### **First name**

Richard

#### **Last name**

Woodburn

#### **Name withheld**

No

## **Info**

#### **Email**

[burdekn@bigpond.net.au](mailto:burdekn@bigpond.net.au)

#### **Suburb/Town & Postcode**

COOGEE 2034

#### **Submission**

I live in a block of 50 units. One owner has been short term leasing for the past three years, with disastrous impact on all other residents. All of us are very frustrated by the sheer length of time that it has taken for the Government to address our concerns on the impact that this is having on our daily lives, with seemingly endless reviews and reports, none of which are solving the problem and which seem to be driven by the short term letting industry at the expense of residents who want to live in a normal residential environment, not a hotel!

Our Strata Committee has been powerless to take action against the short-term letting owner. Despite some 30

breach notices, with subsequent mediation by the Office of Fair Trading at which the owner declared that she would not cease the practice, it appears nothing can be done as the government is sitting on its hands with protected enquiries and reports which to date have lead nowhere, and have only allowed the short term letting industry get a firmer foothold in our communities.

It is clear that this issue is not about "Home-sharing" – it is an industry which has been allowed to take a very strong foothold, ignoring all the rules. It is about a few investor owners being able to buy into an apartment complex and have a devastating impact on a large number of other residents.

Issues that we have had to deal with include:

- Non-compliance with our By laws, our Development Conditions and Council zoning
- Overcrowding of unit - 10 people in a 2-bedroom unit on numerous occasions
- Excessive noise, particularly in outside walkways, entrance foyer and corridors, with many late night and early morning departures
- Complaints from elderly residents who thought they had bought into a secure building, only to find themselves continually surrounded by strangers
- No on-site management - the owner lives 300 km away and "guests" let themselves in. Other residents have had to take on the roles of orienting new "guests" to the building and our area.
- "Guests" unfamiliar with By laws and hence non-compliant on many aspects. In the first year of the short-term letting there were 30 breach notices issued for this unit, and only 6 for the remaining 49 units. In respect of the 6 issued to the other units, there was a 100% immediate rectification of the issue, but in the case of the short-term letting unit, the issues were simply on-going and ignored by the owner.
- "Guests" parking anywhere. There is one car space for this Unit, but often there are many "guests", with multiple vehicles. Residents regularly come home to find their allocated car space taken.
- Inappropriate waste disposal. We have found bags of rubbish in our gardens and there is little compliance with our sorting guidelines for recycling, leading to rejection of some bins on pick-up and added expense for alternative disposal.
- Damage to common property. At least three incidents attributable to careless "guests" but for which we have been able to obtain recompense.
- Breach notices issued have been responded to by the owner's lawyer seeking firm evidence and CCTV footage, meaning that we had to seek our own legal advice - our Strata's costs are now in excess of \$10,000

As a member of the Strata Committee, voluntarily giving up my time, I have spent considerable time and effort orienting short term "guests" to the building and area, listening to the concerns of other residents, rectifying incorrect garbage issues and dealing with issues arising from breaches of our By laws. This is cost-shifting by the owner!

As the way forward, I submit:

- There should be a cap of 60 days on any short term letting where the property is un-hosted. Whilst I support the right of residents to share their home with others, and even lease out their units whilst they themselves are away for short periods, I strongly object to non-resident investor owners using our apartment block as a hotel. The proposed 180 limit is simply not acceptable - it would allow leasing for every weekend of the year, plus another 80 days at other periods - virtually continuous and would be very difficult to monitor and enforce.
- There needs to be a register of properties available for short term letting so that we can readily identify such units and ensure compliance.
- There should be no short term letting allowed where it isn't permitted under Council Zoning and Development Consents.
- There should be the ability for Stratas to levy additional charges and fees to recover the additional costs imposed by having short term letting in their blocks.

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 10:57 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 10:56

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

John

**Last name**

Morris

**Name withheld**

No

## Info

**Email**

[jmorris9949@gmail.com](mailto:jmorris9949@gmail.com)

**Suburb/Town & Postcode**

Surry Hills 2010

**Submission**

I/we fully support the related submission by the Owners Corporation Network of Australia Pty Ltd. Further, I/We believe that the proposed legislation lacks oversight with regard to the rights of the Owners Corporation, lacks remedies for enforcement breaches.

**I agree to the above statement**

Yes

---

**From:** Jimmy Pham <jimmy@youbnb.com.au>  
**Sent:** Tuesday, 10 September 2019 10:41 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** recorded and not sent to DCS, recorded in DPIE subs register, Purple category

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Sent from [Mail](#) for Windows 10

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 9:25 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 09:25

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Lorraine

**Last name**

Rose

**Name withheld**

No

## Info

**Email**

[lorraine.d.rose@gmail.com](mailto:lorraine.d.rose@gmail.com)

**Suburb/Town & Postcode**

Balmain East, 2041

**Submission**

I would like to say that last year at 75 years old I retired from my work of 45 years as a clinical psychologist. I could have stayed in my home in Balmain and drawn a part-pension but I felt that if I down sized my home I would be able to self fund my retirement. I saw that as part of my contribution to my Australian society so that others who were not in my position could benefit.

I purchased my current unit with the belief that it was to be my home for the final part of my life. I carefully chose my new unit on the basis that it was quiet and well run and that has proved to be so in the main. Some short term

letting, particularly in the summer months, has indicated to me the dangers that a growth in this area could have major impacts on my quality of life. This quality of life also relates to other retired individuals and couples. Increasingly it includes families that increasingly live in the complex since buying a house in the inner west is prohibitive. What I would like to convey to you is that these units are not just a money making exercise, these units comprise the 'homes' that people live in and these 'homes' require major protection by agencies like yours, not just juggling some 'need of industry'. Short term stay impacts on the quality of life of residents as people come and go at irregular hours, have no commitment to the ethos of the units, create issues of noise and disruption to recycling practices.

There is a need for a Register that is government run since we have seen over and over again (I am 75 years old) that self-regulation by the industry concerned is not adequate as it will end up being self-serving. Local councils also need to be involved and informed. You speak of the role of industry in developing and managing the regulatory system. That is not providing enough protection of our rights in our own 'homes' whether owned or rented. These protections extend to platforms.

You mention disciplinary action and strikes. Proper regulation has been so badly handled in this state that it is hard to believe that it will be effective. Words are cheap and the reality of dealing with complaints includes stress, anxiety and a capacity to deal with legalistic issues which make any contest one sided. The dice is loaded in one direction and the department should face that reality not blithely ignore it but take it into account and act accordingly.

You are dealing with the quality of people's lives and that has to hold far more value than any monetary value. Please be respectful.

Yours sincerely,  
Lorraine Rose

**I agree to the above statement**

Yes



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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 9:14 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 09:08

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Ray White G C South Network

**Last name**

Jacinta Kelly

**Name withheld**

No

## Info

**Email**

[holidaymanager.gcsn@raywhite.com](mailto:holidaymanager.gcsn@raywhite.com)

**Suburb/Town & Postcode**

Kingscliff

**Submission file**

[stra-code-of-conduct-and-registration-feedback.pdf](#)

**Submission**

Please find attached our submission file with our responses to the draft new regulations.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 9:10 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 09:09

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Ronald

**Last name**

Smith

**Name withheld**

No

## Info

**Email**

[ronsmith54@me.com](mailto:ronsmith54@me.com)

**Suburb/Town & Postcode**

2000

**Submission**

I have an investment apartment in the Haymarket where I previously resided for 15 years and now live in an apartment in Waterloo so in total 20 years of occupancy. In both buildings its obvious when these people arrive.....rubbish, noise, anti social behaviour, damage to common property. Who pays? We the owners. Adopt Paris and Venice model.

**I agree to the above statement**

Yes

---

**From:** Mark Warren <baggygreen27@gmail.com>  
**Sent:** Tuesday, 10 September 2019 9:01 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Short term accomadation

**Categories:** recorded and not sent to DCS, recorded in DPIE subs register, Purple category

To whom it may concern

I have been an owner and user of sort term accommodation for many years I believe it to be a great help to the tourism market in regional areas. My concern is the caps looking to be imposed on the host, as this would limit the incomes from their investments it would cause prices to rise I think it vital for the government to remember that a lot of these regional areas don't have enough accommodation to meet demand at peak times. Also I have concerns over the cap of 12 guests per home we run homes in the **South** coast and blue mountains and the largest groups we have **are** for family reunion where family groups get together with 3 generation by the time we have grand parents their children and grand children u would hit this cap easily.

I don't want to take these wonderful family get togethers in these beautiful regional areas away they help support the small town economies, I believe there is no one size fits all but I do think any restrictions should only apply to city residents, because the smaller communities really need the tourists to help support their economies.

Regards

Mark Warren

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 8:30 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 08:29

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Nicki

**Last name**

Neon

**Name withheld**

No

## Info

**Email**

[nickineon@hotmail.com](mailto:nickineon@hotmail.com)

**Suburb/Town & Postcode**

Byron Bay 2481

**Submission**

Please don't allow the air and b businesses to take over Byron. Ruins the quality of life to not know your neighbours

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 7:20 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 07:20

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Prue

**Last name**

Regan

**Name withheld**

No

## Info

**Email**

[pruereg@yaho.com.au](mailto:pruereg@yaho.com.au)

**Suburb/Town & Postcode**

Suffolk park

**Submission**

I write as a permanent resident of Byron bay.it is a beautiful place attracting 2.2 million visitors a year , the majority local visitors but also national and in ternational visitors.

Underneath this all is a well functioning essentially family town with sporting , educational and cultural activities which locals support with lots of voluntary effort and concern and pride.

With low interest rates and high house prices and extraordinary rents that can be charged here, investment houses have become dominant.they are located throughout the community but with high rents and party times are often rented to large numbers of people necessitated by the need to share rents.

There would not be a street not affected by this often disruptive behaviour night and day by some pretty ugly noise and conduct of visitors.

Please despite our beauty and attractiveness allow us to keep our neighbourhoods and limit us as promised by Ben Franklin to the exception of 90 days limit and reconsider the 3 week exception although I can see it's directed at more stable renting.

Please let us keep Byron bay as a functioning town and not let air bnb change it forever, thereby killing its golden egg.

With thanks

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 6:37 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 06:28

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jason

**Last name**

Trump

**Name withheld**

No

## Info

**Email**

[jason@trumpfamilly.net](mailto:jason@trumpfamilly.net)

**Suburb/Town & Postcode**

Sydney 2000

**Submission file**

[motion-amending-by-laws-residential-north-sp-66849.pdf](#)

**Submission**

I'm writing as an owner of a property at King Street Wharf, North Tower (SP66849) and also represent the views of the majority of owners as Chairman of the Owners Corporation, as evidenced through recent AGM and committee discussions related to STRA.



Our Strata Plan was established in 2001 after the construction of the King Street Wharf precinct, and from the time of construction had considered the importance of balancing the needs of a commercial retail, commercial offices, residential and service apartment hotel occupants. Whilst the OC structure is complex, there's a strong working relationship across all OCs.

Specific to North (SP66849) and South (SP66850), there are by-laws that were established at inception covering Short Term Rentals, and these were further refined on legal advice and passed by the AGM in 2019. A copy of the enacted By-Law is attached for your reference. We also wish to point out the limitation of STRA was a Development Approval condition for the development, noting the commercial operations of the Adina Apartments within the precinct.

As the NSW Government proceeded to enact changes to Laws related to STRA, there's been a theme of very limited or cursory consultation. Our local MP of the NSW Parliament, Hon. Alex Greenwich has made representations on this topic, and we wish to reinforce his position as outlined in his speeches to Parliament and submissions. From a citizen's perspective, it's becoming abundantly clear that the NSW Government is bowing to lobbying by the STRA industry and neglecting the interests of the majority of residents in Strata Units like King Street Wharf. Your paper fails to acknowledge and appreciate the views and needs of our Owners and Residents.

In the case of my residential building (SP88849) we've experienced multiple negative impacts from STRA including:

- Security given transient guests. Current security arrangements in our building require all residents to be registered and issued electronic key access (with appropriate ID checking). STRA guests are not registered and we have no idea who is in our building.
- Damage to common property, including signage, furnishings, walls intentionally vandalised.
- Concern over security, including mailboxes and personal safety from transient guests
- Impact of noise from parties which have run beyond reasonable hours.
- Blocking of amenities – for example 'reserving' the pool chairs in such a manner as to block use by owners and long-term residents, even when not in use.
- Safety concerns on the use of the gym and fitness facilities from casual/unfamiliar users.
- Accelerated wear and tear in common areas.

Ultimately, I'll be PAYING MORE in my Strata Levies if we're forced into a situation where additional concierge services, security, maintenance works, utilities for common property is required due to a disproportionate occupancy of STRA due to our prime CBD location. This doesn't provide fairness to owner occupiers or owners of long-term tenancies.

The clause that "Where the host is not present, and the booking is for 21 or more consecutive days, the booking will not count towards the above day thresholds." Is a flagrant disregard for the intent of minimum lease periods (3 months in our Strata Plan) and gives owners the ability to operate a Commercial Enterprise for short term renting at Scale. Whilst your paper suggests such STRA rentals have less impact on the amenity of the building, I hold the position that such rentals should comply with a 3 month minimum period and be a formally lodged lease with Fair Trading, with appropriate bonds etc held in trust by the Government.

At the very least, By-Laws preventing STRA that have been appropriately passed by Owners Corporations should be grandfathered into any arrangements. In the case of SP66849 and SP66850, strengthened By-Laws were passed following Legal Counsel advise in 2019, and it's expected these remain valid after Parliament approves any changes.

As a regular business traveller, I want to return to my home and be a part of a community. I did not invest to live in a "hotel" with transient guests. As it stands now, the NSW Government isn't taking into account my rights for the peaceful enjoyment of my property, and the minimisation of my cost.

In short, we expect the right to continue to prohibit STRA in our development.

Sincerely,  
Jason Trump

Chairman, SP66849  
King Street Wharf, North Tower  
Sydney NSW 2000

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Tuesday, 10 September 2019 2:55 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Tue, 10/09/2019 - 02:54

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Robert

**Last name**

GEORGE

**Name withheld**

No

## Info

**Email**

[rgeorge470@btinternet.com](mailto:rgeorge470@btinternet.com)

**Suburb/Town & Postcode**

Zetland

**Submission**

The latest iteration of The NSW Government's proposals are as bad and damaging as ever. Proposing an industry led register for something potentially impacting on thousands of innocent parties is shameful and madness. One would have thought the recent governments led debacle of industry led building regulation and non statutory regulation and collapsing apartment blockss would have been a wake up call to the sleepy hollow of NSW planning but obviously not. International experience clearly demonstrates that the potential for Sydney to become another Venice, New York or Paris in terms of loss of permanent residential accommodation to citizens to favour the fast buck brigade and the damage to existing residents particularly in apartment buildings is immense. The strictest

possible controls are required and what you propose amounts to free-for-all deregulation. PLEASE DONT DO IT. I list below a number of specific objections and requests;

All STRA in all residential strata schemes must be made a complying development not exempt development to ensure mandatory fire safety standards are met, with inspection by local council or a private certifier.

Un-hosted STRA in residential strata schemes must be capped at a maximum 90 and preferably 60 days for the Greater Sydney Region to contain STRA to “Home Sharing”. All Un-Hosted STRA is to count toward the maximum cap. No exceptions.

Residential strata schemes in mixed use and commercial zones with express prohibitions on short term letting must have their development consent conditions preserved.

Register: The planning law changes should not start without the Register, which must be a government run register or a neutral platform not part of the short-term letting industry. The Register must include reporting of day of occupation (caps), the Host must disclose all the platforms on which the premises is listed. Local Councils must be involved in designing the system and have unimpeded access to data. The Register must generate a unique Host ID.

Host obligation: There must be an enforceable obligation for Hosts to register their premises, before it is listed and used for STRA purposes. This should be part of the planning law criteria so it is clear the use of unregistered premises for STRA is illegal and penalties apply. The Host must display the unique Host ID on all listings.

Platform Obligation: There must also be a legal obligation for Platforms and agent not to list an unregistered residential dwelling for STRA. The international experience shows that without such an obligation Platforms will continue to list thousands of illegal apartments. Platforms must also have an obligation to share data with state and local government. All listings and other advertising must display clearly the Host’s unique ID.

Residential schemes must have authority to levy charges and fees to Hosts conducting STRA.

Local Councils must have flexibility to set a lower cap and apply zoning restrictions to meet their strategic planning objectives.

Robert George

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 10:28 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 22:26

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Jam

**Last name**

Xia

**Name withheld**

No

## Info

**Email**

[jam2929xia@gmail.com](mailto:jam2929xia@gmail.com)

**Suburb/Town & Postcode**

Chatswood

**Submission file**

[short-term-letting---the-chatswood-sp94816.pdf](#)

**Submission**

Dear Director,

RESPONSE - Short-term Holiday Letting (STHL) Options Paper

As chairman of SP94816 which is a large residential building complex located at 28-30 Anderson Street, Chatswood, I write on behalf of the Owners Corporation to OPPOSE the use of short term lettings in strata title buildings for the following reasons:

- We highly value the following attributes of living in a building where only permanent residents are permitted with high levels of security, high sense of community; high standards of housekeeping and knowing our neighbours.
- Owner occupiers purchased into this property on the assurance of the Development Consent being of residential use, which in Willoughby LGA is a minimum occupancy of 3 months;
- Tenants have committed to leases of minimum of 6 months on the same basis;
- Increase strata levies to rectify the common property damage by short term tenants;
- Increase in noise and decrease parking availability;
- Time consuming for volunteer strata committees to manage;
- Reduce rental affordability;

We have a large number of owner residents with young children and a numbers of women living alone. We also have elderly residents. We have chosen to live in our building because of the safety and security it offers. We feel secure in allowing our children and grandchildren to play in the garden and pool knowing other users are residents.

All of the above are under threat if strangers are constantly permitted to occupy our apartments on short term lettings and deteriorate our building and community. Many of us would not have considered living in strata apartment as an option if there was a possibility of having to share our building with short term occupants.

We demand the government maintain the conditions of the Development Consent and preserve the integrity of strata living as an attractive choice to live in.

Yours Sincerely

Jam Xia

Chairman SP94816

The Chatswood, 28-30 Anderson Street, Chatswood NSW 2067

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 10:08 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Mon, 09/09/2019 - 22:07

Submitted by: Anonymous

Submitted values are:

### Submission Type

I am making a personal submission

## Name

### First name

Jennifer

### Last name

Day

### Name withheld

No

## Info

### Email

[jday1382@gmail.com](mailto:jday1382@gmail.com)

### Suburb/Town & Postcode

Potts Point

### Submission

This practice of turning your property/home into a short term holiday rental is testament to the greed and lack of equality in our society. Less that a third of units in our strata building are owner occupied . Since this practice began our building is full of transient strangers who have no concern for the building or needs of occupants. The absent owners line their pockets while the owner occupiers suffer. These are the people who care for the building; it's our home, we don't want to have different neighbours every week, it adds to our expenses for security, repairs and maintenance, let alone extra noise.

Please give consideration to those who can afford one home and want a some quality of life not those who are making a profit.

**I agree to the above statement**

Yes



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 9:39 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 21:39

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Oren

**Last name**

Siedler

**Name withheld**

No

## Info

**Email**

[orensiedler@gmail.com](mailto:orensiedler@gmail.com)

**Suburb/Town & Postcode**

2481

**Submission**

I am writing to support restrictions on airbnb in our shire (Byron Shire.) I believe the platform has been mis-used as its original intent was to CREATE community by enabling visitors to stay in people's homes - but instead it has ERODED our community by creating enclaves of non-permanent homes and has also contributed to the housing crisis we have whereby local residents cannot find homes to rent long term.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 8:36 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 20:35

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Nancy

**Last name**

Hoerman

**Name withheld**

No

## Info

**Email**

[nandho@yahoo.com](mailto:nandho@yahoo.com)

**Suburb/Town & Postcode**

Byron Bay 2481

**Submission**

I am against the new proposed State Environmental Planning Policy (Short-term Rental Accommodation) 2019 under the Environmental Planning and Assessment Act 1979 as it will entrench Short Term Holiday Letting in the Shire and not support residents.

The proposed policy overrides other legislation that supports residents. Clause 7 (1) In the event of an inconsistency between this Policy and another environmental planning instrument, whether made before or after this Policy, this Policy prevails to the extent of the inconsistency.

NSW is out of step with locations all over the world. Major towns and cities are placing restrictions on Air BnB but in

NSW the state government appears to have allowed the short term letting accommodation industry to write the rules.

The new legislation places a cap on days allowed for letting, where the host is not present, of 180 days per year or 365 days in regional areas. Byron was promised a 90 day limit in the run up to the last election but it is still to be approved and Council has to prove its case as to why Byron gets special treatment before it is approved. 90 days is still 45 weekends a year and, given weekend prices, this is likely not a deterrent to making owners return houses to the permanent rental market.

Unlimited days - no caps: Also, a loophole has appeared in the proposed regulation: a booking for 21 or more consecutive days will not count towards the limit when a host is not present. So a cap is not really a cap!! This means the true extent of short-term letting can never be monitored or measured. A host could add as many 21 day letting periods as they want for the rest of the year and it would not be counted in the annual total!

The state govt is also proposing an industry-led register to keep track of all short-term lets. It is expected to record the name of the host, the property's address, the duration of each booking and whether it complied with bylaws. The industry self-regulating? Really? This takes the power away from local councils to monitor non-compliance for their residents.

It is also known that a number of NSW MPs own short term rental properties, including the Deputy Premier. Politicians with clear conflicts of interest should not be allowed to vote on this issue.

The law supports residents - NSW Land and Environment Court has analysed case law on the definitions of "residential accommodation", "residential building", "residential flat building", "domicile" and "flats", and concluded that there must be "an element of permanence or residence for a considerable time, or having the character of a person's settled or usual abode" in order to constitute "residential buildings"; relying particularly on North Sydney Municipal Council v Sydney Serviced Apartments Pty Ltd (1990)21 NSWLR 532 and Derring Lane Pty Ltd v Port Phillip City Council (No 2) (1999) 108 LGERA 129.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 8:21 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 20:21

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Michael

**Last name**

Murray

**Name withheld**

No

## Info

**Email**

[mikemurray100@hotmail.com](mailto:mikemurray100@hotmail.com)

**Suburb/Town & Postcode**

2481

**Submission**

To whom it may concern.

I have many concerns with regards to affordable accomodation in the Byron shire area.

A limit on Airbnb rentals would be welcomed by myself to hopefully discourage Airbnb rentals and bring back homes to the rental market.

Demand for rental homes in the area have always been in short supply.

Also a positive for Byron is the growing number of people being employed on the Industrial estate with many new

business's starting up over the last few years.

Hence these employee's need local accomodation which will reduce commuter traffic coming in from out of town.

I'm a home owner in Byron Bay and have used Airbnb on a few occasions but would never do it long term as i respect other neighbours.

Sometimes there needs to be a seperation between business ie Longterm Airbnb and basic needs for the local community ie affordable housing.

I support a limit on Airbnb which needs to be regulated by local council.

Regards

Michael Murray

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 8:15 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 20:14

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Pina

**Last name**

Hollings

**Name withheld**

No

## Info

**Email**

[hollings1@bigpond.com](mailto:hollings1@bigpond.com)

**Suburb/Town & Postcode**

Milsons Point 2061

**Submission**

I am totally opposed to the proposed STRA reforms for the following reasons:

Not all apartment buildings have the amenities to cope with STRA

They will be in conflict with by-laws registered that do not allow for short term rental

Effect on fire regulations - how will this be managed?

Damage that may be caused to common property and costs involved for repairs  
Insurance ramifications.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 7:53 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 19:52

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Luke

**Last name**

Scanlan

**Name withheld**

No

## Info

**Email**

[lukecanlan@hotmail.com](mailto:lukecanlan@hotmail.com)

**Suburb/Town & Postcode**

2010

**Submission**

Hi all, my strong stance is that the minimum stay in a strata block needs to be a minimum of 3 months. Short stays through Airbnb get abused by folks that just want to have parties, do drugs and make lots of noise on balconies which impacts buildings and residents all around. These folks should be staying in regulated hotel/motel accomodation.

It is also very hard for police to access floors in large blocks if the offending unit does not provide access. Not all buildings have or can afford 24 hour concierge.



**I agree to the above statement**

Yes

---

**From:** Ann Ranson <ransonann@gmail.com>  
**Sent:** Monday, 9 September 2019 7:15 PM  
**To:** DPE PS STHL Mailbox

**Categories:** recorded in DPIE subs register, recorded and not sent to DCS, Purple category

Re: Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

**As a result, regulation for our sector should avoid unnecessary burdens on our operations.**

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

- 
- 
- 

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--  
Ann Ranson  
4/33 Denham Street  
Bondi NSW 2010  
Mobile: 0415 439604  
[www.bondibeachbreak.com](http://www.bondibeachbreak.com)

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 7:15 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 19:14

Submitted by: Anonymous

Submitted values are:

#### Submission Type

I am making a personal submission

## Name

#### First name

Helen

#### Last name

Richards

#### Name withheld

Yes

## Info

#### Email

[hfpr@bigpond.com](mailto:hfpr@bigpond.com)

#### Suburb/Town & Postcode

Clareville N.S.W.

#### Submission

I welcome the opportunity to make a submission as a resident who's life is adversely impacted by a stream of AIRBNB "guests". That they are "ready to party" from arrival to departure is in direct conflict to those who live here & need to go to work.

We have the misfortune of having a "whole house for rent AIRBNB" property 2 away from us. The "hosts", by virtue of their photos, encourage a party house. As we live on the water, most Summer weekends, holidays & often midweek, groups appear, completely oblivious to the noise they make. The property has a small living area so most entertainment is outside. This is a quiet residential Bay, however due to the geography, there is an amphitheatre

effect & noise travels in a variety of directions.

I request the following be considered:

- 1) Hosts should be present at all times. Otherwise the neighbours & overworked police are the ones dealing with antisocial behaviour.
- 2) Immediately adjoining neighbours are not the only residents affected as is evidenced by our situation. This needs to be recognised.
- 3) Hosts need to be responsible for the conduct of their "guests" as they are ones gaining financial benefit from their business. It is imperative that there is a 2 strike provision for the Host
- 4) the limit of 2 people per room per night relies on the honesty of both host & guests. No extra people should be at the property during the stay. That means NO FUNCTIONS or PARTIES! Currently we are seeing 'friends' appear during the day who slowly disappear.
- 5) No pets should be allowed. It's unsettling to both existing & visiting pets, particularly dogs, & barking/howling naturally occurs. Neighbours should not be exposed to unfamiliar, potentially aggressive "visitor" dogs.
- 6) A sign to be clearly posted in all STRA homes requesting them to be considerate of neighbours
- 7) A minimum of 5 night stays to limit the 'party' atmosphere
- 8) All Fire Safety & OH& S, etc requirements MUST be met as with any business. Do not forget, STRA is a BUSINESS.

I implore the decision makers to implement the 'hard but fair' rules to allow those of us who deserve a peaceful life to enjoy it.

With thanks  
Helen Richards

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 5:25 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 17:25

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Mark

**Last name**

Hellier

**Name withheld**

No

## Info

**Email**

[mark@lakeshores.com](mailto:mark@lakeshores.com)

**Suburb/Town & Postcode**

Belmont South Lake Macquarie 2280

**Submission**

Consistency.

There is nothing consistent about the framework.

Why has the Exempt Development Status been applied to a very limited number of councils, provided different annual caps for STRA stays of 180 days and with some councils wanting DA approvals. It should be the same state framework which applies to everyone.

Lake Macquarie City Council, which is one of these Councils, passed this requirement without any consultation with the Industry and against the recommendation of its own Council Officers.

Lake Macquarie Council has had very few problems with STRAs. There are no major Hotels in its zone, one aging Resort and it operates most of the Tourist parks in the area which are in competition with STRAs. This is tantamount to unfair trade practices and a restriction of trade.

It also shares its borders with the Newcastle City Council with suburbs such as Adamstown. How can State Legislation approve regulations that allows different annual caps on developments on one side of the street to those on the other side?

#### Code of Conduct

A Code of Conduct, together with the requirement that either the Property owner, property owners' agent or property manager must be available by phone 24 hours a day, seven days a week and be able to personally attend the property within an hour, are the key to guaranteeing neighbourhood amenity and the efficient operation of STRAs.

All complaints made on any particular property must be logged and details recorded on the action taken and the results of such action.

A register should be kept by each Council of any Complaints, with the power to ban a property from being used as an STRA if there are more than three justified complaints received in any three year period.

No more controls are required. Anything more would be simply bureaucratic red tape.

#### Register.

A Register, regardless of how it was kept or by whom, would be either totally useless or cumbersome and expensive to maintain. Individual STRAs are added and taken off the market on a regular basis, (in some areas up to 75% in a year).

Ensuring individual operators registered or de-registered would be impossible.

#### Data Collection

Again, this would be impossible to collect: a restriction of trade and could also be confidential business information.

The development of a one size fits all data system would be almost impossible and who would be required to supply, collate and confirm its accuracy.

It is fanciful and far too complicated to suggest that a Government Dept. (Dept of Fair Trade) local Councils or an industry body (whoever or whatever that industry is!!!) look after a STRA register for NSW.

Regards,

Mark Hellier  
Managing Director  
Lakeshores Management (NSW) PL  
t.a.  
Lakeshores Holiday and Short Stay Accommodation  
Lake Macquarie

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 5:21 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 17:20

Submitted by: Anonymous

Submitted values are:

#### Submission Type

I am making a personal submission

## Name

#### First name

kellie

#### Last name

odonnell

#### Name withheld

No

## Info

#### Email

[kel\\_odonnell@hotmail.com](mailto:kel_odonnell@hotmail.com)

#### Suburb/Town & Postcode

Byron Bay

#### Submission

Please closely consider the Byron Shire when making reforms around capping Short term Accommodation options. It's my opinion that Byron needs to have strict laws around letting out whole houses on Air BnB. I believe the shire needs the 90 day cap on short term let or even a shorter cap like 60 days. This will support the local families to be able to rent and buy within our community. The devastation to families that have had to move after years of settling here is real! Not to mention the atrocity of seeing families live in a caravan park or single people living out of their car. This is a very real issue happening in our shire daily. As someone who supports young people to find jobs and housing in the area, it is impossible to help young people born here to become independent people living and



working in society when there are NO AFFORDABLE rentals..!

Please consider capping and regulating the Byron Shires, short term holiday letting to a 90 or 60 days limit with no exceptions for a 21 day loophole!!

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 5:20 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 17:20

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Tom

**Last name**

Mitchell

**Name withheld**

No

## Info

**Email**

[woopwoop3725@gmail.com](mailto:woopwoop3725@gmail.com)

**Suburb/Town & Postcode**

Surry Hills 2010

**Submission**

I support short term rental (airbnb) as a form of benefit to both owner and guest to our city

Owners should have this form of rental as a choice and overall , not allow the fear of others control a right to welcome visitors to this great city

I say.

Stop trying to control what the current law already provides for in direction relating to acceptable behaviour in

society

The lock out laws and meter parking as two other perfect examples of governance over stepping its responsibility to provide safe havens for Sydney CBD visitors

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 4:59 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 16:58

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Roslyn

**Last name**

Young

**Name withheld**

No

## Info

**Email**

[roslyn2026@gmail.com](mailto:roslyn2026@gmail.com)

**Suburb/Town & Postcode**

Newtown 2042

**Submission file**

[str-submission.pdf](#)

**Submission**

Please find attached my submission.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 4:47 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 16:44

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Spencer

**Last name**

Kirk

**Name withheld**

No

## Info

**Email**

[skirk74@hotmail.com](mailto:skirk74@hotmail.com)

**Suburb/Town & Postcode**

Redfern

**Submission file**

[nsw-gov-stra-reform-submission.docx](#)

**Submission**

Thank you for reviewing this issue and calling for submissions regarding your proposed reforms. Please find uploaded my response to the proposed reforms. Regards Spencer Kirk.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 4:46 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 16:45

Submitted by: Anonymous

Submitted values are:

#### Submission Type

I am making a personal submission

## Name

#### First name

Steve

#### Last name

Thurecht

#### Name withheld

No

## Info

#### Email

[steve.thurecht61@gmail.com](mailto:steve.thurecht61@gmail.com)

#### Suburb/Town & Postcode

2487

#### Submission

Part Five of the Code requires hosts to provide neighbours with specific information, including the host's contact details. I don't believe that this is appropriate as personal information can be misused. In addition, how will a host know if existing neighbours move away and new neighbours move in, requiring the new neighbours to be provided with the host's contact information. Should a host be responsible for monitoring who his/her neighbours are and whether they have been provided with up to date contact information?

Part Seven of the Code covers 'Strikes'. This is arguably one of the most emotive aspects of the STRA and one where



all participants will be looking for clear definition of grounds for a strike. Unfortunately the statement 'the Commissioner is satisfied that it is appropriate to record a strike' does not adequately define what constitutes grounds for a strike, particularly regarding noise complaints from neighbours. Will STRA guests be held to the same standard as other members of the community when it comes to issues like noise, or will the Commissioner require a higher standard? This is not clear from the draft code. Perhaps STRA guests should be be subject to the same council/police regulations as other members of the community, including home owners and long term renters. This would certainly make the rules clear.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 4:43 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 16:35

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Kevin

**Last name**

Rooney

**Name withheld**

No

## Info

**Email**

[rooneykevin@hotmail.com](mailto:rooneykevin@hotmail.com)

**Suburb/Town & Postcode**

Arncliffe 2205

**Submission file**

[stra-submission-sept-2019.docx](#)

**Submission**

Please consider my attached submission.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will

make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support “fair short-term rental accommodation (STRA) regulation that supports the sharing economy” and has passed fair and balanced rules for home sharing following extensive community consultation. These common sense rules will protect people’s choice to responsibly share their space without burdening them with unnecessary red tape.

However, the latest proposals are dismissing the findings of a bipartisan Inquiry, the majority of respondents who made a submission to the NSW Options Paper, the Parliament which rejected onerous registration, and the millions of locals who choose to host or stay with Airbnb. The current proposals will burden local families and small businesses with onerous red tape. It’s simple – more red tape means less choice and higher prices. It would make going on a family holiday in New South Wales harder and more expensive.

Generally, I support the Government’s approach, however parts of the current proposals are unfair and fall short of the Government’s commitments. Many of the issues with home sharing apply to homes where the host does not also live at the property. I can see why some of these rules may be applicable to those situations but they should not be blanket applied to all STRA properties, especially those where the host also lives at the property.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 4:38 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 16:38

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Sasha

**Last name**

Huxley

**Name withheld**

No

## Info

**Email**

[sasha.huxley@bigpond.com.au](mailto:sasha.huxley@bigpond.com.au)

**Suburb/Town & Postcode**

Milsons Point 2061

**Submission**

Preservation of owners' rights.

Residential apartment buildings in mixed use and commercial zones, with express limitations on short term letting must have their by-laws respected and preserved. There should not be any over-riding policy which dictates limitations, on the right of the apartment owners to decide whether or not, to permit short-term letting where this is a clear desire of the democratic majority.

Residents' homes should not be allowed to be turned into a hotel by short term rentals, and the quite enjoyment of

their homes impacted adversely.

The rapid growth in short-term letting has significantly impacted on apartment buildings, as well as residents' amenity, strata costs and individual safety.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 4:22 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 16:21

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Leanne

**Last name**

Bell

**Name withheld**

No

## Info

**Email**

[leanne\\_maree58@hotmail.com](mailto:leanne_maree58@hotmail.com)

**Suburb/Town & Postcode**

2487

**Submission**

I feel that the holiday visitors to our area add a huge income to the local businesses  
If the rentals are run properly I fully agree it should stay this way

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 4:21 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 16:21

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Markus

**Last name**

Hofer

**Name withheld**

No

## Info

**Email**

[markus@hofer.com.au](mailto:markus@hofer.com.au)

**Suburb/Town & Postcode**

Coorabell

**Submission**

I believe that Airbnb contributes greatly to the local economy by bringing more visitors to the area. Supply and demand should regulate this not regulations. From my experience long time renters are louder and more disruptive to our neighborhood. Short term renters are easier to control and are more respectful to their surroundings. There doesn't seem to be any supporting evidence that short term renters generate any more complaints.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 4:12 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 16:11

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Paul

**Last name**

Belin

**Name withheld**

No

## Info

**Email**

[pbelin8@gmail.com](mailto:pbelin8@gmail.com)

**Suburb/Town & Postcode**

Byron Bay 2481

**Submission**

Short term rental accommodation

Discussion Paper

A new regulatory framework

August 2019

1. Thank you for the opportunity to comment on the draft framework for regulating STRA in NSW. I have significant concerns about the framework particularly from the perspective of somebody who lives in a Strata in Byron Bay, specifically Kiah Beachhouses.



2. Kiah has 16 units within the strata, but no manager who might otherwise deal with STRA issues. STRA is a burden on the long term residents, particularly on the strata committee, and its agent. As a rule STRA guests and the agents handling bookings have little or no regard for the bylaws of the strata, and in particular the treatment of common property. STRA guests can be disruptive, noisy, leave our pool area in a mess, overuse parking spaces, and generally have little respect for the amenity of longer term residents. Clearly not all guests behave badly, but even the more well behaved are only here for a short time and detract from the sense of community that can exist between long term residents, whether owners or long term lease holders. The coming and going of so many people and the associated cleaners and other service providers needed to operate a unit as a STRA rental is also a security risk with unknown people wandering around the property, and an increasing number of people knowing our gate code.

3. Neighbourhoods are being gutted by STRA, particularly in tourist hot spots like Byron Bay. STRA removes long term rental accommodation from the market, exacerbating the ability of many of the work force needed by the tourism industry to live locally. It thus also exacerbates the traffic problems that Byron experiences.

4. Local Government is not resourced to regulate STRA. Local Councils need to retain strategic planning powers to reduce STRA caps, and exclude STRA from precincts and buildings. STRA breaches planning laws, fire safety standards, strata laws, and undercuts operators of tourist accommodation. It is a commercial non-resident use of residential premises.

In my view the draft framework is markedly deficient:

1. It allows 365 days a year rental for regional areas where the host is not present, with an option of local governments to apply for a 180 ceiling. Sydney would have a 180 day ceiling. Why different ceilings would apply to Sydney versus the regions has never been fully explained. Nor does the draft framework mention the concession that a Government minister has already announced for Byron Bay, being a 90 day limit.

2. I believe that the regulations should have a zero limit for STRA where the host is absent, and that the government should honour the commitment given to grant Byron Bay a 90 day limit where the host is present.

3. This discussion paper introduces a new feature of the framework and that is that rentals of 21 consecutive days or more would not be counted in the 180 limit. In a long drawn out consultation process this is the first time this feature has been proposed, without it seems any specific justification. I oppose this feature as it will allow the 180 (or 90 days in Byron Bay should that eventuate) to blowout significantly. It would allow owners and agents to significantly increase the occupation of STRA properties defeating the very purpose of the regulatory framework, that being presumably to manage STRA within acceptable community parameters. Furthermore it is open to rorting by intermediaries who could take out block bookings of 21 days or more and sublease them to the public. At the very least any longer term booking should comply with normal leasehold regulations, which I believe apply to rentals of three months or more.

5. The register of STRA properties will not be available to the public, due it is claimed to privacy concerns. This is unsatisfactory. I think the public has a right to know when the bookings are being made for a property, and the conditions of those bookings (e.g. no more than two people per bedroom, no parties etc etc). Residents in a strata are particularly affected by STRA. As the code of conduct is going to be reliant on members of the public having access to information about STRA in their neighbourhood, this feature further undermines the ability to enforce that code. Some commercial in confidence information could be concealed, but even then there are ways of finding out about rental rates through the booking platforms, so the arguments for confidentiality are weak. If the government balks at public access it might like to consider access for strata corporations or their managing agents to ensure compliance within a strata.

6. The draft framework requires a 75 per cent vote by a strata to opt out of STRA. This is back to front. Given how intrusive STRA can be within a strata it should require a 75 per cent to opt in.

I hope my views are taken into consideration and look forward to the government introducing a more balanced approach to STRA.

Thank you  
Paul Belin

**I agree to the above statement**

Yes

---

**From:** Sarah Ogilvie <sarah@luxico.com.au>  
**Sent:** Monday, 9 September 2019 3:51 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW - Byron Shire specifically

Dear Minister,

I have worked in the short-term rental accommodation industry in the Northern Rivers of NSW for the last 10 years. It is an important driver of economic growth and job creation for the NSW tourism industry.

At Luxico we focus on hosting Australian family groups on their holidays. We are often hosting multiple generations all getting together for annual holidays, 70th's, anniversaries etc.

We have staff members on the ground offering 24/7 contact with guests and face to face check-ins. Our houses are signed, booking rules strict, bonds high and guests very well informed of the neighbourhood noise regulations before booking, again before arrival and again at check-in.

These processes that we have in place create an environment where guests have peaceful holidays and neighbours are not disturbed and are very supportive of our services.

These families coming in Byron Bay and surrounds create an enormous amount of important economic support to the local community. We promote and book only local chefs, tour operators, therapists etc. Our welcome hampers and in-house products are all locally made.

It would be incredibly disappointing and destructive to so many locals careers if the 90 or 180 day restriction was actually rolled out. Instead of putting a noose around the neck of the industry, I would suggest that the following was enforced...

- \* if a home is 3 bedrooms or less an annual fee of \$500 was paid to council to be a registered holiday rental
- \* if a home is 4 bedrooms or larger an annual fee of \$1000 was paid to council to be a registered holiday rental

There are over 2000 holiday houses in the Byron Shire, this would be an amazing injection of funds for council.

Then these homes need to pass a check-list of safety and staffing rules...

- \* pool compliancy certificate
- \* signs by the pool saying no use after 10pm
- \* signs at the front of each house with contact info of the property manager
- \* manager to live in the Byron Shire
- \* functioning fire alarms, fire extinguishers, blanket etc
- \* no more than 2 adults per bedroom (additional children allowed)
- \* bookings of 7 days or longer are exempt from any annual allowed booked night restrictions
- \* visitors/functions/parties not allowed

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Warm regards,

## SARAH OGILVIE

Byron Bay sales manager, reservations guru, pooch devotee, mediocre paddle boarder, camper extraordinaire, aspiring green thumb, avid carb & whisky advocate

LUXICO

E: [sarah@luxico.com.au](mailto:sarah@luxico.com.au)

M: 0408 514 352



[WWW.LUXICO.COM.AU](http://WWW.LUXICO.COM.AU)

---

**From:** Sarah Ogilvie <sarah@luxico.com.au>  
**Sent:** Monday, 9 September 2019 3:51 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW - Byron Shire specifically

**Categories:** recorded and not sent to DCS, recorded in DPIE subs register, Purple category

Dear Minister,

I have worked in the short-term rental accommodation industry in the Northern Rivers of NSW for the last 10 years. It is an important driver of economic growth and job creation for the NSW tourism industry.

At Luxico we focus on hosting Australian family groups on their holidays. We are often hosting multiple generations all getting together for annual holidays, 70th's, anniversaries etc.

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It would be incredibly disappointing and destructive to so many locals careers if the 90 or 180 day restriction was actually rolled out. Instead of putting a noose around the neck of the industry, I would suggest that the following was enforced...

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- \* if a home is 4 bedrooms or larger an annual fee of \$1000 was paid to council to be a registered holiday rental

There are over 2000 holiday houses in the Byron Shire, this would be an amazing injection of funds for council.

Then these homes need to pass a check-list of safety and staffing rules...

- \* pool compliancy certificate
- \* signs by the pool saying no use after 10pm
- \* signs at the front of each house with contact info of the property manager
- \* manager to live in the Byron Shire
- \* functioning fire alarms, fire extinguishers, blanket etc
- \* no more than 2 adults per bedroom (additional children allowed)
- \* bookings of 7 days or longer are exempt from any annual allowed booked night restrictions
- \* visitors/functions/parties not allowed

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Warm regards,

---

**SARAH OGILVIE**

Byron Bay sales manager, reservations guru, pooch devotee, mediocre paddle boarder, camper extraordinaire, aspiring green thumb, avid carb & whisky advocate

LUXICO

E: [sarah@luxico.com.au](mailto:sarah@luxico.com.au)

M: 0408 514 352



[WWW.LUXICO.COM.AU](http://WWW.LUXICO.COM.AU)

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 3:34 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 15:34

Submitted by: Anonymous

Submitted values are:

#### **Submission Type**

I am making a personal submission

## **Name**

#### **First name**

Grant

#### **Last name**

Gosson

#### **Name withheld**

No

## **Info**

#### **Email**

[grant@dxd.com.au](mailto:grant@dxd.com.au)

#### **Suburb/Town & Postcode**

Pymont

#### **Submission**

Strata complexes - additional impact on common property and services: The 'package' (amendment Act, proposed Code and proposed Regulation do not address a very real issue for Owners Corporations, being the cost of increased wear and tear, maintenance, cleaning and services use (water and electricity) of common property and common services (including waste disposal) caused by STR. Guests (of STR) are indifferent about such matters and mostly do not think or act like owners.

These costs are borne by the Owners collectively and owners who engage in and profit from STR are receiving a material benefit from other owners, which is inequitable. This needs to be addressed by permitting Owners

Corporations to pass bylaws to impose a levy on owners of lots used for STR to reasonably contribute to these additional costs.

**I agree to the above statement**

Yes



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 3:23 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 15:23

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Simon

**Last name**

Field

**Name withheld**

No

## Info

**Email**

[smfield@hotmail.com](mailto:smfield@hotmail.com)

**Suburb/Town & Postcode**

Bangalow, 2479

**Submission**

Your plans need to provide a focus on looking after local residents and communities first, before financial gain and commercial interests.

You have defined zones for a variety of industrys such as commercial and industrial business, you must enforce the same around holiday letting. I live in the Byron shire and see first hand the significant negative affect platforms like Air BNB have on our community. They eroded community and local values, it separates neighbors and this is during a time when we all need a sense of community more than ever.

It means children aren't as safe to play outside (parties, drinking, more vehicle movements, noise, increased rubbish from people who have zero connection to the local neighbourhood or knowledge that a child may be out playing). These tourists use all our assets that the rate payers have to fund. Many local towns have volunteer groups who are the heart and soul of the area from doing picking up rubbish to environmental conservation - the more you remove local residents and replace them with tourists, the less volunteers you have and our great towns and villages will become soulless.

If you continue to allow the erosion some of the best parts of Australia will become tourist only towns.

Secondly allowing STHL means housing stock is removed for local residents, and for what gain? so a tourist can come and spend money. Surely you must put local residents and community first, not the tourist dollar. Of course tourism is important but again simply set clear tourist areas and allow residential communities to flourish - this in turn will make the tourists have a more genuine experience and free up housing for local works, families and residents.

Use your power to define zones and restrict Air BNB and similar from eroding residential communities, ensure tourists pay a bed tax or similar so money is put back into the local council to fund repairs and upgrades as needed. Just because this new business and economy created by Air BnB is so popular doesn't mean it's right? Personally I have stopped using air BnB and know many who feel similar.

Please please think of hard working residents and families, if you don't reduce this wonderful places like Byron Bay will become tired, worn out and lose the soul and magic that people come for.

Thanks  
Simon

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 3:22 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Tessa Submissions, recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 11:51

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Harold

**Last name**

Kerr

**Name withheld**

No

## Info

**Email**

[hk2@highgate.com.au](mailto:hk2@highgate.com.au)

**Suburb/Town & Postcode**

Millers Point 2000

**Submission file**

[onesizedoesnotfitall.pdf](#)

## Submission

THIS SUBMISSION IS MADE ON BEHALF OF HIGHGATE OWNERS CORPORATION STRATA PLAN 49822  
127-153 Kent Street Millers Point NSW 2000

## Summary

In making this submission we acknowledge the economic significance of STRA to the State, the Nation and to the individuals participating in this industry.

The proposed regulation, as outlined in the New Regulatory Framework Discussion Paper, suggests an imbalance in favour of the STRA industry at large.

Limited consideration is shown to the varying circumstances of differing residential styles. The Discussion Paper proposals vary only marginally from a "one size fits all" solution. This requires further attention.

An "industry-led register for STRA" raises alarm. Self-regulation of an immensely numerous and diverse trading assemblage is a formula for failure. Recent property development, bank self-regulation, and Boeing 737 Max disasters might well represent this reasoning. Only a state-controlled entity, independent of the industry, can have the potential to regulate STRA. This should be funded by a transaction fee calculated to both fund the regulator and would add to State revenue.

## Content

The attached copy of an earlier submission to the minister forms part of this submission. That paper, "One Size Does Not Fit All", defined and highlighted the diversity of residential styles exposed to STRA, the varying impacts or lack thereof, and dissimilarities between hosted and un-hosted STRA.

The content of this submission is limited to explicit Strata Communities' concerns.

1. STRA imposes negatively on the amenity of strata dwellers. This relates to privacy, added strata costs, stress on the finely tuned levels of amenity and service provisions designed to provide for a stable community of long-term residents, disturbances to established "living and sharing" practices accepted by these communities, and so forth. These issues, and more, have been presented in detail repeatedly.
2. Considering the impositions STRA imposes on strata residents' amenity, every owners corporation requires the right to determine its own STRA position. Decision by special resolution requiring 75% would be appropriate. This arrangement simply affords strata dwellers the right to the quiet enjoyment of their own homes.
3. Given that some owners corporations will favour STRA it is important that these are given appropriate consideration. Accordingly, the ultimate Regulatory Framework should expand to cover issues such as:
  - (a) All STRA related costs incurred by an Owners Corporation must be borne by the individual owners/residents providing STRA. These would include the cost of all conditions imposed by the state e.g. evacuation plans and signage.
  - (b) Distinction between hosted and un-hosted STRA is essential. The proximity of dwellings within strata is unlike any other residential style. As are the shared common areas, facilities, services and resources, as well as the accepted communal consideration for others, abidance by community standards and rules accepted by residents. These arrangements and agreements are naturally unknown to the flow of casual STRA visitors. Hosted STRA does partly mitigate these issues.
  - (c) The suggestion that un-hosted bookings for 21 days or more should not count towards limits where exempt development is given for a certain number of days annually translates to exempt development for unlimited general short term letting. This imposes even harsher conditions on strata residents.
  - (d) Considering the unique arrangements affecting strata exemplified in (b) above non-compliance has far harsher affects than in other residential dwelling types. Given this consideration strata requires special access to enforcement arrangements. These should enable swift/immediate action.

## Conclusion

Regrettably the proposed Regulatory Framework disregards strata dwellers unique residential situation.

While any STRA, let alone un-hosted STRA, is hostile to strata dwellers residential amenity the Framework's limited consideration is the restriction to STRA in apartments that are the host's principal place of residence. Even this

requires a special resolution with 75% support. However the provision appears flawed and impractical to regulate. To optimise the availability of the so-called 'principal place of residence' there is nothing to prevent a host residing elsewhere. What prevents family members each individually declaring separate apartments as principal places of residence while residing as a family unit elsewhere? Furthermore it is an incongruous proposal as once a residence produces assessable income the ATO no longer deems it to be a principle place of residence.

Strata dwellers STRA concerns have been raised time and time again. With the sole exception of some dominated by apartment investors desirous only of optimal returns, strata communities stand practically undivided on these issues. Owners corporations favour the right to determine their own STRA position, for or against, partial or none. This democratic essential is what should be achieved with a 75% special resolution.

As an Owners Corporation it is impossible to express faith in the New Regulatory Framework Discussion Paper.

Owners Corporations do not have the financial power necessary to employ eminent and powerful lobbyists. Yet this appears to be how influence is purchased and favourable outcomes achieved. To our perspective, and our resident's amenity, the Discussion Paper demonstrates absolute capitulation by the Government to the hunger of STRA multi-billion dollar corporations.

STRA's economic value to the State, the Nation and the individuals participating in the industry is achievable without damaging the household amenity of strata residents.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 2:45 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Mon, 09/09/2019 - 14:44

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Helen

**Last name**

Doak

**Name withheld**

No

## Info

**Email**

[hdoak@tpg.com.au](mailto:hdoak@tpg.com.au)

**Suburb/Town & Postcode**

Pymont, 2009

**Submission**

Strata complexes - additional impact on common property, services and costs to owners:

The 'package' (amendment Act, proposed Code and proposed Regulation) does not address a very real issue for Owners Corporations, being the cost of increased wear and tear, maintenance, cleaning and services use (water and electricity) of common property and common services (including waste disposal) caused by STR. Guests (in STRA) are indifferent about such matters and mostly do not think or act like owners. It has also become more and more apparent that additional time and effort is required from building management, caretakers, security and cleaning personnel (or the other owners themselves where such services are not provided by external parties) to deal with the issues caused by the volume of STR.

These costs are borne by the Owners collectively and are not only an additional financial burden but also take personnel engaged by the Owners Corporation away from their respective duties in order to manage the additional efforts required in respect of the STR. Owners who engage in and profit from STRA are receiving a material benefit from other owners, which is inequitable. In addition to imposing appropriate restrictions on STRA, this needs to be addressed by permitting Owners Corporations to pass bylaws to impose a separate levy on owners of lots used for STR to reasonably contribute to these additional costs.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 2:42 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 14:41

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Helen

**Last name**

Brown

**Name withheld**

No

## Info

**Email**

[hellyh@bigpond.com.com](mailto:hellyh@bigpond.com.com)

**Suburb/Town & Postcode**

Suffolk park 2481

**Submission**

Holiday airbandb destroy the community feeling as it's new neighbors continually and unfair to permanent residents who pay the same rates as they are usually not registered so do not pay a commercial rate so money coming in goes straight into owners pockets not towards the community.

It's a no win situation for byron



**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 2:34 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 14:33

Submitted by: Anonymous

Submitted values are:

#### Submission Type

I am making a personal submission

## Name

#### First name

penelope

#### Last name

hill

#### Name withheld

No

## Info

#### Email

[penelope.hill44@gmail.com](mailto:penelope.hill44@gmail.com)

#### Suburb/Town & Postcode

2061

#### Submission

For genuinely socially acceptable Airbnb lettings, the room toilet should either be:

1. in a unit/house in which the owner resides... has control at most of the time over the 24/7 behaviour of the visitor... OR

2. the airbnb rooms should ALL be contained in one separate building,,, with NO permanent occupiers/owners... and local govt. controls, rangers, police, etc. for neighbourhood disturbances, etc., fire control, etc., etc.

3. At present, strata/community living has NO protection from people outside their own walls... George Orwellian standards. 1984... all living in tiny cells - kept quiet by mobiles, pc.s, TV, etc. We are ALL stripped from these 'normal' protections... so we have already lost immense life-style protections, i.e. police, etc. What more do we have to lose - all fore the greediest/most sociopaths of this world?

4. My son runs an airbnb in Iceland... excellent... separate building... communal kitchen, mostly own ensures, etc. NO TVs or radios... VERY international... VERY friendly... very quiet, very reasonable... 12 rooms/units... in a very good area of Reykjavik...

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 2:28 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 14:28

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

stephen

**Last name**

swan

**Name withheld**

No

## Info

**Email**

[swanee\\_123@hotmail.com](mailto:swanee_123@hotmail.com)

**Suburb/Town & Postcode**

Suffolk Park 2481

**Submission**

Air B a B as well as holiday lets in our area are becoming a tremendous burden and peoples lives with especially holiday lets having up to 16 to 20 people sharing the lets it really is getting out of hand

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 2:27 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Mon, 09/09/2019 - 14:24

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Wayne

**Last name**

Krygsman

**Name withheld**

No

## Info

**Email**

[kruggsy@gmail.com](mailto:kruggsy@gmail.com)

**Suburb/Town & Postcode**

Willoughby

**Submission file**

[airbnb-submission-sept-2019.docx](#)

**Submission**

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

My wife and I have been hosting guests for nearly 7 years now. We make a single room available to guests in our 3 bedroom house, in a quiet suburban street, through listing it on the AirBnB website. It has during this time provided us with some financial security, but most of all it has given us the opportunity to meet with some wonderful and interesting individuals we would otherwise not have had the opportunity to know in our lifetimes.

Home sharing and hosting has been a part of our family for many years, even before AirBnB. In the 1990's we made available a single room in our home to many overseas students that primarily came to learn English at international

schools in the Sydney CBD. Students varied from young foreign high school students, to mature aged married couples. We had the most wonderful experiences with them in the short time they stayed with us – generally 1-2 weeks. We also provided them with directions and guidance on what other places to see and visit here in NSW and interstate.

In 2013, we saw AirBnB as a direct extension of these experiences. As with students, our AirBnB guests come with glowing reviews and are fully verified by AirBnB and ourselves before we let them stay with us. Same applies to travelling and being guests ourselves. There is a total degree of ‘trust’ that flows both ways between host and guest. It is this ‘trust’ that bonds us and makes our experiences even more exciting and pleasurable.

This degree of ‘trust’ and verification does not exist in the Hotel Industry, or in similar accommodation providers such as Stayz or Bookings.com.

Our experiences using AirBnB have been varied and are widely different with each new guest. All have been pleasurable, and some have extended in to friendships, with many being return guests, all because of the fabulous experience they had in staying with us. Many ask us to visit us in their home town or country so they can reciprocate the experience.

AirBnB have provided us with a semi-structured, semi-formal, accommodation providing, income producing platform, that works for all parties be they hosts, guests, families or individuals. We think it works well for us and the many people we know and have met through AirBnB. We feel that the proposed legislation and its regulations have gone too far, and some are not necessary to maintain the already high quality of service we provide to our guests.

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government’s proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support “fair short term rental accommodation (STRA) regulation that supports the sharing economy”.

Generally I support the Government’s approach, however parts of the current proposals are unfair and fall short of the Government’s commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it’s safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

## STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

## Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by the AirBnB booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Wayne Krygsman

## **I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 2:24 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 14:24

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

sharon & chris

**Last name**

rumore

**Name withheld**

No

## Info

**Email**

[acrumore@outlook.com](mailto:acrumore@outlook.com)

**Suburb/Town & Postcode**

Pymont. 2009

**Submission**

I make the following submissions -

1. New Strata by-law. Strata schemes will be allowed to pass a by-law that prohibits STRA for any lot where that Lot is not the Owner's principal residence. Is "Principal Residence" the same as that determined by the ATO for tax purposes? Is there a place of registration where a person's principal place of residence is registered.? How can the strata scheme access this information to determine if a particular Lot is, or is not, the Principal Residence of the Owner. What is the case where a Lot is held in a company or Trust name?



2. Day Caps. Determination of The draft law will allow a unit to be let out under STRA for up to 180 days per year ONLY if the Host is present. I submit that this should be a limit of 30 days per annum, rather than 180.
3. Determination of HOST presence.
  - a. How can the strata scheme determine whether or not the Host is present during a short-term letting?
  - b. How can the strata scheme determine the number of days that a host is, or is not, present during a short-term letting?
4. Complying Development: STRA in residential strata schemes must be classed as 'complying development' with inspection by Local Council or a private certifier, not 'exempt development'. This is the only way to ensure the mandatory fire safety standards are met.
5. The Register: The Register must include the days of occupation and all the platforms on which the premises is listed, Local Councils must be involved in designing the system. Local Councils and NSW Fire and Rescue must have access to the data.
6. Host Obligation: There must be an enforceable obligation for hosts to register their premises on the Register AND with strata scheme before it is listed and used for STRA purposes. This should be part of the complying development criteria, so it is clear the use of unregistered premises for STRA is illegal and penalties apply.
7. Platform Obligation: There must be a legal obligation for platforms and agents not to list any unregistered residential dwellings for STRA. Platforms must also have an obligation to share data with State and Local Government. All listings and other advertising must clearly display the host's unique ID.
8. Charges and Fees: Residential strata schemes must have clear authority to levy additional charges and fees to additional wear and tear and costs whether STRA is hosted or un-hosted.
9. Council discretion: Local Councils should have the right to set a lower cap and have the right to apply restrictions to meet its zoning and planning objectives.

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 1:56 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 13:56

Submitted by: Anonymous

Submitted values are:

#### **Submission Type**

I am making a personal submission

## **Name**

#### **First name**

JENNY

#### **Last name**

ANDREW

#### **Name withheld**

No

## **Info**

#### **Email**

[jenny@tweedcoastmarine.com.au](mailto:jenny@tweedcoastmarine.com.au)

#### **Suburb/Town & Postcode**

BRUNSWICK HEADS 2483

#### **Submission**

I am an owner of a property in Brunswick Heads in the Byron Shire which consists of 1 holiday apartment, situated in the CBD (commercial zoned). This holiday accommodation is actively managed by a local real estate agency. I have never had any formal complaints from neighbors but when there has been minor concerns then the real estate has handled it efficiently/effectively. Note Brunswick Heads has a small/limited range of accommodation options so need privately owned holiday apartments to provide a different/missing type of holiday accommodation as well as to cater to the high demand. Re: Demand - My property is running at a very high occupancy rate with majority of guests at my property being from Sydney, Brisbane & Gold Coast (we are only 60-90 min drive south of the latter

two). Note Brunswick Heads has always been a 'holiday destination' - Historically, many holiday houses were built/owned by businessman from Lismore/Kyogle/Casino who regularly vacationed here along with many other local/regional families so tourism in town is not a new or developing situation - It's growth over recent years simply hasn't been planned for or managed by Local/State Government so a few anti-short term accommodation residents who shout the loudest are complaining & our 'Green' Council have bowed down to their scare campaign. Hence, I totally reject the Byron Shire Council's request for a special 90 day limit for short term accommodation. I actually also reject the NSW Government's 180 day limit. Instead, I support unlimited time restriction (i.e. allow 365 days) & registration of all private owned holiday accommodation who must abide by a sensible/reasonable code of conduct policy.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 1:55 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 13:55

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

John

**Last name**

McCrea

**Name withheld**

No

## Info

**Email**

[john@regentscourtsydney.com.au](mailto:john@regentscourtsydney.com.au)

**Suburb/Town & Postcode**

Potts Point

**Submission**

Dear Sir/Madam,

I would like to recommend that the point in "Table 2: Proposed safety requirements applying to dwellings used for STRA - No more than 2 persons/bedroom or 12 persons, whichever is the lesser." be reviewed with consideration for families and/or budget travellers in mind, as well as operators within the Short Term Rental Market industry.

I suggest that the above point is overly restrictive and doesn't take into consideration the size of the property.

To provide a real case scenario: my company currently operates Regents Court Sydney. Regents Court Sydney is a collection of 35m2 studio apartments designed for 2-4 people in each studio apartment. Regents Court has been operating as a hotel since the early 90's, catering for a diverse range of clientele. When the building was sold off to individual owners, a majority of the new owners wanted to continue short-term renting their apartments and have done so ever since. Compared to other studio apartments in our suburb our 35m2 apartments are considered larger and spacious.

We have a considerable amount of family travellers who require their children to stay in their room with them, as they are too young to be in another room on-their-own.

Limiting a studio apartment to 2 person capacity would not only hinder operators across NSW just like me, but would also limit the options available for travelling families and budget conscious travellers right across New South Wales, perhaps diluting the amount of these types of tourists from visiting New South Wales.

Please refer to my attached image, an example of a bedding configuration for more than 2 people within a studio apartment.

Kindest,

John McCrea  
02 9331 2099  
john@regentscourtsydney.com.au

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 1:32 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 13:31

Submitted by: Anonymous

Submitted values are:

#### **Submission Type**

I am making a personal submission

## **Name**

#### **First name**

Simon

#### **Last name**

Davis

#### **Name withheld**

No

## **Info**

#### **Email**

[simontessa@hotmail.com](mailto:simontessa@hotmail.com)

#### **Suburb/Town & Postcode**

Ballina 2478

#### **Submission**

I moved from Byron shire to Ballina shire because of holiday letting near my home in ewingsdale Byron. Reasons being in brief ,my social amenity in this residential suburb was disrupted eg. Noise,cars ,parties, rubbish,no real neighbours just overnight holiday makers.

Holiday lets in residential zones should not be legal and is not legal.If the government wants to persist with this cancer then they should limit the rentable period to 90 days only and preferably not in residential zones.

They should limit it to owners living in the shire not investors And have onsite management.

Many house are unable to be rented to locals and people looking for work as they are made available only for short

term rents.

In many cities throughout the world they have seen the folly of short term rentals and are one limiting the numbers available,I said 10 years or more ago this was a cancer and it has been proven so .

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 1:03 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 13:03

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jacqui

**Last name**

Willoughby

**Name withheld**

No

## Info

**Email**

[jac.willoughby@gmail.com](mailto:jac.willoughby@gmail.com)

**Suburb/Town & Postcode**

Mosman

**Submission**

I am relieved to see government investigating this issue. This market is unregulated and has enormous impacts on residents in their homes.

The disregard to noise, rubbish management, large visitor numbers and a residents right to enjoy their home and community needs careful and expert investigation.



I trust all persons involved in the decision making process who have a conflict of interest will disclose as such.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 12:49 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 12:49

Submitted by: Anonymous

Submitted values are:

#### **Submission Type**

I am making a personal submission

## **Name**

#### **First name**

Simon

#### **Last name**

Knott

#### **Name withheld**

No

## **Info**

#### **Email**

[knott@b-k-k.com.au](mailto:knott@b-k-k.com.au)

#### **Suburb/Town & Postcode**

Brunswick Heads, 2483

#### **Submission**

I think its vital that we understand what the problem is that we are trying to solve. In the draft code the reason given for implementing this regulation is around the notion the "amenity impacts on residential neighbours resulting from inconsiderate or anti-social behaviour by some short-term rental occupants". Understanding that this is a real and valid issue for residents, surely policing of properties and adhering to a rental code are the only relevant solutions. It would seem that restricting the available letting days is not. As a property owner and tax payer for nearly 20years in Brunswick Heads we see that restricting the available letting days puts an unfair restriction on our rights, unfairly impacts our property value,and the result will have a negative impact on the viability of local

businesses that rely on tourism for their revenue. We understand the need for local by-laws to catch up with the rise in online rental platforms and particularity with regard to undue noise and anti-social behaviour but please don't do this at the expense of other's enjoyment of the area and the viability of local businesses. We do also note that in 20 years of regularly staying in Brunswick Heads and leasing a property we have never once had a complaint or even witnessed an issue with bad or anti-social behaviour.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 12:24 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 12:23

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Tristan

**Last name**

Ramsay

**Name withheld**

No

## Info

**Email**

[facilitiesmanager@onedarlingharbour.com](mailto:facilitiesmanager@onedarlingharbour.com)

**Suburb/Town & Postcode**

2000

**Submission**

i would like further controls to specifically outline this process rather than many of the ambiguous parts of the proposed regulation

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 12:13 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 12:12

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

peter and umi

**Last name**

freeman

**Name withheld**

No

## Info

**Email**

[pfreeman@bigpond.net.au](mailto:pfreeman@bigpond.net.au)

**Suburb/Town & Postcode**

SURRY HILLS

**Submission**

We strongly support the policy position of the Owners Corporation Network of Australia. In particular, we believe it is vitally important that: (1) the proposed register should be government run. It should not be left in private hands; (2) residential schemes should be given the power to levy charges and fees on hosts to ensure they cover the cost of the extra wear and tear that is likely to be generated by short-stay residents and; (3) Local councils should have flexibility to set a lower cap and apply zoning restrictions to meet their strategic planning objectives.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 11:58 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 11:57

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Norelle

**Last name**

Feehan

**Name withheld**

No

## Info

**Email**

[norelle@feehanpr.com](mailto:norelle@feehanpr.com)

**Suburb/Town & Postcode**

DARLINGHURST, NSW, 2010

**Submission**

Reducing housing for short-term rental is critical for neighbourly communities.

It is not about caring about 'party houses' it is about allowing our citizens a place to live. Families, workers, students all need housing that allows them to feel settled in their communities without fear of being moved on ... short-term renting in premises meant as homes, is unacceptable for civilised societies.

**I agree to the above statement**

Yes

---

**From:** terence bourke <cronullabeachhouse@gmail.com>  
**Sent:** Monday, 9 September 2019 11:43 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations. In particular, I would like to not the following;

1. Keeping records for 5 years- This is an unnecessary and cumbersome rule. We are required to keep tax records now and further record keeping will require space and administrative work. These will also require auditing adding extra cost to an already low margin industry. What and who decides what is a "Readily Producing Form"? one days notice ? is that readily enough and what will be the fines for these "Offences" . How do we make a business profitable in a low margin industry? Who will audit these? another public servant we dont need?

2. Exclusion Register- this register could be a burden on either side as who will determine who goes on it and any host may find themselves included unable to carry on a business without having been convicted of a crime or guilty of any criminal offence . Just having upset a guest and facing a tribunal without an objective assessment.

3. Guests to act lawfully- These rules are already covered under common law and dont need repeating here. Also, lawful behaviour as regards noise and damage to property, these are covered under current laws and dont need repeating.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Terry & Lyn Bourke  
Cronulla Beach House Bed & Breakfast  
[cronullabeachhouse@gmail.com](mailto:cronullabeachhouse@gmail.com)  
0423559667



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 11:32 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 11:32

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Ray

**Last name**

Moynihan

**Name withheld**

No

## Info

**Email**

[raymoynihan@bond.edu.au](mailto:raymoynihan@bond.edu.au)

**Suburb/Town & Postcode**

Suffolk Park 2481

**Submission**

To whom it may concern,

I strongly believe the reforms being proposed favour the interests of holiday accommodation providers at the expense of local residents and will put further pressure on rental and property prices that are already exceedingly high in the Byron Bay area.

As the father of a 5 year old, I am extremely concerned about the long term sustainability of the local community and environment in the Byron area.

While the tourism/holiday market is a vital part of the local economy, it is also vitally important that we maintain a

livable and integrated community life - which I believe is threatened by proposals to allow the use of the town as an almost permanent play-thing of the short-term rental industry.

As in other holiday destinations around the world, the growth of AirBNB is having the effect of helping inflate property prices, and hollowing out the town so that accommodation providers can afford property here, and others on lower incomes, seeking to build communities and have families are forced out.

Some points of concern about the proposed legislation are as follows:

We need a limit on the percentage of time people can let their places out for holiday accommodation. Although 90 days has been mooted as a possible exception for Byron Bay, even this represents a large amount of time on weekends and over holiday times which will still leave us with the problem of people being kicked out of rentals over the holiday season. We need even shorter limits.

The provision that allows people to get around any overall limit to the amount of days rented by allowing 21 consecutive days to override the overall limit will undermine it completely and should not be implemented.

Councils should be the bodies responsible for regulating the industry rather than the industry its self.

This proposed legislation should not override other planning instruments etc where there are inconsistencies between legislation.

Thank you for your consideration of this submission.

Dr Ray Moynihan

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 10:52 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Mon, 09/09/2019 - 10:51

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

John

**Last name**

O'Grady

**Name withheld**

No

## Info

**Email**

[jmogrady@optusnet.com.au](mailto:jmogrady@optusnet.com.au)

**Suburb/Town & Postcode**

Sydney

**Submission**

I live in a CBD high-rise building, where short term letting is strongly rejected by the residents and as a consequence we have a BY-Law prohibiting such activity. We are all living in our homes with NO commercial activity and as such I strongly resent the State Government telling me what I can and cannot do in my home with regard to short term letting while the said government bows to the wishes of a minority and AirBnB Stay out of our lives and let us run our Building as we, the owners, see fit

**I agree to the above statement**

Yes

---

**From:** Greg Channer <greg@emeraldaqua.com.au>  
**Sent:** Monday, 9 September 2019 10:35 AM  
**To:** DPE PS STHL Mailbox  
**Cc:** Tanya Demello  
**Subject:** Holiday rental regulations for NSW  
**Attachments:** STRA Code of Conduct Submission.pdf

**Categories:** recorded in DPIE subs register, recorded and not sent to DCS, Purple category

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens and that all parties, specifically Platforms and Guests should be held to account for their actions and that the burden should not just be overwhelmingly borne by Letting agents and property owners as is the current proposal.

Please find attached my Submission,

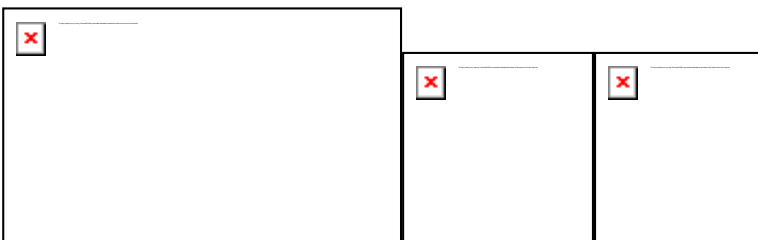
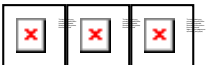
Kind regards,

Greg

Greg Channer  
Managing Director

M: [0403 032 666](tel:0403032666) T: [02 4207 9988](tel:0242079988)

E: [greg@emeraldaqua.com.au](mailto:greg@emeraldaqua.com.au)



---

**From:** Greg Channer <greg@emeraldaqua.com.au>  
**Sent:** Monday, 9 September 2019 10:35 AM  
**To:** DPE PS STHL Mailbox  
**Cc:** Tanya Demello  
**Subject:** Holiday rental regulations for NSW  
**Attachments:** STRA Code of Conduct Submission.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, recorded and not sent to DCS, Purple category

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens and that all parties, specifically Platforms and Guests should be held to account for their actions and that the burden should not just be overwhelmingly borne by Letting agents and property owners as is the current proposal.

Please find attached my Submission,

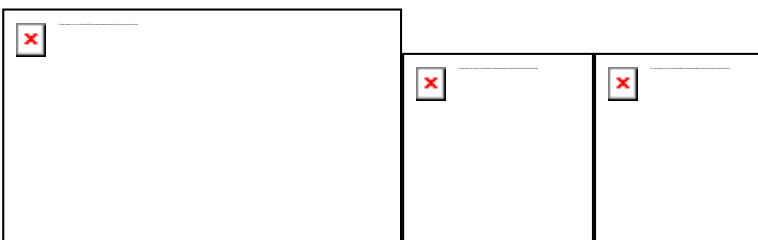
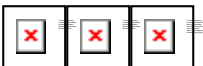
Kind regards,

Greg

Greg Channer  
Managing Director

M: [0403 032 666](tel:0403032666) T: [02 4207 9988](tel:0242079988)

E: [greg@emeraldaqua.com.au](mailto:greg@emeraldaqua.com.au)



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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 10:26 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 10:24

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Miranda

**Last name**

Burne

**Name withheld**

No

## Info

**Email**

[mirandaburne@ctemail.net.au](mailto:mirandaburne@ctemail.net.au)

**Suburb/Town & Postcode**

Suffolk Park

**Submission file**

[submission-air-bnb.docx](#)

**Submission**

Submission regarding the proposed NSW short-term rental accommodation reforms

Miranda Burne

13 Hoop Pine Lane,  
Suffolk Park, NSW, 2481  
02 6685 3114

I think the reforms that are proposed favour the interests of holiday accommodation providers at the expense of local permanent residents and will put further pressure on rental and property prices that are already exceedingly high. Indeed, the area where I live, Byron Bay, ranks number 1 in the country for property prices. This is having the effect of hollowing out the town so that only accommodation providers can afford property here.

Some points of concern about the proposed legislation are as follows:

We need a limit on the percentage of time people can let their places out for holiday accommodation. Although 90 days has been mooted as a possible exception for Byron Bay, even this represents a large amount of time on weekends and over holiday times which will still leave us with the problem of people being kicked out of rentals over the holiday season. We need even shorter limits.

The provision that allows people to get around any overall limit to the amount of days rented by allowing 21 consecutive days to override the overall limit will undermine it completely and should not be implemented.

Councils should be the bodies responsible for regulating the industry rather than the industry its self.

This proposed legislation should not override other planning instruments etc where there are inconsistencies between legislation.

Thank you for your consideration of this submission.

Miranda Burne

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 10:22 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 10:21

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Philip Jack

**Last name**

Richards

**Name withheld**

No

## Info

**Email**

[hfpr@bigpond.com](mailto:hfpr@bigpond.com)

**Suburb/Town & Postcode**

Clareville N.S.W.

**Submission file**

[sta-response.docx](#)

**Submission**

Please see attached submission file



**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 10:16 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 10:16

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Mariam

**Last name**

Hashim

**Name withheld**

No

## Info

**Email**

[mariamsarah@hotmail.com](mailto:mariamsarah@hotmail.com)

**Suburb/Town & Postcode**

Bellevue Hill

**Submission**

Dear Minister,

I believe the Tourist areas in Sydney as mentioned above should be exempt from the 180 nights limit. Tourists, families and holiday makers should have available a wide range of choice accommodation to suit their budget, lifestyle and able to enjoy the local area without having to be forced into expensive hotels or the Casino in Barangaroo.

Holiday rental accommodation in the tourist districts such as Millers Point, The Rocks, Barangaroo, Pyrmont should be available year round. Home/holiday rental accommodation has become a life style choice as tourist seek unique local experiences suited to their budget rather than staying in hotels. Since Sydney has a shortage of hotels, holiday rentals provides an alternative place to stay. Not only does this provide tourists with opportunities to discover the local community the but also drive the local economy in the hospitality industry in the surrounding area.

In the case of The Rocks, Millers Point, Pyrmont there are many unique Heritage homes which tourist and families seek out especially for their historical story and value for money. Nowhere else in Sydney can you stay in Heritage accommodation with such historical significance, and by restricting the use of these properties, holiday makers will be forced into expensive hotels and Casino accommodation.

I am deeply concerned the Casino in Barangaroo hotel accommodation will dominate The Rocks and Millers Point, the Casino will be neither family or budget friendly and has no historical significance in the area.

The Rocks and Millers Point is one of Sydney's unique historical tourist hotspots, it should be open for business not just to the big operators but to all. Holiday accommodation is a vital part of this community and should not be restricted to 180 days.

Thank you.  
Mariam Hashim

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 10:05 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 10:05

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Mark

**Last name**

Oliver

**Name withheld**

No

## Info

**Email**

[mark@webreservations.com.au](mailto:mark@webreservations.com.au)

**Suburb/Town & Postcode**

Byron Bay

**Submission**

Please stop Airbnb from wrecking our town. Too much. Stop them. There must be limits on short term accommodation in residential areas.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 9:59 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 09:59

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Tom

**Last name**

Sanders

**Name withheld**

No

## Info

**Email**

[cotu@inboxbear.com](mailto:cotu@inboxbear.com)

**Suburb/Town & Postcode**

Camperdown 2050

**Submission**

Stringent new regulations are completely unnecessary. I do not Airbnb my property, but I often stay in homes that have been Airbnb'd. Part of the attraction is to stay in a home - somewhere genuine, with personal effects, and the sense of individuality. I do not want to stay in some mass-produced, identikit environment where everything is sanitised and over-protected. These homes are perfectly fine as they are, and just because they are being rented out, there is no need to make them follow the same standards as hotels that are designed for hundreds of people. This is classic nanny-state overreach, coupled with no doubt vested interest of hotel owners who are rightly worried about Airbnb's threat to their business.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 9:47 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Mon, 09/09/2019 - 09:46

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Owen

**Last name**

Lincoln

**Name withheld**

No

## Info

**Email**

[owearthlin@hotmail.com](mailto:owearthlin@hotmail.com)

**Suburb/Town & Postcode**

Wollongong 2500

**Submission**

Submission \_ Short Term Rental in Strata Buildings

Sir

My submission involves personal views caused by direct impact of short term rental in my Strata complex in Wollongong.

Short term rentals are currently unfair and, in my view, completely over-whelms other owners. There are a large number of aged residents in this building who cannot speak up for themselves and are bullied by short term rentals.

AirBNB started without any consultation with residents about 2016. It was all done in secret.

Residents purchased into a secure building only to have short term rentals violate long held laws.

It involved total disregard of existing residents bylaw rights and Air BNB turned a well maintained building into their private hotel, where residents paid for the majority of upkeep.

As residents, we had no way of stopping unwanted AirBNB. We were threatened with action if we stopped AirBNB. What individual owner can stop a juggernaut like AirBNB.

In addition, AirBNB completely ignored other by laws for parking, dominating delegated visitor parking. AirBNB operators are currently using the strata fee system as their personal piggy bank to iron out fluctuations in their own income by not paying fees on the due date. One owner owed \$15k + and used the strata as fools while renting for many hundreds of dollars per night.

Also, the AirBNB uses committee time for no financial reward. If there is a violation of rules, committee members have to act on behalf of the strata. Many hours are easily consumed on matters.

The existing bylaws should have prevented AirBNB in our strata and proved ineffective and I feel any new laws will be just as ineffective.

If we have to have short term rentals there are issues need addressing:

Strict compliance to bylaws.

Late strata fees results in immediate cessation of trading. (Non payment of fees would be an immediate Strike).

Strata should be allowed to set fines or payments and amend bylaws to cater for committee time.

Strict compliance of Strata parking. (Non compliance offences result in a immediate strike).

Voting to prevent Short term rental should not require 75%. It should not be the responsibility of existing residents to vote against an unwanted Short term rentals, rather it should be up to the short term rentals to put the effort into convincing existing residents why they should be allowed to start. That puts the onus on short term rental, not existing residents.

Thank you for allowing this submission.  
Owen Liincoln

**I agree to the above statement**

Yes



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 8:18 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 08:17

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jodie

**Last name**

Kerr

**Name withheld**

No

## Info

**Email**

[jodie@preferredbuilders.com.au](mailto:jodie@preferredbuilders.com.au)

**Suburb/Town & Postcode**

New Brighton

**Submission file**

[stra-code-of-conduct-and-registration-feedback.pdf](#)

**Submission**

see attached

**I agree to the above statement**

Yes

---

**From:** Bailey Family <baileyclan@iinet.net.au>  
**Sent:** Monday, 9 September 2019 7:39 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW  
**Attachments:** STRA Code of Conduct Submission.pdf

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens and that all parties, specifically Platforms and Guests should be held to account for their actions and that the burden should not just be overwhelmingly borne by Letting agents and property owners as is the current proposal.

Please find attached my Submission,

Kind regards,

Roberta Margaret Bailey

4 Jenolan Place,

Tatton NSW 2650

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Monday, 9 September 2019 7:33 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Mon, 09/09/2019 - 07:33

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

raphael lee

**Last name**

cass

**Name withheld**

No

## Info

**Email**

[leeeee.c@gmail.com](mailto:leeeee.c@gmail.com)

**Suburb/Town & Postcode**

byron bay 2481

**Submission**

Rental of whole houses for airbnb in a small town like Byron Bay is a corrosive measure for the bonds of the community. Walking around on a warm summer's night I can pick the airbnb houses. Where there is loud talking, music and noisy outdoor living there is an airbnb abode. I can't complain about this as usually the guests will say they'll be quieter and then it's on again day after day and night after night. Local residents don't do this behaviour. There is an occasional loud party or Christmas celebration but occasional is the norm.

I have one room in my house for airbnb guests. I am always in the house and have 'house rules.' These provide for reasonable and peaceful living. A whole house rental without a manager or owner on site simply allows for abuse of

neighbourhood peace. A maximum of 90 days whole house rental would cover the holiday period and is sufficient for someone to make additional income. In a small town like Byron, having thousands of these houses means the whole town is a holiday town. And that is not on as we have children going to school, people going to work and the elderly going about their business. We need to sleep in normal hours. Holidayers don't have normal hours and have the attitude 'I'm on holidays. I can do what I like. I pay a lot of money for this rental and am entitled to enjoy myself. I don't have to worry about neighbour relations as I won't be here for long.'

More than 90 days may be okay for Sydney or Brisbane: it's not all right in a small town.

**I agree to the above statement**

Yes

---

**From:** Jeanie Wylie <jeaniewylie@hotmail.com>  
**Sent:** Monday, 9 September 2019 6:47 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 11:47 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 23:46

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Habib

**Last name**

Ullah

**Name withheld**

No

## Info

**Email**

[habib17@yahoo.com](mailto:habib17@yahoo.com)

**Suburb/Town & Postcode**

2000

**Submission**

I am submitting

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 9:56 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Air BNB run, recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 21:56

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Steven

**Last name**

Jo

**Name withheld**

No

## Info

**Email**

[stvnzhou@gmail.com](mailto:stvnzhou@gmail.com)

**Suburb/Town & Postcode**

2118

**Submission**

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because...

The Airbnb host community depends on hosting as an economic lifeline to help us pay the mortgage and the bills. I also recommend my favourite cafes, restaurants and shops so small businesses get a boost from local tourism.



I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 9:40 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 21:39

Submitted by: Anonymous

Submitted values are:

#### **Submission Type**

I am making a personal submission

## **Name**

#### **First name**

Richard

#### **Last name**

Wilson

#### **Name withheld**

No

## **Info**

#### **Email**

[ricco4857@hotmail.com](mailto:ricco4857@hotmail.com)

#### **Suburb/Town & Postcode**

2481

#### **Submission**

I am opposed to any amendments to legislation that supports any increase in the number of days allowed either by Air BNB or any short term holiday lets in residential areas of Byron Shire. As a resident of Byron Bay for over 50 years I am extremely angry at the damage done to long term rental availability by various holiday letting platforms. The lack of compliance by most operators is disturbing. Even more disturbing is the lack of support for the local community whose amenity has been degraded significantly as a direct result of these illegal operations. Byron Bay is buckling under the pressure of rampant tourism and the side effects which accompany this industry. Albeit tourism whilst it is good for the minority, it causes extreme problems for the majority who do not profit from this rapacious

industries. All around the world, major tourist destinations are realising the problems caused by Holiday let platforms, and are taking action to ring them in and reclaim their communities.

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 9:27 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 21:26

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Veda

**Last name**

Turner

**Name withheld**

No

## Info

**Email**

[vedaturner@gmail.com](mailto:vedaturner@gmail.com)

**Suburb/Town & Postcode**

Byron Bay 2481

**Submission**

Thank you for the opportunity to have input into the draft Planning Policy

I am seriously concerned by the erosion of 'community' in my neighbourhood caused by short term holiday letting. Half the homes in my direct neighbourhood are Holiday Lets. Therefore my opportunity and those of neighbouring residents to form meaningful relationships is curtailed.

This has resulted in a diminished sense of community.

As those using the short term accomodation are here to party, the disruption to the amenity of residents is

considerable.

In my community, the prevalence of short term Air B&B has led to over 2000 whole properties being used in this way.

This has created a 'hollow' neighbourhood. These homes are lost to the local population as potential homes for workers, for volunteers in community organisations, and for families who have traditionally lived locally.

House prices have escalated beyond the reach of local wage earners. Permanent rental rates have likewise been artificially elevated by the lack of properties available for long-term accommodation.

These properties are now predominantly owned by non-resident investors who live in distant cities and do not participate in the local economy or community.

I believe that there must be licensing of, and a clear category of commercial use when properties are used predominantly for short term letting. The many registered accommodation providers, such as Bed and Breakfast businesses pay many fees to operate as registered businesses. They comply with regulations, and then have their business eroded by unregulated accommodation providers.

This is simply unfair, and I believe cheats the residential community and Local Government of funding for community infrastructure.

It is time that there be a dis-incentive, an additional cost for using properties in this way, or we risk losing communities in coastal locations. Likewise, there needs to be a zone within local planning zones for this type of property use, so that residential areas are safeguarded from this erosion.

This would reduce the need for compliance with set periods of rental as suggested in the draft. The costs of monitoring such requirements would be considerable. Likewise the idea of an Industry managed register to monitor usage rates would not be required. The situation would be made clear, that the zone is for Air B&B use - end of story.

This would not effect the use of individual rooms within permanent residential properties, as was the original style of Air B&B.

This option for residents to supplement their income is a positive strategy. It also lends itself to a positive experience for visitors who are more able to experience the local community at a deeper level than those who do not have the opportunity to interact with 'locals'.

I find that the proposed legislation has missed the opportunity to consider how the many overseas markets are seeking to regulate this type of accommodation. An examination of these strategies would most likely show that the interests of residents should be considered paramount.

The fact that there is a conflict of interest in Members of Parliament owning short term rentals is a concern. Members with this conflict should not be allowed to vote on the legislation.

The legislation must consider the presence of loop holes that allow unrestricted use when bookings extend beyond 21 days.

Just because a booking extends to 21 days in no way lessens the impact on the community and neighbours.

And then the proposed 180 days are apparently still available for short term use!

These properties are very clearly operating on a commercial level, and must be made to pay the relevant fees and charges.

That they are rated as residential properties is a rip-off for the local community, as they only represent a negative impact locally.

I ask that the Government make a clear judgement recognising the cost to communities of the short-term Air B&B industry, that has grown to have such impact due to lack of planning and legislation.

It has found its way into every street in many coastal towns, and now must be made to comply as a form of commercial development.

For the sake of the future of neighbourhood amenity, I believe that areas should be zoned to allow or prohibit use of properties as vacant short term rentals. This would allow better use of Local Government resources, better planning to meet visitor needs, and allow communities to develop with clear guidelines for how neighbourhoods develop.

Best Regards,

Veda Turner

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 9:20 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 21:18

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jim

**Last name**

Turner

**Name withheld**

No

## Info

**Email**

[jtu37855@bigpond.net.au](mailto:jtu37855@bigpond.net.au)

**Suburb/Town & Postcode**

Strathfield 2135

**Submission file**

[short-term-rental-accommodation-response.odt](#)

**Submission**

Please see attached file.

**I agree to the above statement**

Yes



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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 8:57 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 20:56

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Michael

**Last name**

Hayward

**Name withheld**

No

## Info

**Email**

[hayward@brokenhead.net](mailto:hayward@brokenhead.net)

**Suburb/Town & Postcode**

2481

**Submission**

STOP holiday accommodation in homes in residential areas.

Since moving to the Byron Shire 10 years ago I have watched the community slowly disappear.

The rental of full homes on Air B & B, Stays etc... has slowly taken homes from the market that were traditionally family's living within the community. We now have very limited permanent rental accommodation and it has destroyed our community.

More than 2,000 whole homes are now permanent holiday rentals and are a continual disturbance to permanent residents. Everyone is in 'holiday mode' and it has become a very unpleasant place to live.

Why cannot residential areas be residential areas and tourist areas tourist areas?

It is time to say enough is enough and limit the amount of time whole homes can be part of holiday rentals.

Grow the number of hotels, motels, lodges, caravan parks etc.... in non residential area and allow the community to return.

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 8:26 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 20:23

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Rufus

**Last name**

Clarke

**Name withheld**

No

## Info

**Email**

[rufusclarke1@bigpond.com](mailto:rufusclarke1@bigpond.com)

**Suburb/Town & Postcode**

Kirribilli 2061

**Submission file**

[1909-short-term-rental-accommodation-reforms-final.docx](#)

**Submission**

This submission is on behalf of myself and my wife, who are joint owners of a Lot in a Strata Plan. This is our home, and we value the peace and security that comes with living in a residential Strata building whose other occupants, like us, are long-term residents.

We recognise that, inevitably, there is, and will be, turnover among the occupants of such buildings, but we constitute a reasonably stable and integrated community, with a set of behavioural norms to which we adhere. One of the standard By-Laws applying to Strata properties is that relating to noise: “An owner or occupier of a lot, or any invitee of an owner or occupier of a lot, must not create any noise on a lot or the common property likely to interfere with the peaceful enjoyment of the owner or occupier of another lot or of any person lawfully using common property.” There are others which relate to damage to common property, and to plants and lawns, to the behaviour of occupiers, and to car parking, smoke penetration, and fire safety.

The implementation of the proposed short-term residential legislation and regulations will change the current function of By-Laws, which are an important means by which Owners’ Corporations manage their properties, based on consensus among the current owners. The proposed legislation and regulations, if approved as proposed, will put this model at risk, notwithstanding the alleged safeguards which have been put forward. These safeguards do not provide an effective mechanism by which those who fail to comply with By-Laws can be brought to account. Other submissions will no doubt point out the deficiencies of the proposed safeguards in detail, but the notion that disruptive behaviour can be prevented by a registration system is the ultimate example of shutting the stable door after the horse has bolted – and will not be acceptable to those of us whose peaceful enjoyment has been disturbed, and who will be left to clean up the mess - literally.

Owners’ Corporations must retain the option to enact and enforce By-Laws which protect owner occupiers, and are not overridden by either local or state governments. These must include By-Laws relating to limitation of short-term letting.

Minister Stokes is on record as saying that the proposals are relatively liberal by world standards and would allow the [Airbnb] industry to develop by itself. This liberality is for the benefit of local and global business interests, at the expense of the voters and taxpayers who have put him in government, and who pay his salary. This must not be allowed to happen.

We hope that common sense will prevail, and that the legislation and regulations will be constructed and operated in a way which does not put at risk our peaceful enjoyment of our home.

Prof Rufus Clarke MA MD PhD MPH FRACS FAFPHM  
Ms Jeanette Sheridan RN MMgt MA MPolEcon

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 7:56 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Sun, 08/09/2019 - 19:55

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Jennifer

**Last name**

Anderson

**Name withheld**

No

## Info

**Email**

[jennifer.anderson@bigpond.com](mailto:jennifer.anderson@bigpond.com)

**Suburb/Town & Postcode**

2291

**Submission**

I am authorised to make submission on behalf of Owners Corporation SP20771 given our substantial experience in managing the nightmare airbnb causes in strata complexes, destroying the safety, security and amenity of other residents.

It is submitted that the by-law an Owners Corporation may pass should permit the Owners Corporation:

1) to require a bond as security for damage by the airbnb users. To repair our electronic gates damaged by airbnb users was about \$2,000.

2) to require the names, addresses and licence numbers of airbnb users, to assist in recovery of costs incurred by the Owners Corporation to repair damage done by them.

3) to permit the Owners Corporation to post a sign on common property on the conditions applying for airbnb including that the Owners Corporation has no insurance for short term rental if this is the case (where no unit owner has requested the insurance change and paid the additional premium).

4) to require tenants under an RTA lease to provide evidence from their unit owner landlord that the unit owner approves the subletting which airbnb is under an RTA lease. This assists to head off tenants profiting at the expense of the unit owner having strangers in their unit and their landlord insurance potentially not applying.

5) to be able to fine the unit owner where the airbnb guest breaches the Owners Corporation's other by-laws. For example the fine covers the cost of the Owners Corporation paying a cleaner to remove vomit from bins, remove airbnb users dumping bulk waste and to clean common property driveways where drunken airbnb users urinate on them. The fine can also cover the cost of hiring a vehicle to tow away airbnb user cars parked across the car spaces of permanent residents.

6) to permit the Owners Corporation to enter a unit and stop excessive noise or smell where airbnb users abuse units through late night parties. This right to enter also permits the Owners Corporation to confirm that the unit owner or tenant is resident, a key requirement of the new law. Where the unit owner or tenant is not resident, then the Owners Corporation should be able to order the illegal use to end and the airbnb users vacate.

7) the Owners Corporation be permitted to require unit owners or tenants using airbnb to fund security cameras and noise recorders and for the camera footage and noise records to be available to be relied on by the Owners Corporation and neighbour properties especially in the event of damage alleged to be made by the airbnb users or the Police called.

The above are drawn from actual experience of our strata where owner occupier Strata Committee members have spent countless hours of personal time trying to manage the serious negative implications of airbnb users and their antisocial behaviour and abuse of common property. We respect NSW Government but submit that the new law must permit Owners Corporations to pass by-laws on the matters listed above. Otherwise the safety, security and amenity of owner occupiers and long terms residents is lost. This is wrong.

Jennifer Anderson  
Chairperson  
SP20771  
36 John Parade Merewether NSW 2291

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 7:53 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Sun, 08/09/2019 - 19:53

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

JOHN

**Last name**

MCNEILL

**Name withheld**

No

## Info

**Email**

[cjrmcneill@bigpond.com](mailto:cjrmcneill@bigpond.com)

**Suburb/Town & Postcode**

2095

**Submission**

On behalf of The Owners - Strata Plan No. 86845

**I agree to the above statement**

Yes

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 6:27 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 18:26

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Lauren

**Last name**

Kitchell

**Name withheld**

No

## Info

**Email**

[lauren\\_maree\\_taylor@yahoo.com.au](mailto:lauren_maree_taylor@yahoo.com.au)

**Suburb/Town & Postcode**

Casuarina

**Submission**

I think we should encourage STHL in Kingscliff and Casuarina area being a area that is developing the extra income coming into the area is helping local business an creating more jobs this town is growing rapidly and would be a shame to stop STHL .

**I agree to the above statement**

Yes



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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 5:35 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 17:35

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Karen

**Last name**

Wilson

**Name withheld**

No

## Info

**Email**

[karenwilsonbyron@gmail.com](mailto:karenwilsonbyron@gmail.com)

**Suburb/Town & Postcode**

2481

**Submission**

I do not support the invasion of air bnb homes within our residential neighbourhoods. It is already and will continue to undermine our community fabric. I would like severe limits to be placed on air bnb listings and feel nothing more than a room in a private dwelling occupied by the owner should be legally able to be air bnb listed

**I agree to the above statement**

Yes

---

**From:** Kevin Askew <kevinaskew@yahoo.com>  
**Sent:** Sunday, 8 September 2019 5:28 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 4:48 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 16:47

Submitted by: Anonymous

Submitted values are:

#### **Submission Type**

I am making a personal submission

## **Name**

#### **First name**

Naomi

#### **Last name**

Sharp

#### **Name withheld**

No

## **Info**

#### **Email**

[naomibarbara@gmail.com](mailto:naomibarbara@gmail.com)

#### **Suburb/Town & Postcode**

2481

#### **Submission**

The proposed policy overrides other legislation that supports residents. Clause 7 (1) In the event of an inconsistency between this Policy and another environmental planning instrument, whether made before or after this Policy, this Policy prevails to the extent of the inconsistency.

NSW is out of step with locations all over the world. Major towns and cities are placing restrictions on Air BnB but in NSW the state government appears to have allowed the short term letting accommodation industry to write the rules.

The new legislation places a cap on days allowed for letting, where the host is not present, of 180 days per year or

365 days in regional areas. Byron was promised a 90 day limit in the run up to the last election but it is still to be approved and Council has to prove its case as to why Byron gets special treatment before it is approved. 90 days is still 45 weekends a year and, given weekend prices, this is likely not a deterrent to making owners return houses to the permanent rental market.

Unlimited days - no caps: Also, a loophole has appeared in the proposed regulation: a booking for 21 or more consecutive days will not count towards the limit when a host is not present. So a cap is not really a cap!! This means the true extent of short-term letting can never be monitored or measured. A host could add as many 21 day letting periods as they want for the rest of the year and it would not be counted in the annual total!

The state govt is also proposing an industry-led register to keep track of all short-term lets. It is expected to record the name of the host, the property's address, the duration of each booking and whether it complied with bylaws. The industry self-regulating? Really? This takes the power away from local councils to monitor non-compliance for their residents.

It is also known that a number of NSW MPs own short term rental properties, including the Deputy Premier. Politicians with clear conflicts of interest should not be allowed to vote on this issue.

The law supports residents - NSW Land and Environment Court has analysed case law on the definitions of "residential accommodation", "residential building", "residential flat building", "domicile" and "flats", and concluded that there must be "an element of permanence or residence for a considerable time, or having the character of a person's settled or usual abode" in order to constitute "residential buildings"; relying particularly on *North Sydney Municipal Council v Sydney Serviced Apartments Pty Ltd* (1990)21 NSWLR 532 and *Derring Lane Pty Ltd v Port Phillip City Council (No 2)* (1999) 108 LGERA 129.

**I agree to the above statement**

Yes

---

**From:** simon willshire <simonr707@gmail.com>  
**Sent:** Sunday, 8 September 2019 4:10 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

Dear Minister,

We are the owner / operators of a holiday rental in the Blue Mountains area. We are responding to the request for public / industry submissions concerning the proposed new legislative framework for the short stay industry.

In general, we are supportive of regulations which raise and uphold standards of good corporate conduct and health and safety, so long as they are reasonable, fit for purpose and not cost prohibitive.

As you would know, the Blue Mountains is an area possessing abundant tourist appeal, but it is also a region that is economically depressed. Tourism businesses including short stay providers make an important contribution to NSW regions like the Blue Mountains by making it an attractive location for visitors, who in turn spend their time and money in cafes, restaurants, shops and tourism activities. We also employ local cleaners, gardeners and tradespeople to maintain our property. It's a mutually interdependent economic relationship that is critical to the community.

However, it's not an easy business financially. Blue Mountains City Council rates must be among the highest in the country, our energy costs (gas & electricity) have spiralled out of control over the past five or so years, and the scarcity of local tradespeople makes maintenance very expensive. We have found that tourists are extremely sensitive to any passing on of costs, and we have had to reduce our margins year after year to absorb cost imposts. We already find that our business (which is a very highly rated short stay property in the region) to be financially marginal, and we already find ourselves contemplating the selling of the asset.

With this in mind, I would like to submit that our greatest concern is the cost impact of the passing on of all costs associated with the funding of the organisation and resources required to administer and enforce the proposed new regulations. For us, this could trigger our exiting the industry, and we are one of the better players in the short stay industry in Katoomba / Leura. Therefore you can imagine how many others might also exit. As a Liberal / National government, we would fervently hope and trust that the Berejiklian government will remain steadfastly supportive of the needs of small business owners, and that your department will ensure that such costs are contained and that the passing on of those costs is tightly measured. If not, we will exit, and our self-funded retirement assets and our personal energy will be invested elsewhere.

On a more specific level, we would offer these additional comments about the proposals:

- The new requirements relating to fire safety are significant and will be costly to implement. They certainly exceed the standards required of regular homes that people occupy in Sydney whether on an owner/occupier basis or on long term rental basis. This seems quite inconsistent. If they are to proceed with a plan to align short stay property with hotel practices, it must be done with reasonable transitional support. As an aside, with hundreds of holiday houses suddenly installing hallway lighting systems that are synchronised to several smoke alarms, there seems a real risk of a 'pink batts' situation occurring. ie. Short stay owners in inadequately resourced regions hiring whoever they can get to install electrical stuff in their roofs... Also, the cost impact of getting to a point of compliance will be tough for most of us. This in turn could lead to people cutting corners. A measured transition plan will definitely be required.
- We feel that the arbitrary guest limit of 2 per bedroom & 12 per property is unreasonable. Our property has five bedrooms and it currently sleeps up to 13, in accordance with the current rental code rules, which we feel are appropriate if the size of rooms, the bed configuration etc. are taken into account.

Thankyou, for considering our comments,

Simon Willshire / Nora Li  
Owners- Black Cockatoo Retreat, Leura

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 4:05 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Sun, 08/09/2019 - 16:04

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

YVES

**Last name**

DEYRIS

**Name withheld**

No

## Info

**Email**

[yvesdeyris@gmail.com](mailto:yvesdeyris@gmail.com)

**Suburb/Town & Postcode**

SUFFOLK PARK.2481

**Submission**

I am against holiday letting,AIR B&B.in residential area.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 3:30 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 15:29

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Marc

**Last name**

Higgins

**Name withheld**

No

## Info

**Email**

[marc.w.higgins@gmail.com](mailto:marc.w.higgins@gmail.com)

**Suburb/Town & Postcode**

Alexandria 2015

**Submission**

The apartment block that I live in has short term lets, which are very noticeable. Particular call outs from the proposal is that the fines suggested are no where near high enough. The offending apartments would earn more from the rental to care about the fine. The other is that apart from the first document were does it reiterate that owners can vote ( with 75% of owners corp) to ban short stays. This needs to be much more visible to those reading through these documents. Owners should be able to determine how their block operates , not the council !!!

Its all very well, but like the other owners here we all pay strata fees, which support works including in my instance



the pool and gym. These tend to be the two main areas that get packed and so even residents either do not feel safe to use them, or cannot use them do to the fact there are so many people there. You can tell a sharp difference in the cooler months when its pleasant to live here and enjoy the apartment I purchased to live in, and not buy just to rent out for short stays with no care or consideration.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 3:13 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Sun, 08/09/2019 - 15:11

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Peter

**Last name**

Burnett

**Name withheld**

No

## Info

**Email**

[burnettpc@optusnet.com.au](mailto:burnettpc@optusnet.com.au)

**Suburb/Town & Postcode**

Milsons Point

**Submission file**

[short-term-letting-package-submission-pb.docx](#)

**Submission**

Please see Word Document attached.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 2:48 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 14:48

Submitted by: Anonymous

Submitted values are:

#### Submission Type

I am making a personal submission

## Name

#### First name

Ranald

#### Last name

Macdonald

#### Name withheld

No

## Info

#### Email

[ranaldmac@gmail.com](mailto:ranaldmac@gmail.com)

#### Suburb/Town & Postcode

Suffolk Park NSW 2481

#### Submission

NSW is out of step with locations all over the world. Major towns and cities are placing restrictions on Air BnB but in NSW the state government appears to have allowed the short term letting accommodation industry to write the legislation.

The new legislation places a cap on days allowed for letting, where the host is not present, of 180 days per year or 365 days in regional areas. Byron was promised a 90 day limit in the run up to the last election but it is still to be approved and Council has to prove its case as to why Byron gets special treatment before it is approved. 90 days is still 45 weekends a year and, given weekend prices, this is likely not a deterrent to making owners return houses to

the permanent rental market.

Unlimited days - no caps: Also, a loophole has appeared in the proposed regulation: a booking for 21 or more consecutive days will not count towards the limit when a host is not present. So a cap is not really a cap!! This means the true extent of short-term letting can never be monitored or measured. A host could add as many 21 day letting periods as they want for the rest of the year and it would not be counted in the annual total!

The state govt is also proposing an industry-led register to keep track of all short-term lets. It is expected to record the name of the host, the property's address, the duration of each booking and whether it complied with bylaws. The industry self-regulating? Really? This takes the power away from local councils to monitor non-compliance for their residents.

The law supports residents - NSW Land and Environment Court has analysed case law on the definitions of "residential accommodation", "residential building", "residential flat building", "domicile" and "flats", and concluded that there must be "an element of permanence or residence for a considerable time, or having the character of a person's settled or usual abode" in order to constitute "residential buildings"; relying particularly on *North Sydney Municipal Council v Sydney Serviced Apartments Pty Ltd* (1990)21 NSWLR 532 and *Derring Lane Pty Ltd v Port Phillip City Council (No 2)* (1999) 108 LGERA 129.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 2:46 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 14:46

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Roger

**Last name**

Uren

**Name withheld**

No

## Info

**Email**

[ruren2@bigpond.com](mailto:ruren2@bigpond.com)

**Suburb/Town & Postcode**

New Brighton, 2483

**Submission**

We have a beach house at 26 River St, New Brighton. Since 2001 we have accepted holiday rentals through agents in New Brighton and now Brunswick Heads.

New Brighton has been a favourite family short holiday destination for about 100 years. Most of the guests are families from northern NSW or southern Queensland. Since we started letting our beach house 18 years ago the family groups that have stayed have become regular guests and come for a week or two every year. The demographic involved consists of quiet family groups enjoying the natural beauty of the area without rowdy functions or parties.

I understand the problems of noise and drunkenness that have concerned residents at Byron Bay. The demographic involved there is predominately a young often international group who come specifically to have a rousing good time.

Any restriction applied to address the problems that have arisen at Byron Bay would be unnecessary in New Brighton where these problems do not occur. Any complaint from a neighbour regarding noise is addressed immediately by the agent and an uncooperative guest is asked to leave and is not accepted for future rentals at our beach house.

This is not a one size fits all type of problem and any solution must consider the different types of holiday maker staying in the different areas of the shire. Whatever restrictions are placed on guest numbers will also inevitably effect local businesses that rely on tourists for their survival.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 2:30 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 14:30

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Natalie

**Last name**

Woods

**Name withheld**

No

## Info

**Email**

[n.a.woods@hotmail.com](mailto:n.a.woods@hotmail.com)

**Suburb/Town & Postcode**

Byron Bay, 2481

**Submission**

Dear policy makers,

I am a resident of Byron Bay, having lived here for four years and established two businesses here.

While I believe that short term rentals like Air BnB have their place, I am concerned about the oversupply of air bnb properties in Byron Bay. Our town is being filled with unoccupied short term rentals, pushing residents like myself out of the town we love.

I support owners renting out their homes when they are away, but having investment properties permanently rented as short term accommodation is tearing apart our community. Our streets are filled with transient tourists, rather than permanent residents. Not to mention the fact that it is increasingly hard for residents like myself to find long term rental accommodation.

I am coming to the end of my current lease and will need to find a new place soon, but the prospects are not looking good. As more owners turn to holiday letting, the number of rentals available is diminishing. I am worried I won't be able to find an affordable rental in Byron, or even in the surrounding Mullumbimby or Brunswick Heads.

Please help our town maintain our sense of community and place a true cap on the number of days a property can be rented without an owner present.

We need more housing in Byron, not more Airbnb's.

Kindly,  
Natalie Woods

**I agree to the above statement**

Yes



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 2:19 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 14:19

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Grant

**Last name**

Weatherburn

**Name withheld**

No

## Info

**Email**

[grantweatherburn@gmail.com](mailto:grantweatherburn@gmail.com)

**Suburb/Town & Postcode**

Suffolk park

**Submission**

The damage to our shire from Air bnb has done way more damage than good (if there has been any good done?)

PLEASE ACT FAST BEFORE WE LOSE OUR TOWN!!!

90 days is better but less would be much better ...

**I agree to the above statement**

Yes

---

**From:** Jody Newhouse <jody@canoeadventures.com.au>  
**Sent:** Sunday, 8 September 2019 12:54 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Jody Newhouse

4 Tyson St Fernmount via Bellingen NSW 2454  
6655 - 9955

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 9:18 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Sun, 08/09/2019 - 09:02

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Paul

**Last name**

Fischer

**Name withheld**

No

## Info

**Email**

[psmfisch@hotmail.com](mailto:psmfisch@hotmail.com)

**Suburb/Town & Postcode**

Brunswick Heads

**Submission file**

[stra-code-of-conduct-and-registration-feedback.pdf](#)

**Submission**

Dear BSC,

\*We responsibly holiday let our property through an agent.

\*We provide employment to the real estate and a local cleaning company - a family run business that employ family members.

\*We also employ a local gardener.

\*Our guests are predominantly families, & to date we've had positive feedback from neighbours about our guests.

\*We have off street parking for the guests.

\*We are local residents and we ensure the bins are removed from the curb side each week.

\*Our property is adjacent to a commercial property on 2 sides.

If we're unable to holiday let the property for 365 days, we will most likely need to sell the property.

Kind regards,

Dr Paul Fischer

Senior Consultant Emergency Physician

Byron Central Hospital

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Sunday, 8 September 2019 7:10 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sun, 08/09/2019 - 07:09

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Roderick

**Last name**

Anderson

**Name withheld**

No

## Info

**Email**

[rodander@optusnet.com.au](mailto:rodander@optusnet.com.au)

**Suburb/Town & Postcode**

Potts Point 2011

**Submission**

Further to my recent submission below, I wish to add the following comments: We are one of the significant minority of Airbnb who offer STR accommodation for more than 180 days each year. Our small (2 person) studio is heavily booked all year round and gets very positive reviews - has therefore been awarded special status by Airbnb. there have been no complaints at all about our guests in the five years we have been operating. Perhaps studios like ours should be able to get a permit to allow them to keep operating, as most of our stays are one week or less. Restricting us to 6 months of short stays would mean that we have to close, as the costs of running a good quality apartment in a much sought after location are high.

Consideration should be given to further reducing the 21 day limit for small apartments like ours, which are too small to be used for parties. It should be reduced to seven days so that we can continue to service the many business travellers and conference attenders who use our studio.

Subject: Re: Further consultation on policy for short-term rental accommodation

My wife Rochi and I purchased a small apartment in a little old building in Ward Ave, Potts Point about 5 years ago. Rochi comes from Sydney and so the apartment has been used for visits by us and other family members, about 4 times each year. Because of the quite high costs of maintaining an apartment there, it has also been let as a holiday rental - quite successfully as it turns out, and it is booked most of the time.

All of the 40 apartments in the building are small, most being less than 29 square metres, so it's not really possible to have wild parties! Our studio apartment accommodates a limit of 2 people. Several other apartments in the building are also let as short stay rentals, and there have never in our 5 years there been any reports of bad behaviour, or complaints from resident owners.

These little apartments with their tiny kitchens and bathrooms provide a much sought after inexpensive alternative to hotel accommodation, and so have been heavily used by tourists from Australia and overseas. It is unfortunate that the proposed 180 day limit will almost certainly kill off these successful little businesses, unless there is a workable exemption mechanism. It is my impression that there are many similar businesses operating in our area, and that like us these are the only apartment that such owners have in Sydney.

**I agree to the above statement**

Yes

---

**From:** janelle garth <jrgarth@yahoo.com.au>  
**Sent:** Saturday, 7 September 2019 9:06 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday Homes are Generations Old

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Minister,

Please do not destroy the holiday home industry for Australians.

Holiday home accommodation is acutely unique in what it offers, and is extremely important for meeting the ranging needs of the community, and supports community and family wellbeing.

It offers 'affordable' and 'self contained' accommodation for large families, multiple families, generations of the same family, and social groups.

No other forms of accommodation offers this ability for families and friends to stay together, connecting people, which is proven to be important for social and mental health and general wellbeing.

Our holiday home is utilised by many people for these reasons. Many guests travel for sporting competitions, social and community events, as well as holidays, and enjoy accommodation where the whole family or group can stay together.

We oppose night limits and maximum per room restrictions.

These restrictions would mean we could no longer offer our home for holiday accommodation.

After 15 years being a holiday home, in order to maintain our livelihood, the property would be converted to a full time rental. We would not be the only ones forced to do this to pay the mortgage.

This would be tragic to the tourism industry as well as for the community service we provide.



Family holidays in a holiday home rental accommodation have created lifelong special cherished memories for many Australians like me and my family, for many generations.

I urge you to consider carefully the importance of holiday homes as a vital accommodation option to the community, and do not impose restrictions which would destroy this industry.

---

**From:** janelle garth <jrgarth@yahoo.com.au>  
**Sent:** Saturday, 7 September 2019 9:06 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday Homes are Generations Old

Dear Minister,

Please do not destroy the holiday home industry for Australians.

Holiday home accommodation is acutely unique in what it offers, and is extremely important for meeting the ranging needs of the community, and supports community and family wellbeing.

It offers 'affordable' and 'self contained' accommodation for large families, multiple families, generations of the same family, and social groups.

No other forms of accommodation offers this ability for families and friends to stay together, connecting people, which is proven to be important for social and mental health and general wellbeing.

Our holiday home is utilised by many people for these reasons. Many guests travel for sporting competitions, social and community events, as well as holidays, and enjoy accommodation where the whole family or group can stay together.

We oppose night limits and maximum per room restrictions.

These restrictions would mean we could no longer offer our home for holiday accommodation.

After 15 years being a holiday home, in order to maintain our livelihood, the property would be converted to a full time rental. We would not be the only ones forced to do this to pay the mortgage.

This would be tragic to the tourism industry as well as for the community service we provide.

Family holidays in a holiday home rental accommodation have created lifelong special cherished memories for many Australians like me and my family, for many generations.

I urge you to consider carefully the importance of holiday homes as a vital accommodation option to the community, and do not impose restrictions which would destroy this industry.

---

**From:** Leah Cotter <kookaburraretreat@outlook.com>  
**Sent:** Saturday, 7 September 2019 8:39 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Regards,  
Leah

---

**From:** Mark Duguid <markduguid11@bigpond.com>  
**Sent:** Saturday, 7 September 2019 8:33 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW  
**Attachments:** STRA Code of Conduct Submission.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, recorded and not sent to DCS, Purple category

Mark Duguid

22 Alanson Avenue  
Bulli  
NSW  
2516

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens and that all parties, specifically Platforms and Guests should be held to account for their actions and that the burden should not just be overwhelmingly borne by Letting agents and property owners as is the current proposal.

Please find attached my Submission,

Kind regards,

---

**From:** Mark Duguid <markduguid11@bigpond.com>  
**Sent:** Saturday, 7 September 2019 8:33 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW  
**Attachments:** STRA Code of Conduct Submission.pdf

Mark Duguid

22 Alanson Avenue  
Bulli  
NSW  
2516

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens and that all parties, specifically Platforms and Guests should be held to account for their actions and that the burden should not just be overwhelmingly borne by Letting agents and property owners as is the current proposal.

Please find attached my Submission,

Kind regards,

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Saturday, 7 September 2019 7:18 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Sat, 07/09/2019 - 19:14

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Ron

**Last name**

Cattell

**Name withheld**

No

## Info

**Email**

[ron@m-group.com.au](mailto:ron@m-group.com.au)

**Suburb/Town & Postcode**

Pyrmont 2009

**Submission file**

[submission-to-nsw-government-re-stra-sep-2019.pdf](#)

**Submission**

I attach a pdf file with our submission. The initial points are to do with the parent inability for an Owners Corporation to determine a) Whether a unit is or is not a principal residence, b) whether or not a host is present during a letting. c) The number of days of letting. In addition other concerns and recommendations are listed in the attached document .

Thanks

**I agree to the above statement**

Yes



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Saturday, 7 September 2019 7:10 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Sat, 07/09/2019 - 19:10

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Vivien

**Last name**

WONG

**Name withheld**

No

## Info

**Email**

[cfp.adviser@hotmail.com](mailto:cfp.adviser@hotmail.com)

**Suburb/Town & Postcode**

Wollstonecraft

**Submission**

I object to short term rental accommodation. We need community spirit in our building which can only be fostered by getting to know our neighbours. Short term renters have plenty of choice such as motel, hotel, houses.

We have had experience from short term renters. They do not care about our building and are not aware of our by-laws governing our building. There are too much common property being placed at risk with short term renters, such as washing machine and dryers; damage to entrance door hinges; higher running and maintenance cost due to more frequent use of lift etc.

Allowing short term accommodation is unfair to other owner occupiers and long term leasers.

**I agree to the above statement**

Yes

---

**From:** karen <karen@carlsonterrace.com>  
**Sent:** Saturday, 7 September 2019 4:35 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

I successfully manage properties in The Rocks/Millers Point/Dawes Point. Without disturbance to surrounding neighbours.

I employ 2 ladies on a part time basis, 3 days per week.

The cleaners rely on me, as I provide a large portion of their income, they recently purchased their first home, they are now dependent on the work I give them.

Then there is the laundrette, paying approximately an annual income of \$60,000.

A few weekends ago I unfortunately had a double booking. When trying to find alternate accommodation there was nothing available in the CBD, The Rocks/Millers Point area. Only very expensive hotels, which was not an option for this family. It certainly makes me wonder how Sydney would cope with less choice of accommodation.

I provide quality accommodation at an affordable price, my clientele are mainly families.

I believe tourist destinations within the Sydney basin should not fall into the 180 nights limit.

The Rocks, Miller's Point, DAWES Point, Barangaroo, Manly, Cronulla and Bondi.

An easy way to reduce the amount of short term accommodation is to stop subletting.

I know in my area, there a number of properties that rent out a house then furnish it and fill up a 3 bedroom house with 10 to 12 people. Any damage to the house is paid for by the owner. No risk to the operator.

If Airbnb/Homeaway had requirements such as a rates notice, a letter from the owner with permission for the house to be managed and a copy of the owner's driver's license. Many of these dodgy operators would sail away.

Kind regards,  
Karen Weston  
Carlson Terrace  
55 Temple Street,  
STANMORE 2048  
0418859729

Sent from my Samsung Galaxy smartphone.

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Saturday, 7 September 2019 12:24 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sat, 07/09/2019 - 12:23

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Nick

**Last name**

Taylor-Fick

**Name withheld**

No

## Info

**Email**

[ntaylorfick@gmail.com](mailto:ntaylorfick@gmail.com)

**Suburb/Town & Postcode**

Sydney 2111

**Submission**

Director, Housing and Infrastructure Policy  
NSW Department of Planning, Industry and Environment  
GPO BOX 39  
Sydney NSW 2000

Dear Sir/Madam,

My wife and i are an Air B&B host and offer one room accommodation on a short term rental basis in our family home.

We have strong reservations about the proposed regulations & codes for the STRA. These follow recent changes to the STRA industry and we were supportive of those ones. There were known problems associated with this new industry and certain controls and standards were needed to make the Hosts and guests more responsible; and from a social and equitable aspect, to ensure that the supply of rental accommodation in certain areas is still available to other renters on a more long term rental basis.

So, we read these new proposed changes with frustration as we know that we are responsible Air B& B hosts who offer a fantastic, well located, modern and safety compliant room to the market on a short term rental basis. The reviews we receive from our guests are amazing- we are Super Hosts/Air B&B Plus hosts and we enjoy what we offer and do. We have a family home and offer one separate, secure and safe room to the market. The extra cash that our room produces is declared to the ATO and assists us on a week by week basis to cover the bills. Why then are we going to be penalised with these extra restrictions, particularly in the extra requirements for the 'fire & safety' regulations? Our family residence and the Air B& B room have wired smoke detectors and comply with all existing building code regulations.

We see these extra proposed requirements as a blatant attempt by some industry operators to 'kill' off this new industry that helps so many Mum's & Dads keep up with the cost of living and that has created many new affiliated jobs.

If the fire & safety requirements are so important, why then are they only going to be applicable to STLA? If they are to become entrenched in regulation, surely, they should be Industry wide? A Landlord offering their premises to rent on a 6 month lease basis is just as liable to have a fire & egress issue as one on a short term rental basis. We know a number of people who offer a room in their family home to a boarder (not through Air B&B) on a revolving short-term basis- what is the difference?

On the point of the registration as a Host operator, we don't think that as a family home with one room on Air B&B, we should have to register ourselves with our Local Council. We offer a discreet and well managed service and most of our neighbors wouldn't even know that we are part of Air B&B. There is a privacy issue here and we feel very uncomfortable about this. When a property becomes available for rent on a six month basis, there is no obligation for this property/owner to become registered with the Local Council. As we all know, removing unruly tenants who disrupt the peace and quiet enjoyment of their neighbors is difficult and takes time, whereas an Air B&B guest staying in a place like ours tend to be professional and well behaved. We also don't believe that our Council will have the resources, financial & human, to take this on.

On the basis of fairness, the burden of extra costs, we feel these proposed regulations are unreasonable to short term rental accommodation operators and in particular to people like ourselves who only provide one room in their family home, that helps us make some very well needed extra money and offers a choice of accommodation to the market in a modern world.

Yours faithfully,

Nicholas & Natarsha Taylor-Fick  
17 Prince Edward Street, Gladesville.

fire safety and evacuation controls

**I agree to the above statement**

Yes

---

**From:** Narelle Smith <narellesmith@iprimus.com.au>  
**Sent:** Saturday, 7 September 2019 10:52 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Sent from my iPhone

---

**From:** Neil Joseph <njoptus@optusnet.com.au>  
**Sent:** Saturday, 7 September 2019 10:49 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Re: Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

**As a result, regulation for our sector should avoid unnecessary burdens on our operations.**

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

Neil Joseph  
0418113160

Sent from my iPhone



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Saturday, 7 September 2019 10:42 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sat, 07/09/2019 - 10:41

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

John

**Last name**

Selby

**Name withheld**

No

## Info

**Email**

[jsselby1937@gmail.com](mailto:jsselby1937@gmail.com)

**Suburb/Town & Postcode**

LITTLE BAY

**Submission**

I support the framework that has been proposed by OCN

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Saturday, 7 September 2019 9:55 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sat, 07/09/2019 - 09:55

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jeremy

**Last name**

Park

**Name withheld**

No

## Info

**Email**

[jeremy@jeremypark.com.au](mailto:jeremy@jeremypark.com.au)

**Suburb/Town & Postcode**

Thirroul

**Submission**

I am an Airbnb host but I don't necessarily support Airbnb on all aspects.

I support people being able to rent out part of their homes, but I do not support short term letting in Strata schemes. I feel it is unfair to other home owners in a strata/company title scheme. Having been an Airbnb host for many years and also previously in a strata I feel I understand the balance required.

I also think companies like Airbnb are avoiding paying Australian taxes and not acting as proper corporate citizens.

They should be made to pay all incomes taxes and follow existing rental and property laws before they should be allowed to operate.

Airbnb is a great way for people to make some addition income from their home which people may not want rented out all of the time to a full time renter. So it actually helps hospitality and tourism in this way. Where hosts are listing homes that are not part of a home, (i.e. could be rented out easily full time), then I am against Airbnb.

In some areas, such as mine there is a definite lack of hotels and motels, which is why we are so busy with Airbnb. Short term rentals are definitely filling a need for places to stay in the Wollongong area. There should be a register for hosts that they need to join and prove they are both insured and have safe home to stay in.

More regulation on Airbnb and Hosts would be a good thing. I am a long term host, but still have limited trust for companies like Airbnb being able to self regulate.

Thank you for reading my submission.

**I agree to the above statement**

Yes

---

**From:** Sam Di Martino <sam.dimartino57@gmail.com>  
**Sent:** Saturday, 7 September 2019 9:53 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Regards

Sam Di Martino

---

**From:** Kerrie Allen <kerrie2909@gmail.com>  
**Sent:** Saturday, 7 September 2019 9:37 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Sent from my Huawei Mobile

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Saturday, 7 September 2019 8:33 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sat, 07/09/2019 - 08:31

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Noel

**Last name**

Robinson

**Name withheld**

No

## Info

**Email**

[n\\_robinson@ozemail.com.au](mailto:n_robinson@ozemail.com.au)

**Suburb/Town & Postcode**

Darlinghurst 2010

**Submission file**

[noel-robinson---20190907-comment-on-draft-stra-regulatory-framework.pdf](#)

**Submission**

Please refer to attachment for text of submission.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Saturday, 7 September 2019 4:00 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Sat, 07/09/2019 - 04:00

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Joy

**Last name**

Chen

**Name withheld**

No

## Info

**Email**

[joyfuljoy@gmail.com](mailto:joyfuljoy@gmail.com)

**Suburb/Town & Postcode**

Darlington NSW 2008

**Submission**

To whom it may concern,

As a local Airbnb host for 4 months, I wanted to provide my feedback on the Government's proposed regulations.

I'm from a new skilled immigrant family just settled in Sydney. It is not easy to start up in a brand new environment. Home-sharing helped us rely on our own efforts. We have never claimed any cent from benefit and we are always proud of that.



I understand that the Government has made commitments to support “fair short term rental accommodation (STRA) regulation that supports the sharing economy”. However, I am deeply concerned that the proposed rules will make it even infeasible for us to share our home.

Specifically, I want to comment on the following:

Per: Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, especially for the evacuation lighting systems.

First of all, I don't see any official data or reports supporting that properties for STRA are easier to catch fire than regular renting or residential dwellings. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests.

Moreover, as a strata-scheme property owner and owner corporation member, I understand how difficult, time-consuming and expensive it would be. Except for the cost of replacing the detector itself, according to the by-law, I'll need to pay extra and go through a special resolution on an extra general meeting before any modification can be applied to the existing fire safety devices.

Of course, I understand that it's always important to do improvements for guests' safety. I'm already looking for batteries operated emergency lights which could be activated by siren and motion. I believe these products could provide the same protection as those smoke detector incorporated lights in the requirements.

Per: Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home-sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

Please be advised, I am not anti-regulation by any stretch, but I need fair and reasonable regulation. Generally I support the Government's approach of regulating this industry, however, parts of the proposals are just unfair.

Thank you very much for your time!

Regards,  
Joy

**I agree to the above statement**

Yes

---

**From:** John Howarth <158nf@comcast.net>  
**Sent:** Friday, 6 September 2019 11:54 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I support the creation of a cost-free register of all holiday rental properties listed on a platform and the code of conduct provided these do not add to my costs. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

In NSW we face very high costs, often imposed by governments such as land tax (my second biggest cost after mortgage interest), council rates, electricity, and gas (electricity and gas are included because government policy has caused their costs to skyrocket). Others include mortgage interest, maintenance caused by the severe conditions at our coastal location, and cleaning which in itself employs 3 people. I need higher revenue than 180 nights will provide, in order to cover these costs.

If a 180 night limit is arbitrarily imposed, I foresee that holiday rents will rise as property owners restrict their availability to high demand periods. The consequence of this is that with less supply in off-peak periods, there will be fewer properties available which will then raise their rents. At the same time, property owners will need to raise rents in peak periods such as school holidays in order to generate enough annual income to cover costs for the periods when this proposed policy will force vacancies.

There is an abundance of evidence that when governments have interfered with the free market, there are unintended consequences. Diminished supply and higher rents will be two of them.

Yours faithfully,

J.A. Howarth,

Azure on the beach,

Boomerang Beach NSW 2090

Email: [azure@optusnet.com.au](mailto:azure@optusnet.com.au)



---

**From:** John Howarth <158nf@comcast.net>  
**Sent:** Friday, 6 September 2019 11:54 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I support the creation of a cost-free register of all holiday rental properties listed on a platform and the code of conduct provided these do not add to my costs. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

In NSW we face very high costs, often imposed by governments such as land tax (my second biggest cost after mortgage interest), council rates, electricity, and gas (electricity and gas are included because government policy has caused their costs to skyrocket). Others include mortgage interest, maintenance caused by the severe conditions at our coastal location, and cleaning which in itself employs 3 people. I need higher revenue than 180 nights will provide, in order to cover these costs.

If a 180 night limit is arbitrarily imposed, I foresee that holiday rents will rise as property owners restrict their availability to high demand periods. The consequence of this is that with less supply in off-peak periods, there will be fewer properties available which will then raise their rents. At the same time, property owners will need to raise rents in peak periods such as school holidays in order to generate enough annual income to cover costs for the periods when this proposed policy will force vacancies.

There is an abundance of evidence that when governments have interfered with the free market, there are unintended consequences. Diminished supply and higher rents will be two of them.

Yours faithfully,

J.A. Howarth,

Azure on the beach,

Boomerang Beach NSW 2090

Email: [azure@optusnet.com.au](mailto:azure@optusnet.com.au)

---

**From:** Matt & Marli Fogarty <mattandmarli1@gmail.com>  
**Sent:** Friday, 6 September 2019 9:05 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid any burdens on our operations.

As a responsible operator, I strongly oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on. We rely on this income to help pay the mortgage on our home.

We can understand why there might be restrictions in apartment buildings in the major cities, however to impose any kind of restrictions in regional areas is grossly unfair and significantly impacts a desperately needed source of income in these areas.

I can also add that we have never ever had any complaints from any of our neighbours in relation to short term holiday stays at our properties. All our holiday makers are well aware that we have neighbours and have always been respectful in that regard. In fact we have had far more problems and complaints from neighbours in relation to our long term tenants.

In our view the imposition of restrictions is a heavy handed approach that punishes the vast majority of holiday accommodation owners because of a small minority of irresponsible owners in larger cities.

We are also very aware that these proposals are being driven by hotel operator lobby groups in a cynical attack on mums and dads – simply out of greed. Supporting these proposals puts the government on the side of big business and against the voting public. We will be watching you.

Regards  
Matt Fogarty

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Friday, 6 September 2019 8:50 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Fri, 06/09/2019 - 20:50

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jeff

**Last name**

Norman

**Name withheld**

No

## Info

**Email**

[jeff.norman41@gmail.com](mailto:jeff.norman41@gmail.com)

**Suburb/Town & Postcode**

Jindabyne

**Submission**

Hi

I am a practising town planner with over 20 years of experience.

I own a 2 bedroom town house in the Snowy Mountains - Jindabyne. My property has development consent to be used as a holiday letting. There are prescribed conditions that I am required to comply with.

I have owned this property for over 20 years and there have been no issues. I regularly lease my property all year round for the purposes of holiday lettings.

I am concerned with the draft changes and in particular unnecessary and unreasonable imposition of additional fire safety requirements on my premises. The use is not dissimilar to that of a dwelling. The costs may be prohibitive, and if it is, I will cease my landuse and will switch it to a residential tenancy agreement. I believe NSW Planning is implementing these changes in response to issues raised by the Hotel and Motel industry. This is unfair as my building is not a 700 hundred bed resort where of cause more stringent fire safety measures are required.

There should also be exemptions applied to existing use provisions where any new measures are not retrospectively applied as it is in other building standards such as swimming pool barrier safety requirements etc.

I am also concerned that the proposal includes possible barring as the owner of a property is responsible for the behaviour of the guest. This is completely unreasonable as I live in Sydney and how can I be held responsible if a guest is violent towards a neighbour? This is a criminal act which should be treated as such by a police investigation. Property owners cannot review the character of potential guests as there is privacy legislation protecting all individuals. Hotels and motels would not be held to account if one of their guests were violent towards others, other than their responsibility to report any incident to the police.

I am happy to discuss further and can be contacted on 0412971075

Regards

Jeff

**I agree to the above statement**

Yes

---

**From:** Arj <nirmalananda@optusnet.com.au>  
**Sent:** Friday, 6 September 2019 8:41 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Regulatory changes to home shAring

Dear minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens and that all parties, specifically Platforms and Guests should be held to account for their actions and that the burden should not just be overwhelmingly borne by Letting agents and property owners as is the current proposal.

Please find attached my Submission,

Kind regards,

Tina Psarianos

5 coledale Ave

Coledale 2515, nsw

Sent from my iPhone



---

**From:** Arj <nirmalananda@optusnet.com.au>  
**Sent:** Friday, 6 September 2019 8:41 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Regulatory changes to home shAring

Dear minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens and that all parties, specifically Platforms and Guests should be held to account for their actions and that the burden should not just be overwhelmingly borne by Letting agents and property owners as is the current proposal.

Please find attached my Submission,

Kind regards,

Tina Psarianos

5 coledale Ave

Coledale 2515, nsw

Sent from my iPhone

---

**From:** Matt Sproule <jenmatt16@gmail.com>  
**Sent:** Friday, 6 September 2019 8:00 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Matt Sproule

HomeAway host on the South Coast NSW.

---

**From:** Pateena Donnelly <pateena@aioa.com.au>  
**Sent:** Friday, 6 September 2019 7:32 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Short term rental accomodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens and that all parties, specifically Platforms and Guests should be held to account for their actions and that the burden should not just be overwhelmingly borne by Letting agents and property owners as is the current proposal.

Please find attached my Submission,

Kind regards,

Pateena Donnelly & Arthur Gorissen

7 Station Street

Stanwell Park

---

Sent from my iPhone

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Friday, 6 September 2019 6:28 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Fri, 06/09/2019 - 18:27

Submitted by: Anonymous

Submitted values are:

#### **Submission Type**

I am making a personal submission

## **Name**

#### **First name**

Pauline

#### **Last name**

Su

#### **Name withheld**

No

## **Info**

#### **Email**

[paulinesu1@yahoo.com](mailto:paulinesu1@yahoo.com)

#### **Suburb/Town & Postcode**

Sydney 2000

#### **Submission**

I am opposed to short-term letting in principle for the following reasons:

- it will drive up housing prices and rentals for local residents
- it will increase crowding and congestion. longer waits for services eg lifts
- short-term stayers may not feel compelled to comply with noise and rubbish regulations
- increased number of strangers coming in and out of apartments, whose identities cannot be verified
- increased likelihood of criminal elements using short-term letting to conduct nefarious activities eg meth labs
- increased of risk cigarette smoke and building fires, if short-term stayers feel no responsibility for common

property

The central areas of Sydney where local residents live and work, should be designated "No Short-Term Letting" areas, to maintain equitable access for local residents.

Short-term letting could be permitted for the outer suburbs where there is less population density.

In your decision-making, please consider the impacts on local residents and ensure safeguards can be enforced.

Thank you.

**I agree to the above statement**

Yes

---

**From:** Meng Fan <8888.fan@gmail.com>  
**Sent:** Friday, 6 September 2019 5:52 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

---

**From:** Shauna Wilson <breakfastcreekhouse@gmail.com>  
**Sent:** Friday, 6 September 2019 4:50 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

I also oppose the restriction of beds per room. My holiday rental property is in the country and the nearest neighbour is 1km away. It is often rented by families wanting to get together with extended family members. As such the kids, up to four, sleep in one room. It works perfectly for everyone.

Lastly my property on 60 acres supports two families in the village who take care of the grounds, the horses and the management of the house.

Your sincerely

**Shauna Wilson | Owner**  
**Breakfast Creek House and Cottage**

Email: [breakfastcreekhouse@gmail.com](mailto:breakfastcreekhouse@gmail.com)

[www.breakfastcreek.net](http://www.breakfastcreek.net)

ABN: 51 840 781 610  
Mobile: +61 (0) 412 527774

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Friday, 6 September 2019 4:20 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Fri, 06/09/2019 - 16:20

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Mark

**Last name**

Stephenson

**Name withheld**

No

## Info

**Email**

[mark@dancingemu.com](mailto:mark@dancingemu.com)

**Suburb/Town & Postcode**

2043

**Submission**

I believe that Development Consent Conditions must be respected and preserved : Residential apartment buildings in mixed use and commercial zones with express prohibitions on short term letting must have their development consent conditions respected and preserved.

My strata scheme has introduced a by-law to limit short term stays. This should be respected and maintained and not over ruled. I also support the submission by the OCN .



1. Complying Development: STRA in residential strata schemes must be classed as 'complying development' with inspection by Local Council or a private certifier, not 'exempt development'. This is the only way to ensure the mandatory fire safety standards are met.
2. Day Caps: Un-hosted STRA must be capped at 60 days for the Greater Sydney Region to contain STRA to 'Home Sharing'. All STRA to count toward the cap. No exceptions.
3. Development Consent Conditions: Residential apartment buildings in mixed use and commercial zones with express prohibitions on short term letting must have their development consent conditions respected and preserved.
4. The Register: The planning law changes must not start without The Register, which must be run by Government or a neutral platform not operated or controlled by the short-term letting industry. The Register must include the days of occupation and all the platforms on which the premises is listed, Local Councils must be involved in designing the system. Local Councils and NSW Fire and Rescue must have access to the data.
5. Host Obligation: There must be an enforceable obligation for hosts to register their premises before it is listed and used for STRA purposes. This should be part of the complying development criteria, so it is clear the use of unregistered premises for STRA is illegal and penalties apply.
6. Platform Obligation: There must be a legal obligation for platforms and agents not to list any unregistered residential dwellings for STRA. International experience shows that without such an obligation, platforms will continue to list thousands of illegal apartments. Platforms must also have an obligation to share data with State and Local Government. All listings and other advertising must clearly display the host's unique ID.
7. Charges and Fees: Residential strata schemes must have clear authority to levy additional charges and fees to additional wear and tear and costs whether STRA is hosted or un-hosted.
8. Flexibility: Local Councils must have flexibility to set a lower cap and apply zoning restrictions to meet their strategic planning objectives.

**I agree to the above statement**

Yes

---

**From:** sharlene irvin <sharlenestheboss@yahoo.com.au>  
**Sent:** Friday, 6 September 2019 4:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties %2◆◆ restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

[Sent from Yahoo7 Mail on Android](#)

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Friday, 6 September 2019 3:23 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Fri, 06/09/2019 - 15:23

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Juliet

**Last name**

Shirbin

**Name withheld**

No

## Info

**Email**

[juliets@gmail.com](mailto:juliets@gmail.com)

**Suburb/Town & Postcode**

2011

**Submission**

These proposed changes are being muscled in by a small but vocal and influential body of people and business with their own agendas who undoubtably predominately do not even live in shared strata schemes - Airbnb executives and proponents of the shared economy lack complete consideration for other residents - they are not the people who's liveability and safety is compromised. We are - people who's permanent residences are apartments.

We have families, small children, sick and elderly family members and should not be disturbed by our homes being turned into hotel like facilities. Our safety and peaceful enjoyment of our properties should not be compromised by

those who want to commercialise their properties as they are NOT the ones being affected or sharing common properties.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Friday, 6 September 2019 3:07 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Fri, 06/09/2019 - 15:04

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Ian

**Last name**

Rankine

**Name withheld**

Yes

## Info

**Email**

[ian.rankine@shellharbour.nsw.gov.au](mailto:ian.rankine@shellharbour.nsw.gov.au)

**Suburb/Town & Postcode**

Shellharbour City Centre 2529

**Submission file**

[scc-submission-to-dpie-short-term-rental-accommodation.pdf](#)

**Submission**

Please see attached submission

**I agree to the above statement**

Yes

---

**From:** Julie Tarne <secretatsussex@gmail.com>  
**Sent:** Friday, 6 September 2019 12:47 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

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**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Friday, 6 September 2019 12:05 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Fri, 06/09/2019 - 12:04

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

John

**Last name**

Bullard

**Name withheld**

No

## Info

**Email**

[jbul672150@aol.com](mailto:jbul672150@aol.com)

**Suburb/Town & Postcode**

2067

**Submission**

This submission is in response to the request for submissions in the Short Term Rental Accommodation New regulatory Framework Discussion Document.

I am the Strata Committee Chairman making the submission on behalf of the Strata Committee. The Strata (SP 65600 ) is part of a residential and commercial organisation which occupies a full CBD block containing three stratas two of which are high density residential with 565 lots.

This submission raises three points



1. Fair Trading Amendment (STRA) Bill 2018 Schedule 2.

The proposed Strata Schemes Management Act 2015 amendment, section 137A is welcomed as it ensures that STRA will be hosted, with the property owners in residence.

137A permits a host to be absent during a short term stay. This should not be interpreted as permission for the stays to be unhosted. To avoid any doubt on this it is proposed that an addition be made to the wording of 137A as follows: "For short and irregular absences of the host for work or holidays, the host is to inform the owners' corporation of the dates of absence and the contact details for his representative who will look after his guests and their visitors while he is absent."

2. Draft Code of Conduct for the Short Term Rental Accommodation Industry.

In the definitions 'host' "means a person who, pursuant to a short-term rental accommodation arrangement, gives another person the right to occupy the residential premises to which the arrangement relates."

If the property is it rented is it the tenant or the owner who is acting as host? If it is the tenant he will need the approval of the property owner to carry out short term renting. He will also need to make arrangements with the owner to carry out the prerequisite actions required before a property can be offered for short term rental. In summary these are for a strata lot.

a. In accordance with our existing strata by -laws inform the owners' corporation about the change in use of the property from residential to commercial for short term rentals.

b. Arrange public liability insurance ( draft code of conduct 5.4.3 )

c. Inform his owners corporation and the lot physical neighbours of the intention to carry out short term renting. (draft code of conduct 5.4.8)

d. Arrange for work to upgrade the fire safety equipment to meet the requirements of the Short-term Rental Accommodation Fire Safety Standard and have the work certified. ( Short-term Rental Accommodation Fire Safety Standard )

3. The introduction of a mandatory registration property register of all properties which are qualified for short term rental is strongly supported. All Industry participants should have access to the register which could become the primary industry tool for verifying that a property is available and qualified for short term rental

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Friday, 6 September 2019 11:36 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Fri, 06/09/2019 - 11:35

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Grant

**Last name**

Blundell

**Name withheld**

No

## Info

**Email**

[gablundell@gmail.com](mailto:gablundell@gmail.com)

**Suburb/Town & Postcode**

ADAMSTOWN

**Submission file**

[response-to-stra-framework\\_g-blundell\\_06.05.19.pdf](#)

**Submission**

Please refer to the attached responses to the STRA framework discussion paper.

**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Friday, 6 September 2019 10:56 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Fri, 06/09/2019 - 10:54

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jon

**Last name**

Human

**Name withheld**

No

## Info

**Email**

[jonh@human.com.au](mailto:jonh@human.com.au)

**Suburb/Town & Postcode**

Darlinghurst 2010

**Submission file**

[airbnb-submission-to-enqiry-aug-2019 0.docx](#)

**Submission**

Attached is my submission to the enquiry

Jon Human

**I agree to the above statement**

Yes

---

**From:** John Lin <australia886@gmail.com>  
**Sent:** Friday, 6 September 2019 10:39 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** recorded and not sent to DCS, Purple category

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

**As a result, regulation for our sector should avoid unnecessary burdens on our operations.**

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you for reading my submission.

Mrs A. Williams

---

**From:** Vicki LOUIE <vlouie22@hotmail.com>  
**Sent:** Friday, 6 September 2019 7:00 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Get [Outlook for iOS](#)

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Thursday, 5 September 2019 9:12 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 05/09/2019 - 21:11

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Patrick

**Last name**

Phegan

**Name withheld**

No

## Info

**Email**

[paddyphegan@gmail.com](mailto:paddyphegan@gmail.com)

**Suburb/Town & Postcode**

Dee Why

**Submission**

Stratas must be allowed to pass a By-law to limit short-term rental in the building.

The possible income tax should be brought to the attention of possible hosts. "Tax experts have highlighted the "discriminatory" capital gains tax treatment of home owners using shared economy sites such as Airbnb, compared with those who rent out their principal residence for lengthy periods under more traditional leasing arrangements." SMH 3/3/2018.



**I agree to the above statement**

Yes

---

**From:** Kerry-Lee Foord <oceanzedge.gerroa@me.com>  
**Sent:** Thursday, 5 September 2019 8:56 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

I particularly object to -

- *Installation of smoke alarms in each bedroom, and the smoke alarms are interconnected where there is more than one alarm.*
- *Installation of a lighting system in hallways that is activated by the smoke alarm system.*

I have a smoke alarm upstairs and downstairs of my house, which I believe is entirely satisfactory.

Regards

Kerry-Lee Foord

[www.oceanzedge.com](http://www.oceanzedge.com)

Tel 02 9810 5651

Mob 0423 928 420

---

**From:** laura pike <laura\_pike@hotmail.com>  
**Sent:** Thursday, 5 September 2019 8:35 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

---

**From:** Jill Hoorda <berrymountainlodge@live.com>  
**Sent:** Thursday, 5 September 2019 7:51 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** recorded and not sent to DCS, Purple category

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Yours Sincerely  
Jill Swane

Sent from my iPhone

---

**From:** Jill Hoorda <berrymountainlodge@live.com>  
**Sent:** Thursday, 5 September 2019 7:51 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Yours Sincerely

Jill Swane

Sent from my iPhone

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Thursday, 5 September 2019 6:27 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 05/09/2019 - 18:27

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Laurence

**Last name**

Mather

**Name withheld**

No

## Info

**Email**

[lemather@optusnet.com.au](mailto:lemather@optusnet.com.au)

**Suburb/Town & Postcode**

Milsons Point, 2061

**Submission**

I respond to the call for feedback in association with the Draft of the Code of Conduct for the Short-term Rental Accommodation Industry. I do so as an owner-occupier in a multi-story apartment building within the North Sydney LGA, an area in which internet advertisements for such short-term rentals are readily found.

The Draft Code of Conduct sets out the rights and obligations of such short-term rental accommodation industry participants, along with methodology and rules to administer and regulate the various components, including obligations and behaviour of the participants, as well as the outcomes of such transactions. Questions have been

proposed in order to address a wide range of issues pertinent to a range of scenarios. This submission is concerned only with that of multi-unit apartment buildings and the fundamental propositions associated with short-term rentals therein. It is agreed that proper and correct fire safety issues should be beyond question for any such building and all unit owners. However, the fundamental issues of concern for owner-occupiers in apartment buildings are, not unexpectedly, those potentially directly attributable to “short-term renters” in a residential building.

Amenity and Security. As an owner-occupier, I have concerns for preclusion or reduction of “homeliness” of our home in our building, along with concerns that short-term non-resident apartment users may not understand or appreciate residents’ issues;

Compliance with by-laws and/or fire regulations. “Short-term renters” would likely not know the by-laws of the building and thus may violate the by-laws out of ignorance or may choose not to respect the by-laws – this could lead to loss of amenity and/or security of other residents, and potentially cause expense and inconvenience to all owners;

Damage to common property. I have concern that short-term non-resident apartment users may cause damage to common property either out of accident or carelessness or even malice, thereby incurring expense and inconvenience to all owners;

Insurance. I have concern that short-term non-resident apartment users’ actions may cause ‘knock-on’ expensive effects to all owners.

It is submitted that commercial premises organized for "short-term renters" account for these concerns in appropriate ways.

It is my view, and one expressed informally by many owner-occupiers of multi-unit residential buildings, that the members of the respective Owners’ Corporation should, at an appropriate General Meeting, determine the plan of action best suited to themselves, analogous to the passage of, or modification to, by-laws. I believe that imposition of rules or other conditions of short-term rental accommodation by government, even including the duration of use of a “short-term rental agreement”, on an Owner’s Corporation is entirely inappropriate but should be the responsibility of that Owners’ Corporation.

**I agree to the above statement**

Yes

---

**From:** Nicole Shelley <nicole@myloinvest.com.au>  
**Sent:** Thursday, 5 September 2019 6:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive homeowners of the choice of how to use their property.

Regards,

Nicole Shelley.

Owner of Property in Newcastle east NSW.



---

**From:** Mark Hodge <mark@maisonnets.com>  
**Sent:** Thursday, 5 September 2019 6:12 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

I also wanted to send you an email which I sent recently to the team at Airbnb.....

**"I wanted to tell you a little bit more about how much partnering with Airbnb and starting this business has not only meant to me but also for the many people that we have been able to employ and to be able to utilize great skills that our incredible team have.**

Here goes....

**You may or may not know that in my former life I was a professional dancer with the Australian Ballet, performed in musical theatre for 17 years, both here and internationally and was also a professional dancer on Dancing With The Stars when it first started many years ago on Channel 7. Once I knew my performing career was coming to an end I looked into working in some way with my other passion which was real estate.**

**I had started my own Airbnb quite successfully and was approached to start a short term Airbnb division with a former work colleague from Bresic Whitney who now has a Ray White franchise but Ray White wasn't ready to go down the short term road so I decided to start my own business. I was also teaching at NIDA for the musical theatre course as well as extensively choreographing, when I went overseas for a holiday. On my last night I was struck by a car in a very serious hit and run accident, covered by Channel 7, which put me in a back brace for the next 6 months.**

**As a result of the accident I was forced to make this business work and fortunately I was able to live from the earnings on my own Airbnb for the first year which was the instigator of the business. Without going into too much of the detail what I wanted to convey is that not only was I able to start a new career, due to adversity but through what Airbnb has created we are able to offer work to full time, part time and contract workers both in Australia and overseas.**

Here is a list of how our business has created opportunities:

- **We do multiple renovations in multiple states providing work for builders and tradespeople in our extensive makeover arm of the business**
- **Provide work for stylists by promoting that service with that arm of the business (another passion of mine)**

- Multiple cleaning business employment for companies and contractors in 6 states and 1 territory (Sydney being the biggest)
- National linen contracts with two separate linen companies
- Employ staff to do meet and greets
- We were able to employ and help Suzie into a full time role after her business went broke due to the tramworks in Sydney. She is now an integral part of our operation
- We have expanded to Melbourne and now have full time staff there because of the Sydney operation
- Many of our clients have come to us after the rents have dropped severely in Sydney and rather than being forced to sell they are able to achieve a better return with the demand in the short term sector of the market
- We employ tech staff
- Accountants
- Bookkeepers
- Amenities supply companies
- We constantly refer to local businesses, restaurants and cafes
- Promote concierge services such as private chefs and drivers
- Employ photographers nationally
- Printers to create our own welcome guides
- Electricians
- Handymen
- Plumbers
- Insurance companies for short term rental insurance
- Writers for marketing blurbs
- Bloggers
- Lawyers
- Real Estate Agents for referral agreements

These are direct and constant but there are so many other industries that Airbnb and our company are able to Support.

Something that has touched me greatly is working here in Manila with the members of our bookings team and seeing how it helps them and their families. CJ, who has been with us for almost three years went from buying a washing machine for her mum in her first year with us to renovating her parents house this year. Knowing that we can help them to support their families is something well worth fighting for!

One of the big things I am hearing from almost all of our full time property owners is that the properties are maintained to a much higher standard than in a long term scenario as we pay particular attention to it being presented the way it was photographed from the beginning.

The argument of guests disrupting community and strata buildings is generally unfounded as I have had myself in the past and have heard of way more issues with long standing tenants. "There may be one or two noisy guests along the way but at least they are gone after a few days instead of us being stuck with them for 6 months, 12 months or longer like some of our tenants" was an actual comment by my building caretaker.

Whilst some measures are necessary what concerns me greatly are the effects that all of the added safety requirements may have on the decision for some of our owners to want to consider it viable and why there is such a difference between long term and short term for such requirements."

Thank you for reading and I ask you to reconsider some of the implementations.

Regards

Mark Hodge  
Director



---

**From:** Phill Kairys <philkairys@gmail.com>  
**Sent:** Thursday, 5 September 2019 10:06 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Recreation & leisure time is a positive influence on community & needs to be affordable & available. Unnecessary complications further add to community costs & will restrict access to this positive influence on community, social needs must be addressed as a priority.

Sincerely  
Phillip Kairys

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**From:** Michelle rakos <michellerakos@gmail.com>  
**Sent:** Thursday, 5 September 2019 5:44 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** recorded and not sent to DCS, Purple category

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Also, limiting the number of guests per bedroom makes no sense as sometimes there are large families with young children who all wish to sleep together. Saying they can't would then have to translate across to the use of hotels would it not? Because we have all stayed with our families all together in hotel rooms since we were small children. That would be the alternative for these families, then forcing into smaller spaces with more people and less amenities for a family.

---

**From:** Michelle rakos <michellerakos@gmail.com>  
**Sent:** Thursday, 5 September 2019 5:44 PM  
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**Subject:** Holiday rental regulations for NSW

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---

**From:** Neil j Franklin <neil-franklin@bigpond.com>  
**Sent:** Thursday, 5 September 2019 5:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

My specific concerns are:

- In regional areas where properties are on acreages no restrictions should be necessary as there would be no impact on amenity or neighbours. The proposal to allow cash strapped local councils to regulate in any way they chose should be entirely unnecessary and potentially risks being used as a cash cow .
- Limiting the number of guests per bedroom. My own property consists of two double bedrooms with ensuites and a bunk room with 2 double bunks. It is set up for two families with 2 children each to get away to the county at relatively low cost. If a limit is to be applied it should be at least 4 (or 2 per room plus 2 ) otherwise they would need to rent two cottages at additional cost. This is not out of line with what is common in budget hotels (which don't exist anywhere near me) and such visitors bring valuable \$ to regional NSW , especially during this drought.
- Day caps. in city(and regional) houses , as opposed to flats, day caps should not apply as any disturbance issues are far less for neighbours as there are no common areas. Moreover where the rental is not for the entire property (because the owner maintains a bedroom for their exclusive use) then the day cap should not apply either as the owner is able to police the rental to some degree.

Thank you

Neil Franklin  
Capertee Valley Farm Stays

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**From:** Paul Anstee <paul1908@me.com>  
**Sent:** Thursday, 5 September 2019 4:04 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct.

However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Should we be forced to cease holiday renting our property; not only will I cease to employ a Cleaner, Gardener, Pool Man and cease using the local Laundromat for washing sheets etc...which will result in the loss of approximately \$35,000 in income....but multiple local businesses in the South Coast such as cafes, restaurants, supermarkets, butcher, etc etc will lose out on patronage and income....which combined with other beach houses also ceasing to rent, will have a devastating effect on the local economy.

**Does the NSW State Liberal Government really want to be known forever as the Party who put people and local businesses out of work on the NSW South Coast (and other parts of NSW) as a result of Legislative restrictions on the use of our properties?**

Regards

Paul Anstee



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**From:** Md Jahan <tilok18@gmail.com>  
**Sent:** Thursday, 5 September 2019 3:57 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** recorded and not sent to DCS, Purple category

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. I oppose unnecessary registration, the night limits and use restrictions for our properties such as strata's illegal interfering, restricting investment property – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Please help us.  
Kind regards  
Hitomi

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**From:** Mark Tomlins <Mark.tomlins@outlook.com>  
**Sent:** Thursday, 5 September 2019 3:49 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** STHL submission - question regarding multiple supporting evidence files

Hi,

I'm looking to make a submission to this consultation, and have approximately 30 to 35 different documents (currently in electronic formats such as pdf, xlsx and docx) I would like to submit as part of my submission, discussing my my recent experience of taking my long-term tenant to NCAT after they breached their lease by subletting the property on AirBNB; which highlights several shortcomings of the proposed legislation and regulations. This sub-letting on AirBNB ran for almost two years before it was identified in the building's security camera footage.

Unfortunately, landlords have few options should their tenants breach their lease by subletting the property on AirBNB, even if they have made it clear it is not to be sublet. Having managing agents able to list properties on the STPL exclusion register would go a long way in preventing such a problem; and would also protect long-term tenants from unscrupulous opportunists who lease properties long term in order to sub-let them short term without the landlord's knowledge. In such unauthorised subletting cases, how would enforcement of the proposed STHL fire regulations work? Who would be liable for breaching the regulations?

Stone-walling from my tenant and AirBNB occurred when I had my lawyers request information about this sub-letting activity; given the damage incurred to the property; has limited the avenues I have to pursue for damages. After my tenant claimed a lack of financial means and assets at NCAT, suggesting that further legal pursuit for restitution would result in his bankruptcy, I would like to be able to take AirBNB to court for restitution (given they administer the payments, provide insurance to their "hosts" for property damage, and have not been forthcoming providing the underlying sub-tenants), and seek to have the proposed regulations facilitate this easily. An even better solution would be to lift NCAT's compensation payment limits, from \$30,000, to say \$250,000, and make AirBNB and similar online service providers entities who are eligible to appear before NCAT, to prevent restitution cases clogging up the court lists in the District and Supreme court.

I'd like to provide my lawyers' letter and the responses from my tenant and AirBNB; again in pdfs.

I'd like to provide a copy of my managing agency agreement with my real estate agent; and a copy of the lease; both in pdf and both of which clearly show no subletting was allowed.

I'd also like to provide a copy of my landlord's insurance policy; which shows that it is void if subletting takes place; again in pdf.

I managed to save down a copy of the AirBNB listing in pdf form; which I would like to provide.

Web-scrapes from InsideAirBNB suggest the property was continuously listed on AirBNB, despite the tenant claiming to reside there full time – highlighting one particular shortcoming of the proposed regulations. These web-scrapes, which have been compiled together, go for approximately 5 pages in an excel spreadsheet; which I would like to provide.

I've also got a range of other suggestions, such as that emergency services, such as the Police, Ambulance and Fire Brigade can also record "strikes" against a "host" or "guest"; as well as strata title body corporates where common property gets damaged by "guests"; and that licencing of properties and hosts should occur through Service NSW; just like motor cars, boats and drivers – that way strikes could come with enforceable penalty notices. There are many parallels between the current system which ensures cars are road-worthy, and a potential system which ensures that properties which are STHL are fire-safe.

Would it be possible to have the electronic submission file types expanded to include zip files, or a similar compressed archive format, enabling multiple files to be submitted?

Alternatively, I could print it all out and send it to you that way; hand deliver it (perhaps via some other DPIE employees I am currently working with regarding regional broadband); or e-mail all the attachments through to this address.

Kind regards,  
Mark

Mark Tomlins  
+61 408 626 923

*This message and any attachments may contain information that is confidential and subject to legal privilege. If you have received this message in error, please destroy all copies and notify the sender immediately.*

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**From:** Wendy & Andy Beverley <awbeverley@gmail.com>  
**Sent:** Thursday, 5 September 2019 3:36 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

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**From:** Michele Jackson <nowrashortstay@dodo.com.au>  
**Sent:** Thursday, 5 September 2019 3:34 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Importance:** High

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator in the NSW South Coast, mainly Nowra, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. **However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will not only place an important holiday tradition at risk but also will narrow the choice or lack of temporary accommodation for large companies which have large and long term work projects in relative areas and will also deprive many holiday homeowners of income they have come to rely on.**

I have had on numerous occasions over the years, many large companies relying and reserving from 3 to 6 months at any one time for projects in the south coast area but also for work at HMAS Albatross where a lot of subcontractors require long term accommodation and may I say navy personnel families as well.

**Restricting the freedom of choice in lodging or accommodation and for shorter or longer temporary stays will create an unstable and unworkable situation at both ends.**

I have been operating since 2007 and over the years have seen an increase amount of not only holiday makers but increase of work projects in the area.

**By narrowing the choice or the lack of freedom of operators and users will reduce the economy and tourism in any such given areas which local councils and communities rely on.**

Kind regards  
Michèle Jackson  
Manager/Operator  
[www.nowrashortstay.com](http://www.nowrashortstay.com)  
Mobile 0422 965 699  
ABN 66 924 350 090

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**From:** Tina Suvajac-Lees <lees.mediation@mac.com>  
**Sent:** Thursday, 5 September 2019 3:24 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

There are no hotels in Mosman or out of the city. The cost of the city hotels are prohibitive for families coming from abroad and also families relocating back to Australia.

Kind regards

Tina Lees  
Mosman

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**From:** Marcus Heron <marcusheron@gmail.com>  
**Sent:** Thursday, 5 September 2019 2:35 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Minister,

I have been renting out my own home for 2/3 months a year for x10 plus years now in an effort to makes ends meet and I am staggered for have met so many wonderful guests in this time who wish to experience Austrlia from the base comfort of a home rather than a hotel and with the support and guidance of a local helping them navigate all we have to offer as a state and City.

I personally know of hundreds of average folks within my network who have become short term rentals landlords and do so without issue. It seems abundantly clear as a responsible operator in this space that see both sides that it is the rouge operators, those managing large scale short rentals for fast and regular gain along with irresponsible renters illegally re-renting their leased homes that are at the heart of 95% of the issues in respect to neighbourly disturbances, theft and general security.

Own homes represent by far our biggest assets and you will find that owners who manage their own homes through the various platform do so with a huge amount of diligence as well as respect for their neighbourhoods and communities.

Short-term rental accommodation is an important driver of economic growth, job creation / replacement for the NSW tourism industry and as a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income that is now an essential form of income as work options become harder for those of us later in life or living as a single parent where responsibilities that makes travelling far for work impossible to manage practically.

Your sincerely

Marcus Heron  
211/66 McLachlan Avenue  
Rushcutters Bay  
Sydney NSW 2011

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**From:** Jenny Downing <jennydowning@hotmail.com>  
**Sent:** Thursday, 5 September 2019 2:25 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.



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**From:** Michelle Tran <bthomeaway@gmail.com>  
**Sent:** Thursday, 5 September 2019 2:07 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

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**From:** Loan Nguyen <innerwesthomeaway@gmail.com>  
**Sent:** Thursday, 5 September 2019 2:07 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

---

**From:** MMHL Warrentran <mmhlwarrentran@gmail.com>  
**Sent:** Thursday, 5 September 2019 2:07 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
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**From:** Tanjenong Cottages <tanjenong.cottages@gmail.com>  
**Sent:** Thursday, 5 September 2019 12:49 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

We run a three cottage farm stay that is essential for the survival of our overall farm operation. The cottages are spaced 200-300 meters apart and noise has never been a problem. One of the cottages is a three bedroom cottage with a king sized room, a queen sized room, and a bunk room with a double bed and 3 singles so that a family gathering of 9 people is possible, usually two sets of parents and 4 or 5 kids in the bunk room. There is a large open plan living/dining/kitchen area that easily accommodates those numbers. It is by far our most popular for a number of our return customers. For us to lose this as a farm stay dwelling would be disastrous.

We are being punished for the sins of others that pack far too many people into small places to maximize profits. Allowing us to have an avenue of appeal for a country property with either the registration body or our local council would be very helpful.

Thank you for your consideration.

Sincerely,

Rob and Deb Kane

Tanjenong

6875 Taralga Rd

Curraweela, NSW, 2580

---

**From:** Kathryn Sutton <sutton.kathryn@gmail.com>  
**Sent:** Thursday, 5 September 2019 12:30 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** recorded and not sent to DCS, Purple category

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

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**From:** Kathryn Sutton <sutton.kathryn@gmail.com>  
**Sent:** Thursday, 5 September 2019 12:30 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

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**From:** Sophia Kevans <sophia@poetscottage.net>  
**Sent:** Thursday, 5 September 2019 12:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** recorded and not sent to DCS, Purple category

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1. The proposed maximum of 2 guests per bedroom is too restrictive and highly punitive. A couple with a young baby cannot sleep in the same room as their child - this is unfair to the parents and their baby.
2. The requirements to meet bushfire regulations would be financially prohibitive to owners and would force many owners out of the industry. This would have a major impact on towns that rely on tourism. A more sensible option would be that STR's in bushfire areas must clearly disclose this in their advertising and have a bushfire evacuation plan clearly displayed at the property.
3. Why would restrictions be placed on short-term accommodation providers and the same rules not placed on long-term rentals? - particularly with regard to fire safety.
4. We support having an industry that has professional standards and a clear framework in place in order to eliminate unprofessional operators.
5. We hope that the process to add guests to an exclusion register is a straightforward one as currently guests that cause damage or issues at properties often escape punishment due to the protection of booking platforms.
- 6. The restriction of 180 nights on properties in the Blue Mountains would be extremely damaging to tourism in this area and should be abolished.**
7. Property managers should be supported throughout the changeover process by a designated government body including free legal advice on the changes and a specific account manager that we can receive support from.
8. The changes should be supported by significant investment in technology in order to reduce manual processes (e.g. guest exclusion register portal).

Thank you for your consideration of this matter.

Kind regards,  
Sophia   
Poet's Cottage - Blue Mountains Tranquility  
Mobile: 0477993307 (please SMS for immediate response)

Winner TripAdvisor Award for Excellence - 2019, 2018, 2017  
Winner [Booking.com](https://www.booking.com) Guest Review Awards - 2018, 2017  
Winner TripAdvisor Top Vacation Rental - 2013  
Visit the cottage website: [www.poetscottage.net](http://www.poetscottage.net)  
Follow us on Instagram #poetscottageaustralia



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**From:** Sophia Kevans <sophia@poetscottage.net>  
**Sent:** Thursday, 5 September 2019 12:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

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Thank you for your consideration of this matter.

Kind regards,

Sophia 

Poet's Cottage - Blue Mountains Tranquility

Mobile: 0477993307 (please SMS for immediate response)

Winner TripAdvisor Award for Excellence - 2019, 2018, 2017

Winner [Booking.com](https://www.booking.com) Guest Review Awards - 2018, 2017

Winner TripAdvisor Top Vacation Rental - 2013

Visit the cottage website: [www.poetscottage.net](http://www.poetscottage.net)

Follow us on Instagram [#poetscottageaustralia](https://www.instagram.com/poetscottageaustralia)



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**From:** The Point Beach House <thepointmanyana@gmail.com>  
**Sent:** Thursday, 5 September 2019 12:15 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Sent from my iPhone

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**From:** Nick Marko <nick.marko.au@gmail.com>  
**Sent:** Thursday, 5 September 2019 12:07 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Nick Marko

0478108747

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**From:** Jenny Slater <bazzandjen@gmail.com>  
**Sent:** Thursday, 5 September 2019 12:00 PM  
**To:** DPE PS STHL Mailbox; Jenny Slater  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** recorded and not sent to DCS, Purple category

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Regards  
BJ & JM Slater

---

**From:** Michael <Jindrill@bigpond.com>  
**Sent:** Thursday, 5 September 2019 11:45 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

I am involved in short term accommodation in a strata complex of 8 units in Albury NSW, 5 of the 8 units are rented out short term,

I own 4 of the 8 units, My 1 bedroom units have a full kitchen, the kitchen has a full size refrigerator & stove, including all pots, pans & utensils to cook up a storm the bedroom has all linen & towels provided, lounge room has couches TV DVD & Wi-Fi , & of course a stocked bathroom.

I promote them as “just bring your suitcase and cornflakes, and everything else is provided”

The building has been used for short term accommodation since 1953, as it was close the old Albury Base hospital.

This is obviously way before airbnb or stayz were even invented, & way before the internet as well.

My clients are Locums, Lawyers, optometrists, chiropractors, pharmacists etc who come to work in Albury for short periods,

Generally for 3 to 4 weeks to cover for someone who is on holidays or on extended leave.

My very valid point is where are these type people going to stay when the new regulations drive me OUT of business, maybe they could stay in a Motel

And stare at a Microwave for 3 to 4 weeks, as it is the only kitchen appliance in the room, (most Motels will not allow guests to cook in their rooms)

therefore they have to go out to eat every night.

Seriously, where are these type of people going to stay, the shortest residential lease in Albury is 3 months, businesses just cannot afford to rent & supply utilities for the times that they MAY need Locums, I don't think the Government has thought about the working people that need good clean and most importantly affordable accommodation when working away from home.

I imagine that businesses in other regional centres (Tamworth, Dubbo, Orange, Wagga etc.) would have the same problems, needing locums to cover short term staffing, when their people are on holidays or on extended leave.

Please don't hesitate to contact me for further information about short term accommodation,

*Regards*

*Michael Campbell*

*Albury Central Short Term Apartments*

*694 Dean Street Albury 2640*

*Email: [694deanstreet@gmail.com](mailto:694deanstreet@gmail.com)*

*PH: 0428 284 227*

*Po Box 1305*



---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Thursday, 5 September 2019 11:43 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Thu, 05/09/2019 - 11:43

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

William

**Last name**

PIDDING

**Name withheld**

No

## Info

**Email**

[wspidding@hotmail.com](mailto:wspidding@hotmail.com)

**Suburb/Town & Postcode**

McMahons Point 2060

**Submission**

As a long term owner and occupier of an apartment of Sydney's lower north shore, I would like to strongly voice my opposition to all short-term rentals.

There are a myriad of problems with short term rentals, such as disruption of the ambience and enjoyment of neighbouring properties and lifestyles, security, fire risk, rubbish, damage, theft, etc., etc.

In fact most buildings are not designed for short term rentals and therefore should not be available for this purpose.

Would you please take this submission into account in all decision-making concerning short term rentals.



**I agree to the above statement**

Yes

---

**From:** noreply@feedback.planningportal.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <noreply@feedback.planningportal.nsw.gov.au>  
**Sent:** Thursday, 5 September 2019 11:43 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Thu, 05/09/2019 - 11:43

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

William

**Last name**

PIDDING

**Name withheld**

No

## Info

**Email**

[wspidding@hotmail.com](mailto:wspidding@hotmail.com)

**Suburb/Town & Postcode**

McMahons Point 2060

**Submission**

As a long term owner and occupier of an apartment of Sydney's lower north shore, I would like to strongly voice my opposition to all short-term rentals.

There are a myriad of problems with short term rentals, such as disruption of the ambience and enjoyment of neighbouring properties and lifestyles, security, fire risk, rubbish, damage, theft, etc., etc.

In fact most buildings are not designed for short term rentals and therefore should not be available for this purpose.

Would you please take this submission into account in all decision-making concerning short term rentals.

**I agree to the above statement**

Yes

---

**From:** Linda Robertson <lindarobertson333@gmail.com>  
**Sent:** Thursday, 5 September 2019 11:39 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Kind regards,  
Linda Robertson  
P O Box 402, Kiama NSW 2533

---

**From:** James Mayson <jamesmayson@yahoo.com>  
**Sent:** Thursday, 5 September 2019 11:23 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the 90 night limit sought by Byron Shire Council as unworkable – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Affordable housing is indeed a critical social issue and as such should be dealt with on a State and Federal Governmental level through construction of specific housing. To expect private home owners who have purchased their property under existing legislation, to completely change their use is poor governance. To retrospectively enforce home owners to adhere to a shortage in the market created by lack of governmental land release, affordable housing and DA restrictions that exclude reasonable provision of tourist accommodation, is unethical and short sighted.

Regards,

James Mayson

---

**From:** Jo Johnstone-Burt <jojb1412@gmail.com>  
**Sent:** Thursday, 5 September 2019 11:21 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Thank you for the opportunity to give this important feedback.

Regards  
Jo Johnstone-Burt

---

**From:** M Arnold <atelierstardust@outlook.com>  
**Sent:** Thursday, 5 September 2019 11:17 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

**Businesses in my area that been able to open up and survive would collapse if big changes were made to the holiday home sector.**

These proposals are in effect, attempting to change the goal posts mid game.

**This will be a DISASTER for small businesses, home owners, retirees and their communities which have grown around the great business and opportunities short term rentals bring to an area.**

**Do not make MORE regulation and onerous changes - the average person is ALREADY struggling to keep up with endless regulation and make ends meet.**

**I oppose the night limits and use restrictions for properties.**

**Restrictions of this kind will result in**

- **collapse of property prices in holiday areas**
- **collapse of small business that have grown to cater to holiday makers**
- **deprive many homeowners of income that they were allowed to have when they purchased their property.**
- **destroy home owners retirement planning.**

**In a word, its UNFAIR and DAMAGING to everyone - government included when retirees are deprived of possible pension-reducing income.**

**If onerous regulations happen, I will have to sell my property - probably at a loss- and this will have severe effects on me and my possibility of retirement in my own home.**

**Why is the government tampering with something that is working so well?**

**Is it to raise more revenue from home owners?**

**Good grief with huge rates and outgoings we only just get by as it is.**

**Leave this fledgling and beneficial industry alone, or you will destroy it.**

Kindest regards,  
MGA Arnold.

---

**From:** Suzanne Miller <suzanneleemiller@gmail.com>  
**Sent:** Thursday, 5 September 2019 11:04 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Please here our point of view

Dear Minister,

In the area we rent our house, Pearl Beach, the local economy around Umina rely heavily on the tourism industry around the central coast.

This is not limited to all the tourists we bring to the area and the local hospitality business but all the trades we employ just to keep the houses in their best working order. Because the properties receive a high volume of traffic, local cleaning companies, maintenance, plumbing and electrical (just to name a few) receive so much business from the holiday rental market.

To impose restrictions and price prohibiting fees for not much gain is nonsensical. Whole areas of coastal NSW and the highlands would literally die without that tourism industry... especially without the influx of weekend tourists that so many people rely on.

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Regards

Suzanne Miller  
0420974667  
Sent from my iPhone



---

**From:** Wattle Beach Cottage Beach House <wattlebeachcottage@gmail.com>  
**Sent:** Thursday, 5 September 2019 11:02 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

---

**From:** Greenview Bowral <56centennial@gmail.com>  
**Sent:** Thursday, 5 September 2019 11:01 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Kind Regards

Paul Sassine

0433 948 743

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**From:** Julie Baker <baker.julie59@yahoo.com.au>  
**Sent:** Thursday, 5 September 2019 10:51 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

I would also like to make a submission that short term holiday home owners put in place a building and fire safety plan, as per Environmental planning and Assessment Relegation 2000, these Regulations that commenced 1st October 2017 ,this will insure that responsible owners are issued with a fire safety statement .

Kind Regards

Julie

---

**From:** seedfoodwithlove@gmail.com  
**Sent:** Thursday, 5 September 2019 10:36 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

---

**From:** Raysmails <raysmails@gmail.com>  
**Sent:** Thursday, 5 September 2019 10:21 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Sent from my iPhone

---

**From:** Mark Ruck <fffdining@gmail.com>  
**Sent:** Thursday, 5 September 2019 10:13 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Regards

**Mark J. Ruck**  
**Co-Founder**



**M:** [+61 0406663999](tel:+610406663999)  
**E:** [fffdining@gmail.com](mailto:fffdining@gmail.com)

**W:** [www.bondipizza.com.au](http://www.bondipizza.com.au)

**W:** [www.ruckgroup.com](http://www.ruckgroup.com)

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---

**From:** Kevin Mason <kevin@propertybuyer.com.au>  
**Sent:** Thursday, 5 September 2019 10:00 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct.

However, I oppose the night limits and use restrictions for our properties, this is unfair and restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

I also oppose providing more authority to executive committee's in strata buildings giving them powers to ban short term letting as in most cases short term letting is mis-understood and I have already seen an over use of powers and bullying within the industry from over zealous executive committee's to short term let property owners.

Fire regulations should also be consistent across the board for all rental properties.

Kind Regards,

Kevin Mason  
Senior Buyers' Advocate  
M: 0419 645 862  
Ph: +61 2 9975 3311  
Fax: +61 2 9975 7944  
kevin@propertybuyer.com.au  
[www.propertybuyer.com.au](http://www.propertybuyer.com.au)  
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**From:** Rob Gray <robertgray\_uk@yahoo.co.uk>  
**Sent:** Thursday, 5 September 2019 9:59 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Regards,  
Robert Gray

---

**From:** Janiece Fanny <fannyadamsjrp@gmail.com>  
**Sent:** Thursday, 5 September 2019 9:58 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

---

**From:** Taja Bungate <tjabungate@hotmail.com>  
**Sent:** Thursday, 5 September 2019 9:57 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Regards

Taja Bungate  
0410 710 251

---

**From:** Windows Live <rbungate@hotmail.com>  
**Sent:** Thursday, 5 September 2019 9:56 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on. Furthermore we rely on this as an income so as not to burden the government with aged pension.

Regards  
Rodney Bungate  
0498104645

---

**From:** Jill Wright <edenviewholidays@gmail.com>  
**Sent:** Thursday, 5 September 2019 9:55 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

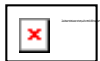
As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions on the amount of guests in a room for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on. Let me give you our example.

Our home is a 6 bedroom property on 5 acres, and is able to sleep 14 in beds, and 18 people if the two double futon beds are utilized. We are very popular for those wishing to have a family reunion or Christmas In July, whilst visiting the beautiful Hunter Valley. If these restriction are put in to place, it means that we could only host 12 people at the most, and larger families will have very limited probability to get together under the one roof.

I appreciate your consideration of my concerns.

Regards  
Jill Wright  
Edenview Holiday Rental  
134 Barraba Lane  
Quorrobolong NSW 2325  
0414 307 008



Virus-free. [www.avg.com](http://www.avg.com)

---

**From:** Lucio\_Cocchietto@tnt.com.au  
**Sent:** Thursday, 5 September 2019 9:54 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

I believe Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. I personally employ cleaners and gardeners and maintenance services to maintain my property. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a simplified register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Kind regards,

**Lucio Cocchietto**

M: [+61 \(0\)417497100](tel:+61(0)417497100)

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**From:** Mishka Kelly <theviewbyronbay@gmail.com>  
**Sent:** Thursday, 5 September 2019 9:53 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Sent from my iPhone

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**From:** Julie Farah <julie@jgfarah.com>  
**Sent:** Thursday, 5 September 2019 9:52 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Kind Regards,  
Julie Farah

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**From:** Melinda Cole <melinda.cole@bmf.com.au>  
**Sent:** Thursday, 5 September 2019 9:42 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister,

The following reflects my views on the proposed changes to STR letting.

Short-term rental accommodation is an important driver of economic growth, government income and job creation for the NSW tourism industry.

We pay significantly more tax and penalised heavily under a PAYG system up to 50% of our income as opposed to nil for a lot of multinational hotel companies who have lobbied for these changes.

We put more money into the local area as well as government coffers. Our homes are generally in areas where hotels are not located so we put more money into local areas that generally don't see tourists.

As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct.

However, I STRONGLY oppose the night limits and use restrictions for our properties – while I am a stay at home host, I may want to list as a whole home in the near future.

This is a very obvious ploy to discourage people listing whole homes which is the most popular option for tourists. Limiting to letting 50% of the year simply makes it unprofitable for hosts and they won't list. It does not limit any noise or issues that come with whole homes. So the limit DOES NOT address that issue correctly.

Furthermore. 99 percent of hosts DO NOT want parties or bad guests in their home. We don't want our homes trashed and we do want to be good neighbours. We monitor and screen guests to the best we can.

But with our incomes restricted we may be forced to take more chances with guests so I can only see this measure increasing a problem.

Regards.  
Mel

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 5 September 2019 9:49 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Thu, 05/09/2019 - 09:49

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Wendy

**Last name**

Larson

**Name withheld**

No

## Info

**Email**

[wendylarson@optusnet.com.au](mailto:wendylarson@optusnet.com.au)

**Suburb/Town & Postcode**

Bexley 2207

**Submission**

I disagree with the proposal to limit bedrooms to 2 persons. It is common for parents to wish a cot or toddler bed be placed in the master bedroom. Cots and toddler beds should be excluded from this limit.

Clarification on connected fire alarms in every bedroom where the host is present. For a standard size home the fire alarm going off near the kitchen when the toast is burnt in the morning can already be clearly heard in all rooms and by the neighbours.

**I agree to the above statement**

Yes

---

**From:** Smiths Lake House <smithslakehouse@yahoo.com.au>  
**Sent:** Thursday, 5 September 2019 9:36 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the smoke alarms requirements - the cost of installing all required smoke alarms and security lightning etc will be unaffordable for many owners and therefore you will deprive many holiday homeowners of income they have come to rely on. Maybe a requirement for normal smoke alarms in all rooms will be much better (to follow the requirements in normal long term rentals).

Kind regards

Homeowners - Smiths Lake House, Smiths Lake

Sent from my iPhone

---

**From:** Peter Barrie <braevilla@yahoo.com>  
**Sent:** Thursday, 5 September 2019 9:33 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the smoke alarms requirements - the cost of installing all required smoke alarms and security lightning etc will be unaffordable for many owners and therefore you will deprive many holiday homeowners of income they have come to rely on. Maybe a requirement for normal smoke alarms in all rooms will be much better (to follow the requirements in normal long term rentals).

Kind regards

Homeowners - Brae Villa, Smiths Lake

Sent from my iPhone

---

**From:** Jacob Ralph <Jacob\_Ralph\_80@hotmail.com>  
**Sent:** Thursday, 5 September 2019 9:23 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Submission by Jacob Ralph for Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Please consider amending the following proposal:

- Where the host is not present, and the site is not on bushfire prone land or a flood control lot, STRA is 'exempt development' for: ▪
  - 180 days in Greater Sydney
  - 365 days if the STRA owner's principle place of residence is within a 10 km radius of the STRA in Greater Sydney
  - 365 days in regional areas; except where a council varies this to no lower than 180 days.

As a property owner, I do not necessary need to be present at the property to ensure that the guests needs are met and that the neighbours right to peaceful enjoyment of their place is maintained. Many of the problems with Metropolitan areas such as Sydney are due to 'agents' operating multiple STRA without appropriate oversight. As the property owner, I have a vested interest in maintaining good condition of the my property and good relations with the neighbours. As I live in the neighbourhood, I can attend the premises immediately if there are any issues. This addition would still meet the intent of the regulations and reign in rouge STRA agents but also give property owners a little more flexibility on how they lease the premises if they are prepared to manage the property themselves in person.

Thank you for your consideration

Jacob Ralph

0438 377 835

---

**From:** internode email <azci@internode.on.net>  
**Sent:** Thursday, 5 September 2019 9:31 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Stevan

---

**From:** Kerena Tran <kerena.tran@gmail.com>  
**Sent:** Thursday, 5 September 2019 9:29 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Warm regards,  
Kerena Tran

---

**From:** Paul and Michelle from LANTANA Byron Bay <lantanabyronbay@hotmail.com>  
**Sent:** Thursday, 5 September 2019 9:25 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Byron Bay visitors will be most hard hit as night limits will reduce the number of accommodation options available to the extent that there simply will not be enough beds to meet the demand.

Kind regards  
Paul Sargent  
0423079985  
8 gin Gin Cres  
Ocean Shores  
NSW 2483



This email has been checked for viruses by Avast antivirus software.

[www.avast.com](http://www.avast.com)



---

**From:** Peter Tranter <peter@petertranter.com>  
**Sent:** Thursday, 5 September 2019 9:19 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

---

**From:** Zara Pamboukhtchian <the.zara@gmail.com>  
**Sent:** Thursday, 5 September 2019 9:19 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct.

However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Zara Pamboukhtchian

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**From:** laura van wieringen <diamondsr4ever000@gmail.com>  
**Sent:** Thursday, 5 September 2019 9:17 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Sent from my iPhone

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**From:** Lyn P <cabernet000@yahoo.com>  
**Sent:** Thursday, 5 September 2019 9:13 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

---

**From:** ryan@pollyco.com.au  
**Sent:** Thursday, 5 September 2019 9:08 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Regards

Ryan Polivnick  
M: 0419 545 623

**PollyCo**

RNP PROPERTY SERVICES PTY LTD T/A POLLYCO INVESTMENTS

---

**From:** Graham Thompson <graham@compassbros.com.au>  
**Sent:** Thursday, 5 September 2019 9:08 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister,

I own two houses in NSW that are dedicated short stay holiday rentals, one in Orange and one on the Central Coast. I am 61 years old and they will contribute significantly to my retirement income.

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Yours sincerely,

Graham Thompson  
13 Philip Street  
Bondi NSW 2026

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 5 September 2019 9:06 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Thu, 05/09/2019 - 09:04

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jay

**Last name**

Anderson

**Name withheld**

No

## Info

**Email**

[jayoa@bigpond.com](mailto:jayoa@bigpond.com)

**Suburb/Town & Postcode**

Milsons Point

**Submission file**

[air-bnb-objection.pdf](#)

**Submission**

I write to record my vehement objection to the amendment of the regulatory framework relating to Short Term Residential Accommodation to the extent that it is directed at restricting the ability of a strata plan to pass by-laws prohibiting "Air B-n-B" by providing that any such by-law be "adopted by special resolution, with 75 per cent of votes supporting the proposal at a general meeting" as set out in the Discussion Paper (Background Section) We live in Milsons Point, a Sydney suburb with extremely high population density. Its public resources including on-street parking, open parkland and waste/litter management are strained. Our suburb has no requirement to house

“FIFO” workers, a group whose need for accommodation appears to have been an important consideration underlying the policy.

The “special resolution” requirement would render it easier for owners to run apartments as private hotels in residential home unit buildings not approved for such commercial use. Such an operation can, and does interfere substantially with the quiet enjoyment of the occupation of other residents.

We have had such an experience in our strata block wherein a non-resident owner (the original developer of the property) made his penthouse apartment available and promoted its use for weekend “bucks’ parties” resulting in:

- Scattering of litter including cigarette butts in common areas and balconies of other apartments;
- Spillage of liquor in hallways and lifts;
- Excessive loud music and noise throughout the night;
- Visitation by strippers and sex workers to entertain the partygoers; and
- Provision to itinerants of access to secure car residents’ parking areas.

The codes of conduct to be observed in residential home unit buildings are regulated by the passage of by-laws under the legislation. It is entirely appropriate that they enable the residents to determine the manner in which their building may be used with consideration to the impact of such use upon their lives.

Like almost all others in our area our apartment block does not have the security, permanent cleaning and reception facilities required in the operation of a hotel business; the use to which the building could be put under the proposed framework.

In my submission, in a home unit block zoned residential it should be the ability of the owners’ corporation to pass by-laws permitting the use of apartments for STRA that should require a special resolution, with 75 per cent of votes supporting the proposal at a general meeting. The proposed framework is founded on the presumption owners of residential apartments should be allowed to operate a hotel in their apartments unless 75% of the other owners object. Such a presumption is abhorrent to the principal that an owner is entitled to the quiet enjoyment of his home.

Jay Anderson  
1/3 Northcliff Street  
Milsons Point 2061

**I agree to the above statement**

Yes



---

**From:** Wicket Hill <wickethillhouse@gmail.com>  
**Sent:** Thursday, 5 September 2019 9:06 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Categories:** Purple category

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Kind regards,  
Kirsten

---

**From:** Wicket Hill <wickethillhouse@gmail.com>  
**Sent:** Thursday, 5 September 2019 9:06 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

Dear Minister, Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry. As a result, regulation for our sector should avoid unnecessary burdens on our operations. As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

Kind regards,  
Kirsten

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 4 September 2019 11:19 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Wed, 04/09/2019 - 11:18

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Terence

**Last name**

Heavener

**Name withheld**

No

## Info

**Email**

[theavener@optusnet.com.au](mailto:theavener@optusnet.com.au)

**Suburb/Town & Postcode**

Maroubra 2035

**Submission**

Advertisements for tenants should not be allowed to discriminate by targeting young singles and couples in shared accommodation which leads to numerous late night parties.

Councils need ample resources and powers to investigate breaches as they presently claim limited resources.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 4 September 2019 9:58 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Wed, 04/09/2019 - 09:58

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Sarah

**Last name**

Murphy

**Name withheld**

No

## Info

**Email**

[sarahcm73@hotmail.com](mailto:sarahcm73@hotmail.com)

**Suburb/Town & Postcode**

2251

**Submission**

I am very concerned about this! Why do we have to take the FUN out of life in this state!

What bothers me is this -

In this country housing is so unaffordable. We have never rented our house to anyone however we live in a beach suburb where many people visit (Avoca beach NSW). Our beach is packed in summer and when I speak to people visiting - many of them are here staying in air bnb's. Most of these people do this because holidays for MOST people (particularly in Sydney) are unaffordable. People can't go away like they used to because mortgages are so high so air bnb is what people use to have FUN in life!

The government wastes all this money campaigning on improving people's mental health and yet the same govt makes housing unaffordable and now want to destroy people's ability to go on an affordable holiday and keep people miserable ! A family of five can no longer afford to go to Qld and stay in a hotel - they have to use things like

air bnb so they can take their kids on a trip to the beach! What are you all thinking? This country used to be about everyone being able to have a break. I have met so many families visiting up here that can only ever afford to visit coastal nsw. Other holidays are out of their reach. Imagine being a child living in western Sydney with no prospect of a holiday.

Honestly no wonder people are miserable around this country. We are making life so difficult for large groups of people by making things unaffordable! It's SO wrong and unAustralian! Let people rent out their houses and obviously they have to have fire detectors - but all of that other nonsense is just a way to rip people off and keep people miserable. It will mean families will have less opportunities to take their children out in this horrible housing affordability state we are in and it will just mean councils like Gosford reap money in to spend at their Xmas party! How many personality bypasses did it take to come up with this garbage proposal to over regulate house sharing. There are more concerning things to be worried about - such as keeping hard working Australians happy!

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 4 September 2019 8:23 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Wed, 04/09/2019 - 08:22

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Peter

**Last name**

Miley

**Name withheld**

No

## Info

**Email**

[mulloes@gmail.com](mailto:mulloes@gmail.com)

**Suburb/Town & Postcode**

Chatswood

**Submission**

I do support the installation of smoke detectors, fire blankets, escape plans etc. Most short term rentals I've stayed in do have these.

However, most residential houses already have these devices as standard. I would not stay in a rental that said there was no fire safety devices.

Does adding more "red tape" have any real benefit? I would have thought that people who opened their not often used "beach shacks" would be right across safety issues so that their rental property would get return customers. This sharing accommodation era we're in all relies on reviews.

Finally, why is there a difference between short term and long term rentals? Surely one bill would suit both. I've rented many long term rentals that have no battery operated fire smoke sensors, let alone professionally fitted linked alarms throughout the property.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 4 September 2019 6:02 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Wed, 04/09/2019 - 06:02

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Michael

**Last name**

Sperling

**Name withheld**

No

## Info

**Email**

[mike@bilpinlodge.com.au](mailto:mike@bilpinlodge.com.au)

**Suburb/Town & Postcode**

Bilpin

**Submission**

To the dept of planning and the Govt. I own a short stay house in rural NSW. If you intend/do introduce tougher rules & compliance regime on short stay homes that's fine. But you must go ahead and implement a set of rules that we can work with. Stop talking about what you'll do. Go ahead and do it.

Protection from bullshit complaints from neighbours is most important. Nobody wants so-called party houses. But jealous/crazy neighbours making unfair & unreasonable complaints must not be permitted to shut down a holiday house.

**I agree to the above statement**

Yes



---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Tuesday, 3 September 2019 7:22 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Tue, 03/09/2019 - 19:22

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

TIFFANY

**Last name**

BENN

**Name withheld**

No

## Info

**Email**

[tjb@harthomedecor.com](mailto:tjb@harthomedecor.com)

**Suburb/Town & Postcode**

Sydney 2000

**Submission**

Hi there, as an owner in Hyde Park Towers at 148 Elizabeth Street, Sydney I would like the new laws with regards to strata and short term letting to be passed asap. My strata refuses to let me as an owner short term let my apartment. As a small business owner who lives alone and travels a lot with my work it makes absolute sense to be able to short term let my apartment to responsible parties via Airbnb to not only bring extra money to help me run my own business but will also help me spend more within my local economy. It just simply makes sense to let owners who's homes are their principle place of residence short term let. The strata committee is harassing myself and other owners within the building and constantly sending threatening letters stating that we cannot short term let our own homes otherwise they will fine us \$1100 each time we try to do it.

I am the owner of my apartment and should be allowed to supplement my income whilst I am away working.

Thanks very much in advance.

Tiffany Benn

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Tuesday, 3 September 2019 5:10 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Tue, 03/09/2019 - 17:09

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Peter

**Last name**

Nestor

**Name withheld**

No

## Info

**Email**

[nestor@bigpond.net.au](mailto:nestor@bigpond.net.au)

**Suburb/Town & Postcode**

Milsons Point 2061

**Submission**

Our building has gone to considerable trouble and expense to ensure the security of property and residents. This security will be undermined by allowing short term renters to access the property without any oversight (through submission of leases). The amenity of owners will also be lessened. There is no real means to inhibit bad behavior by short term renters in the short term - by the time a complaint is dealt with the offenders are long gone.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Tuesday, 3 September 2019 4:45 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Tue, 03/09/2019 - 16:45

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Greg

**Last name**

Rich

**Name withheld**

No

## Info

**Email**

[grich@hamiltonrich.com.au](mailto:grich@hamiltonrich.com.au)

**Suburb/Town & Postcode**

Milsons Point NSW 2061

**Submission**

I strongly object to any legislation that prevents Stratas being able to control their own Apartment blocks.

If a BY LAW is passed by owners that prohibits any short term letting than the BY LAW should be enforceable. Owners should have the ultimate say on who enters their building for obvious security reasons. The proposed Legislation does not recognise the rights of owners to control their own apartments.

**I agree to the above statement**

Yes

---

**From:** Sally Anderson  
**Sent:** Tuesday, 3 September 2019 3:40 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** FW: Have Your Say - STRA Reforms - STEVAN PEJIC

Hi Deborah,

I'd like to take this opportunity to provide a statement in response to the, Have You Say on STRA reforms;

<https://pp.planningportal.nsw.gov.au/exhibition/have-your-say-short-term-rental-accommodation-reforms>

I've made a submission via the aforementioned website, but would also like to send you my statement directly as a fellow colleague of the DP&E.

Upon review of the discussion paper, it seems that there'll be restrictions on STRA opportunities for rural properties that are zoned within a bush-fire prone & flood zone area.

Given that a vast area of NSW beyond the Sydney Metropolitan area is subject to being within a bush-fire and/or flood-prone area this automatically deems any private rural zoned land and associated dwelling potentially not eligible to be Short-Term leased.

Various platforms beyond Airbnb, e.g, Bookings.com, Homestayz.com, Youcamp.com, have been in operation for many years prior to the arrival of Airbnb and these platforms have been used successfully to Short-Term lease various rural properties all within bush fire & flood prone areas, in various formats, e.g, camping sites, single rooms or entire properties.

The point is, all these websites provide an opportunity for all owners who are people, groups and minorities, for urban dwellers to have access to private rural land and associated dwellings as means to share and provide a stream of income and promote and celebrate the local rural area and its offerings.

For constantly struggling rural communities which have inadequate employment opportunities in their local area this is an opportunity to provide income to these rural areas that don't even have enough accommodation to cater for during the course of a year.

Please take note that all income received is taxable so this also gives the federal government additional tax revenue from the proceeds of completed bookings of non-cash funds exchanged from user to owner, which is completely transparent and submitted to the ATO by the STRA platforms upon completion of each financial year.

My suggestion is to apply the proposed reforms related to the Sydney Metro area only, whereas a separate criteria is applied to properties with a **land zoning of R1, R2, R3, R4, R5**, which doesn't include any restrictions related to Bush-Fire and Flood-Prone areas, as these owners are already living and/or using their land for personal and dwelling/housing activities, so then why should they be restricted to share their land and associated dwellings with the public. Unfortunately, if you apply restrictions related to bush fire and flood areas this will minimize any legal opportunity for rural land owners to earn much needed income outside their already struggling farming or other income generating operations.

Finally, in the context of safety for all persons using rural land or dwelling/s for short term use, the purpose of all STRAs is a sharing economy platform which when used correctly can benefit all users. If taken advantage of and no consideration is given to safety by the owner, particularly in a metro environment, then I completely agree that strict restrictions must be applied to multi-unit/strata residential properties, however, as stated above the proposed reform shouldn't be applied to rural zoned blocks which are subject to bush-fire and flood zoning, as evacuation of these areas when an emergency occurs is managed and coordinated by the land owner, SES and all associated Emergency Services.

I thank you as a fellow colleague of the DP&E for reading my statement and I hope that my suggestion will genuinely be considered.

Kind Regards,

**Stevan Pejic**

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Tuesday, 3 September 2019 9:04 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** recorded in DPIE subs register, Purple category

Submitted on Tue, 03/09/2019 - 09:02

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Michael

**Last name**

Smith

**Name withheld**

No

## Info

**Email**

[michaelgordonsmith@optusnet.com.au](mailto:michaelgordonsmith@optusnet.com.au)

**Suburb/Town & Postcode**

Woodhill, 2535

**Submission file**

[submission---stra.docx](#)

**Submission**

Hi

All of my comments are contained in the attached submission. Please confirm receipt

Thanks

Michael Smith  
0411142444

**I agree to the above statement**

Yes



---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Monday, 2 September 2019 10:02 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Mon, 02/09/2019 - 22:02

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

leighton

**Last name**

donelly

**Name withheld**

No

## Info

**Email**

[leightondonelly@hotmail.com](mailto:leightondonelly@hotmail.com)

**Suburb/Town & Postcode**

Mosman

**Submission**

This is diabolically poor policy. I have just completed a development in bushfire zone greater than BAL 29 for the express purpose of holiday rental. The house is built to comply with the latest bushfire codes and now i find i am unable to rent it for its intended usage.

Regional economies rely on this kind of accomodation which have been letted out prior to websites like Airbnb coming into existence.

Please do not apply unnecessary red tape which will have significant ramifications for regional economies.

Commercial accomodation providers do not provide the same service, particularly in the blue mountains, where commercial hotels dont provide family or group friendly accomodation and are often either very high end (escarpment group) or of a very low standard. Neither option is family friendly.

A very significant portion of homes here are holiday rentals located on bushfire affected land where the host is not present. Many people have traditionally built homes here as holiday homes and not as a primary residence.

The system isn't broken so why is a NSW Liberal govt trying to 'fix' it with red tape. It does not make sense? Just because apartment tenants have made complaints about STRA in Bondi why change the rules for the whole state? The NSW govt have obviously not done sufficient research.

This policy will stifle my business with red tape, i find this unacceptable and will be considering launching a legal class action with some of the many other holiday home owners in bushfire zones against the NSW government should it proceed with these changes.

I dont believe that council will approve any development via DA for STRA where the rating is greater than BAL 29. I have found myself educating council about these new proposals which they have not seemed to be aware of. Council don't seem to know anything about this policy and who will be policing it, they are not resourced to do this.

This needs an urgent rethink

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Monday, 2 September 2019 4:07 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Mon, 02/09/2019 - 16:07

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Peter

**Last name**

Kennett

**Name withheld**

No

## Info

**Email**

[peter.kennett@glenfieldwaste.com](mailto:peter.kennett@glenfieldwaste.com)

**Suburb/Town & Postcode**

Newport 2106

**Submission**

I have reviewed the draft discussion paper and the proposed plans for exempt and complying development.

I note that it is intended to permit hosted short term stays with respect to Strata properties, and I note that it is intended to encourage compliance with strata by-laws through education and enforcement of by-laws. The current regime of enforcement of by-laws through NCAT is time consuming, expensive and slow. Furthermore, the maximum fines that NCAT is permitted to levy are paltry, when compared with what some properties may lease for when they are the subject of short term stays.

It is my strong view that all Strata Schemes should be permitted to introduce by-laws which prevent any short term stays in their building, whether they be hosted or non hosted. This will result in the whole short term stay "industry"

being more self regulatory.

If such a position is not acceptable, then the system of enforcement of by-laws arising out of short term stays should be streamlined and given some real strength, through larger fines and a willingness on the part of NCAT to strictly enforce any breaches.

Kind Regards  
Peter Kennett

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Monday, 2 September 2019 3:54 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Mon, 02/09/2019 - 15:54

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Hina

**Last name**

Zakir

**Name withheld**

No

## Info

**Email**

[hina.zakir@gmail.com](mailto:hina.zakir@gmail.com)

**Suburb/Town & Postcode**

The Ponds

**Submission**

I Agree with the draft instruments and Regulations that will introduce the state-wide planning framework and mandatory Code of Conduct for short-term-rental accommodation (STRA). Provided it does not ask for the hosts to pay extra fees for any type of council licensing fee later on.

I beleive it regulates the industry and provide guard rails both for host and tenants.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Monday, 2 September 2019 2:31 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Mon, 02/09/2019 - 14:30

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Trevor

**Last name**

Kilner

**Name withheld**

No

## Info

**Email**

[trevorkilner@yahoo.com](mailto:trevorkilner@yahoo.com)

**Suburb/Town & Postcode**

TAPITALLEE

**Submission**

Thank you for making available the ability to make more detailed submissions regarding the short term rental accommodation industry.

While I acknowledge most short-term rental takes place in Sydney and its surrounds there are aspects which I feel needed to be addressed for regional areas as well.

From talking to owners and from our own experience a lot of noise complaints are usually associated with the use of swimming pools and out door spas. There should be a time limit until which these facilities can be used by guests as the associated noise is a real and ongoing problem particularly in the summer months.

While setting the maximum number of guests at 12 may seem realistic not many houses are set up the facilitate 12 people. Normally you would have the ability to accommodate a maximum of about four vehicles off street for a large house. If you are going to increase the amount of parking owners would at least have to provide, constructed,

marked and made available parking for the number of cars which 12 guests would bring somewhere between four and six designated car spaces would be needed. It follows that access to such properties should at least have a proper design and construction as guests may not be used to unformed and un-formalised roads or access.

In rural areas where untreated water is used owners of short term rental properties should provide water of a quality suitable to the Department of Health. Although this water may be suitable for long term residents whose system may be adjusted to the untreated water guests with low immune systems may be at serious risk using and drinking untreated water. A Water Quality Assessment should be at least a minimum requirement along with the appropriate signage, first flush system and a water quality assurance program.

The draft Plan does not make it clear to whom one should contact regarding complaints and what steps are to be taken to overcome frivolous and vexatious complaints.

Guests using motorcycles should be prohibited on home sites of at least five hectares as I can give examples of motor bikes being used on a one hectare site which really disturbs the neighbours.

Sites used for short term rental should be fenced. I have personal experience of Air B&B guests wandering over our property and in one case cutting down a five metre tall green Illawarra tree to use in a pizza oven.

Setting the maximum guests at 12 may be satisfactory in an area which has a reticulated sewerage scheme but in a rural area with the normal household septic such a system could, and more likely, would be severely overloaded by the sudden influx of 12 people using such a system even for such a short time as a weekend. From a health point of view obviously the maximum number of guests should be limited by the licenced design size of the domestic septic system.

For short term rentals supplying open or slow combustion fires, pizza ovens or wood fired barbeques provision should be made for the safe storage of such firewood.

Thank you for allowing me to make comments on the short-term rental accommodation.

Yours faith fully,

Trevor Kilner

1240 Illaroo Road

Tapitallee. 2540

0411 871 611

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Monday, 2 September 2019 1:14 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Mon, 02/09/2019 - 13:13

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Shaun

**Last name**

Ayshford

**Name withheld**

No

## Info

**Email**

[shaun\\_ayshford@bigpond.com](mailto:shaun_ayshford@bigpond.com)

**Suburb/Town & Postcode**

Blacksmiths 2281

**Submission**

We have two (2) "air bnb" style accommodations adjacent to us. One is across the road and one is next door. We live on the beach in a very quiet suburb, and these two properties give us a horrendous time, particularly in the Spring to Autumn months.

I will clearly state that four in five short term renters are extremely nice, give positive economic input into our community, and generally add to the colour of our post code. This means one in five are atrocious, rude, completely disrespectful and generally make our summers miserable. Given that each place will be booked solid on a weekly basis through the beach period, we will have at least one week in four or five where we regularly have to intercede, call the police or generally put up with crap. For both properties the owners dont really care.



My wife and I have young kids, and I regularly work away from home. My wife feels that we need to move. We have renters with drugs, swearing, leave piles of rubbish or stay up to early morning making enormous noise levels. I'll wake up on a Saturday morning and there will be beer bottles, rubbish and occasionally a passed out drunk on the front lawn. I have countless video and photograph evidence, much more than 256mb limit.

I feel it is not fair to my street that we are house proud and have a caring community, pay rates and generally contribute to land care but have to put up with these idiots. The owners dont live any where near us so never intercede. I suggest it is mandatory that the owner lives on the property or within 20 minutes. This is the spirit of airbnb as I know it. else have a manager and charge a bond that can force these geese to at least be civilized.

I actually beg you to do it or the consequence is my young family will be forced to move.

Shaun

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Monday, 2 September 2019 9:40 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Mon, 02/09/2019 - 09:39

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Sanjeet

**Last name**

Kumar

**Name withheld**

No

## Info

**Email**

[skumar23in@yahoo.com](mailto:skumar23in@yahoo.com)

**Suburb/Town & Postcode**

2147

**Submission**

I believe you should not put any strict rules to share your house on air bnb reason this is helping us to support our ongoing increasing expenses also providing people other cheaper options for accommodations.

Example uber providing fast and cheaper options for consumers.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Sunday, 1 September 2019 6:57 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Sun, 01/09/2019 - 18:57

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Stephen

**Last name**

Brand

**Name withheld**

No

## Info

**Email**

[steve.brand@de.com.au](mailto:steve.brand@de.com.au)

**Suburb/Town & Postcode**

Bateau Bay 2261

**Submission**

I am the owner of a typical suburban home within 300m of the beach on The Central Coast. Since Christmas last year my neighbour has used the Airbnb platform to rent out his house, which used to have an occupancy level of 2 to 3 people through an agency. The use of Airbnb has been a personal nightmare for my partner and I.

The guests are typically large groups from Sydney who stay predominately on the weekend creating a constant source of noise and disruption and create an intrusive presence in a quiet neighbourhood where people are trying to relax so they can recharge for the working week. In the colder months he rents the house to itinerant road construction workers who often work the night shift returning to the property at 3 am and wake up the neighbourhood showering and talking loudly. The owner has crammed beds everywhere and sees nothing wrong with allowing additional people to sleep in vans parked outside his property or bring extra mattresses into the house

to sleep even more people.

In the warmer months the house will be occupied most weekends with up to 12 people in an average size house. The noise and disruption level increases markedly with the number of guests allowed to stay at the property.

I have read the latest Code of Conduct document and apart from the strike policy for serious offences there is little to improve the situation for people in my situation except for the new limit of 2 people per bedroom contained in table 2 of the Discussion Paper.

This will be a godsend for people like myself as it will reduce the number of cars, people and noise that we have to put up with. I expect you will get a lot of submissions from hosts wanting to increase the occupancy levels so they can make more money however I think the draft planning documents provide a good balance. Please retain this proposal in its current form.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Sunday, 1 September 2019 5:56 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Sun, 01/09/2019 - 17:56

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Katharine

**Last name**

Glass

**Name withheld**

No

## Info

**Email**

[kathy.glass@gmail.com](mailto:kathy.glass@gmail.com)

**Suburb/Town & Postcode**

Palm Beach,2108

**Submission**

As a local Airbnb host I wanted to provide my feedback on the Government's proposed regulations.

I host on Airbnb because I like sharing my holiday house with others. I personally prefer to stay in peoples homes and where my house is situated there are no Motels. The AIRBNB industry falls into the tradition of offering rental homes in the Palm Beach area which has been the practice since my parents had a holiday house in the area in the 1960's. It is far preferable to continue this style of accomodation than allow high density accomodation facilities in this tourist dependent end of the Northern beaches.

Airbnb enables me to provide accomodation and meet the costs of owning this second home and sharing it with others. I enjoy welcoming people to this beautiful area and recommending my favourite cafes, restaurants and

shops so the many small businesses get a boost from local tourism.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home.

I understand that the Government has made commitments to support "fair short term rental accommodation (STRA) regulation that supports the sharing economy".

Generally I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

#### STRA State Environmental Planning Policy

I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. For hosts who share their home for a few weeks a year, this is a significant barrier to home sharing and will make hosting uneconomical. For holiday homes up and down the coast, and in the regions, these have existed for decades without these expensive permits which will end up making holidays across NSW more expensive.

#### Environmental Planning and Assessment (STRA) Regulation 2019

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests. I support the NSW Government streamlining safety regulations which:

- Respect the ancillary use of my home for home sharing
- Mandate smoke alarms – either battery operated or hard-wired
- Require evacuation or emergency plans and guest education

#### STRA Property Register

I oppose the potentially costly, complex, and onerous STRA property register. At every stage of consultation, registration has been considered, debated, and ultimately rejected. In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. In Tasmania, there is a simple, quick and cost effective self-assessment form, which is only required in limited circumstances – usually for holiday homes or weekenders only – and a data sharing framework.

#### Code of Conduct

I support the Code of Conduct which overall is reasonable and representative of the home sharing community, and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to allow hosts such as myself to be covered by insurance directly provided by a booking platform.

As the NSW Government considers how best to regulate home sharing, the message of hosts across NSW remains the same - we want to work with you and have a say on developing fair, innovative rules that reflect how people travel and use their homes today, not last century. We don't want severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

Thank you for reading my submission.

Sincerely Katharine Glass  
916 Barrenjoey Road

Palm Beach NSW 2108

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Sunday, 1 September 2019 4:42 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Sun, 01/09/2019 - 16:41

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jake

**Last name**

Bohl

**Name withheld**

No

## Info

**Email**

[jakebohl@me.com](mailto:jakebohl@me.com)

**Suburb/Town & Postcode**

Cooma

**Submission**

I have multiple properties on Airbnb and made a lot of money off it! But it is out of control and it's overloading towns and infrastructure in areas like the snowy mountains because there is too much accommodation on offer compared to the facilities. Not to mention the people that don't have holiday letting approval. I also own a motel and have been massively impacted by this unregulated accommodation on offer. It's making it so the ski resorts actually stop letting people enter the resorts if you don't get up there by 830 on busy weekends. Which would be pretty shit if you spent thousands of dollars to be there and you can't get there. Not to mention that Airbnb would not be paying any tax to our country to fix any of these infrastructure problems either. But in the meantime I'm gonna keep using it as it makes me a lot of money. But I'm ready for it to change..  
Shut it Down!



**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Sunday, 1 September 2019 10:04 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Sun, 01/09/2019 - 10:03

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Silma

**Last name**

Ihram

**Name withheld**

No

## Info

**Email**

[silma.ihram@gmail.com](mailto:silma.ihram@gmail.com)

**Suburb/Town & Postcode**

Lidcombe 2141

**Submission**

Q.5 - The Secretary should collect financial information on the benefit of STRA including assistance with mortgage repayments, mobile workforce provisions, older persons able to live in their houses longer, single parents able to afford rental.

Q.7 - Complaints process should be clearer and ensure an appropriate appeals process.

Q.8 - Clearer guidelines on representation of the property - e.g. requirements for clean bedding and premises, changes to the property or layout to be updated on the website.

Q. 9 - Inability to participate for 5 years is too long. Should be reduced to 2 years or a maximum of 3 years. Note should be made of complainants that are malicious/vindictive e.g. in a Strata where 1 resident complains about every STRA in the Strata or there has been a history of negative relations between neighbours.

Q.10 - Where the host is overseas and may not be contactable, the notice should be provided to the Property

Manager as the customer support services can be handled by external agencies who ensure compliance with the Code. The host should also be given more time to respond, especially if they are travelling overseas.

Q. 12 - Clause 22B(1) should include property management services where cleaning and supervision of the property is provided where the host is not present. Therefore the Code should include those industry participants and should apply to them.

Q. 31 - Information on the register should not be made public to local Councils on an individual basis. This could result in certain areas being seen as STRA hang-outs which may be detrimental to the local area, and to the safety of local residents.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Sunday, 1 September 2019 9:02 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Sun, 01/09/2019 - 09:01

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Murray

**Last name**

Allan

**Name withheld**

No

## Info

**Email**

[info@guardfire.com.au](mailto:info@guardfire.com.au)

**Suburb/Town & Postcode**

Medlow Bath 2780

**Submission**

I suggest that there is provision in the 'Short-term Rental Accommodation Fire Safety Standard' that the installed equipment is tested and certified by a Competent Fire Safety Practitioner.

As it is with other small short term rental establishments, e.g. Motels, Bed and Breakfasts, Boarding Houses etc.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Saturday, 31 August 2019 4:46 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Sat, 31/08/2019 - 16:46

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Gwenneth

**Last name**

Prior

**Name withheld**

No

## Info

**Email**

[gwennethp@yahoo.com](mailto:gwennethp@yahoo.com)

**Suburb/Town & Postcode**

Glebr

**Submission**

Surly in light of the jerry built apartment blocks scandal, you can't possibly think that a industry led register is a good idea.

If the majority of owners of apartments in a block vote against STHL , it should not be allowed.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 30 August 2019 7:21 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Fri, 30/08/2019 - 19:21

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Richard

**Last name**

Streamer

**Name withheld**

No

## Info

**Email**

[streamer@ozemail.com.au](mailto:streamer@ozemail.com.au)

**Suburb/Town & Postcode**

Hawks Nest, 2324

**Submission**

My wife and I are residents of Hawks Nest in an area known as Winda Woppa. Over the last 25 years we have seen a dramatic increase in short term holiday rentals (STHR) in our area. This has seen a reduction of permanent residents in our local area and we know of people who have moved away specifically because of the impact of STHR. The increase in STHR has brought people to town but we have seen an increase in antisocial behaviour, increase in crime, increase in traffic, rubbish left on beaches and in parks and a general decrease in the quality of life in our area. STHR do not necessarily help support businesses on a year round basis. As the permanent population decreases business find it hard to get staff and are affected by the ups and downs of visitor numbers. A permanent population allows businesses to plan for a more consistent cash flow, better access to staff and a more sustainable future.

Whilst the new STHR legislation and the code of conduct go some way to addressing some of the issues there are some areas which need further review.

1. The regulations for country areas allow rentals year round versus only 180 days in Sydney. The 180 day period should also apply to country areas to give the permanent residents respite from STHR. This should not be left to local councils to regulate.

2. I do not understand why rental periods over 21 days do not apply the maximum number of days a property can be rented. It should count.

3. There is no mention in the regulations about the maximum number of bedrooms that a STHR property can have. The regulations do specify a maximum of 2 people per bedroom or 12 people whichever is lesser. This indicates a property could have six bedrooms. My impression from previous discussions was that STHR properties would be limited to 4 bedrooms.

4. There is no mention in the legislation in regards to car parking. One house near us had 13 cars one weekend. The street was parked out, cars were parked on neighbours lawns and blocked driveways. Often STHR occupants with numerous cars with 1 person per car. The number of cars should be limited to the garage/off street parking spaces available at the STHR property. One property near us has 2 garage spaces and 2 driveway spaces. The garage spaces are not available as they are locked up with the owners possessions. Therefore only 2 driveway spaces are available.

5. There is a curious mention in the code of conduct about the STHR occupants and "their visitors". What constitutes a visitor? If a 4 bedroom property is rented for a number of nights by 8 people and they have extra stay for one of the nights sleeping on the floor of the lounge room do they count as visitors? A visitor needs to be defined as someone who does not sleep over night at the property.

6. The major impacts of STHR is often excessive noise and antisocial behaviour. Noise in particular is a major problem which includes loud music as well as loud voices and shouting. In our area most STHR houses have outdoor entertaining areas which are especially used in summer periods. The noise travels long distances and often does not cease until the early hours of the morning. Whilst the code of conduct does address this there is no reference to specific noise regulations as set down by the EPA. These regulations need to be referred to in the code of conduct and all STHR hosts need to make their occupants aware of the regulations.

7. I am concerned as to how complaints need to be reported and what supporting evidence is needed to substantiate a complaint. Where noise and antisocial behaviour is concerned neighbouring residents are generally reluctant to approach STHR occupants to complain for fear of reprisal. In our area it is also very difficult to get the police to respond to a noise complaint as our local police station is not manned at night and any calls are to the police are transferred to stations over 30 minutes drive away. So what constitutes supporting evidence. Are photos, videos and recordings OK? There needs to be some more detailed guidelines.

8. I am in full agreement with the "strikes" policy against hosts and guests. Hopefully this will go a long way to improving the overall conduct of STHR guests and will make hosts vet their guest more rigorously. One issue that we have seen with guests is that only 1 person in a group needs to be registered when renting a property. Any complaint to the host or their agent is usually only attributed to that 1 person. The next time that group wants to book somewhere they just book using the name of another person in the group at another property. The only way around this is that all persons in a group renting a STHR should be registered. This is the same as if you were to check into a hotel or motel. That way any strikes or bans would be applied to everyone in the group.

We look forward to the introduction of the legislation and code of conduct and hope it will improve the lives of all residents who have to live with STHR as a neighbour.

Richard Streamer

**I agree to the above statement**

Yes



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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 30 August 2019 5:11 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Categories:** Purple category

Submitted on Fri, 30/08/2019 - 17:09

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Richard

**Last name**

Jones

**Name withheld**

No

## Info

**Email**

[richojones@bigpond.com](mailto:richojones@bigpond.com)

**Suburb/Town & Postcode**

Byron Bay

**Submission file**

[190830-sucasa-stra-submission.docx](#)

**Submission**

Hello

Please see my submission file attached.

Sincerely

Richard Jones

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 30 August 2019 2:08 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Fri, 30/08/2019 - 14:08

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Peter

**Last name**

White

**Name withheld**

No

## Info

**Email**

[historicalsocietyue@gmail.com](mailto:historicalsocietyue@gmail.com)

**Suburb/Town & Postcode**

Miranda 2228

**Submission**

94/ 8-14 Willock Ave., Miranda NSW. 22228

30/08/2019

Att: Director, Housing and Infrastructure Policy  
NSW Department of Planning, Industry and Environment  
GPO BOX 39  
Sydney NSW 2000.

RE: Public Opinion Submissions- (STRA) through a state-wide planning framework, a mandatory Code of Conduct and

changes to strata legislation.

[https://www.planningportal.nsw.gov.au/exhibition/have-your-say-short-term-rental-accommodation-reforms?\\_hsenc=p2ANqtz-8fz1IxoKrQ3HxOZq8BcXmpDSEgkFLq9jifihqTYKPSEjsB-XN9krB-bC6IO9CSCB4B-5CK-AKnWd43IUWwgNC0cf6fns2rsKJ\\_7ASai-zzpj31FVY&\\_hsmi=75669311](https://www.planningportal.nsw.gov.au/exhibition/have-your-say-short-term-rental-accommodation-reforms?_hsenc=p2ANqtz-8fz1IxoKrQ3HxOZq8BcXmpDSEgkFLq9jifihqTYKPSEjsB-XN9krB-bC6IO9CSCB4B-5CK-AKnWd43IUWwgNC0cf6fns2rsKJ_7ASai-zzpj31FVY&_hsmi=75669311)

Dear Reader,

This submission concerns dwellings where short term renters pass from public property through common property (secured entrances, driveways, hallways, garages, swimming pool, barbecue areas etc.) before entering the rented property, most commonly high rise buildings. Issues concerning short term letting in such properties differ from those in privately owned single, stand-alone dwellings, and it is suggested that separate and clearly defined legislation be introduced to deal with short term rentals in each type of dwelling.

The statement that the initiative is 'business led' is totally repugnant. Any progress with STRA should be community led, involving residents who are directly concerned with its effects.

At the present time, short term letting is essentially a private accommodation system often involving tourists, controlled by local councils (in our case Sutherland Council) with opposition and disputes mediated by Fair Trading. Sutherland Council publicly stated in January 2018 that it knows of 300+ owners who are breaking the council's own laws about short term letting. Despite this Sutherland Council has not prosecuted a single known offender, including the offence occurring in our own Strata where due legal process was initiated by our Strata Management Company, Bright and Duggan under Section 121H of the EPA Act reference number CR17-216175 dated 10th April 2018. Council used its discretionary powers not to proceed with prosecution. Response to short term letting needs to be controlled by a body that will respond to the situation, not simply ignore it.

In Strata titled buildings there is already an established authority, the Body Corporate where the members are democratically elected and have the best interest of residents at heart. Unlike Government authorities and businesses, they understand the effects of short term rental on the lives of residents, and the very real concerns they have for their safety and security when strangers have access to common property.

Strata titled dwellings are in effect being forced into accepting short term rental, denying their basic democratic right to decide as a Strata whether or not the practise is agreeable to residents. What the Government fails to understand is that residents want the right to decide not how many days' short term letting will be allowed but whether it should be allowed at all. The current requirement of 75+% of paid up owners deciding at an annual general meeting to ban STRA renting in strata titled buildings should be retained in any future legislation and all previously registered STRA banning by-laws recognised and retained.

Give the Body Corporate the options to decide at a properly convened General Meeting:

1. Whether short term letting should be allowed on their property.
2. The right to impose, should short term letting be agreed to, a legislated monetary penalty to be charged to owners for infringement of short-term letting rules (noise, parking, damage to common property etc.). If the owners don't pay up then the body corporate should have the legal right to impose a lien or caveat placed on the property when sold.

There is no mention of monetary penalties to owners or renters or the likes of "AirBnB" in the draft... a critical omission! The reader (YOU) fully understand that progressive monetary penalties are the most efficient and effective deterrent of any sort of offences- YOU (personally) avoid parking/ standing in no parking zones or exceeding time limits... why because you don't like paying fines!! A recommended legislated scale of fines should be \$100 for the first offence, \$1,000 for the 2nd, \$10,000 for the 3rd, \$100,000 for the 4th etc. All penalties/monies should become the property of the Strata Title Body Corporation to fund building improvements such integrated CCTV recording technology that is of a sufficient quality to be acceptable as evidence in any dispute forum. Owners would quickly get the message to cease and desist and resume normal/acceptable renting practices. If delinquent

owners have a dispute, then it should be aired at a special annual general body corporate meeting where the community can make a decision.

3. Make these STRA pieces of legislation open to the NCAT for final adjudication and dispense with the need for Fair Trading to be involved as it is a local community/ body corporate issue and NOT a business trading concern. So, there is no need to establish a new bureaucracy/ and new dispute resolution procedure... Government would save millions\$\$\$ and any adversity would not reflect on State Members and/or local Councillors- and businesses (AirBnB) should stay in the "back seat".

4. Legislate to make local councils obey/prosecute their own zonal restrictions/ development application requirements under sect 121H of the EPA Act and prevent local government from using their discretionary powers for not requiring owners to submit a STRA development and thus preventing body corporates from appealing to Independent Hearing and Assessment Panels (Catch 22).

Regards  
Peter White

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 29 August 2019 8:38 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 29/08/2019 - 08:37

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Robyn

**Last name**

McGowan

**Name withheld**

No

## Info

**Email**

[mcgowanrobyn@bigpond.com](mailto:mcgowanrobyn@bigpond.com)

**Suburb/Town & Postcode**

Crows Nest

**Submission**

Re: Short-term Rental Accommodation (STRA) regulatory framework.

My submission concerns Strata Schemes being able to adopt by-laws totally prohibiting STRA and the adverse effects on existing residents with the proposed STRA regulatory framework.

I have lived at Grandview Apartments, (Strata Plan 61694) since January 2000. The original Grandview Owners Corporation unanimously approved by-laws prohibiting short term rentals with a requirement that any lease or

tenancy agreement must be for a minimum period of 90 days. I stress the by-laws were unanimously approved by the lot owners and any new lot owner has purchased their property based on these by-laws.

The majority of lot owners in Grandview are retired and have purchased their apartments due to the quiet and peaceful environment and based on the extensive bylaws protecting lot owners' rights. These by-laws cover issues such as parking, fire and emergency plans, smoke alarms, use of common areas, storage, building works, use of the pool and gym, smoking, use of lifts, security, noise, sorting rubbish, deliveries, mail, laundry items on balconies, permitted use, children in common areas, lease of lots in the strata scheme, to name a view. Grandview's by-laws alone, cover some 50 pages. Experiences of apartment buildings that currently have short term rentals are that the short-term tenants do not bother to read by-laws or comply with them. I am happy to provide evidence of this.

The majority of apartment buildings do not have 24 hour concierge services and owners or their agents operating Short Term Rentals leave keys and swipe cards in combination boxes strapped to railings outside buildings. These boxes are not totally secure and can be opened with the smash of a hammer which creates a major security risk to residents and common areas due to unlawful entry to the building. It also creates an ongoing security risk and costly requirement to replace all common property access swipe cards.

How can an owner's corporation ensure compliance and policing of strata plan by-laws, by short term rental tenants? Any by-law change requires a minimum 75% of lot owners votes and surely this should be a matter for individual Owners Corporations. Strata Schemes should be able to adopt a by-law that totally prohibits STRA whether or not, "a lot is not a host's principal place of residence".

If an Owners Corporation votes unanimously to approve STRA in their apartment building, that is their right and this obligation should not be autocratically imposed on all Owners Corporations in NSW. I suppose the next step of the NSW government, will be to legislate that all Owners Corporations use the same electricity, gas or insurance supplier.

Why are the NSW Department of Planning, Industry and Environment and Department of Customer Service dictating by-laws concerning STRA when there is already an extensive Strata Schemes Management Act 2015 covering the management and control of Strata Schemes? Surely this should be the right of individual Owners Corporations to decide if they want to prohibit STRA in their buildings? This is not an issue for State or Local governments.

Councils reiterated the importance of an enforceable planning framework aligned with the Code of Conduct. How will breaches of the code be policed? Councils currently cannot provide sufficient enforcement officers to police noise legislation. The office of Fair Trading does not currently have sufficient staff to police this.

Who is going to come out during the middle of the night to police noisy short-term tenants keeping residents awake? Who is going to police short-term tenants dumping rubbish in the car park? Who is going to police short-term tenants sorting their rubbish? Who is going to get the short-term tenants out of the pool outside of the pool & gym operating hours? Who is going to stop the short-term tenants smoking or taking drugs in the common areas? Who is going to ensure the short-term tenants comply with the Fire and Emergency evacuation plans? Who is going to stop the short-term tenants hanging their laundry on the balcony? The only answer to all these questions, is no one.

Lot Owners of Strata Plans should be able to enjoy the quiet and peaceful environment of their existing strata environments without being subjected to STRA.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 28 August 2019 4:29 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Wed, 28/08/2019 - 16:29

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Ian

**Last name**

Greenwood

**Name withheld**

No

## Info

**Email**

[BORMIO@GRAPEVINE.COM.AU](mailto:BORMIO@GRAPEVINE.COM.AU)

**Suburb/Town & Postcode**

Tomakin, 2537

**Submission**

We have a house in Tomakin that we make available for holiday rentals during certain times of the year.

The property is a 3 bedroom detached, single level 'family' home.

We have the '3rd' bedroom setup for children with 2 single bunk beds - the other 2 bedrooms both have a single queen size bed. I believe this may contravene the new rules on number of beds per room yet I don't believe that what we have is particularly cramped or unsafe. Could exemptions be made available?



The fire alarm rules also seem a bit excessive - perhaps alarms in each bedroom but a linked system with hallway lights seems a bit excessive in a single dwelling.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 28 August 2019 12:14 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Wed, 28/08/2019 - 12:12

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jenny

**Last name**

Looi

**Name withheld**

No

## Info

**Email**

[jennylooileechoo@yahoo.com.sg](mailto:jennylooileechoo@yahoo.com.sg)

**Suburb/Town & Postcode**

Possum Creek/NSW 2479

**Submission file**

[feedback-to-gov-on-new-stra-regulations-aug-2019.docx](#)

**Submission**

Hi there,

I have read the documents and below is my feedback. But firstly, I would like to point out that having all these

separate documents, issued by different departments, make for exasperating reading. When a final document is issued, I heartily recommend that all the requirements of a host be consolidated into 1 single document, to avoid any miscommunications/misunderstandings/gaps. Surely this cannot be so difficult?

1. My main gripe is the safety requirements for bushfire zones, as some properties like mine (which is rural residential R3) are classified as bushfire zone, but in reality it is too wet in this region (Byron hinterland) for fires; there hasn't been any for as long as anyone can remember! Years, decades, I mean. This means that there are probably many such affected properties, which penalises us for no good reasons. The worst thing is that the documents ask for fire hydrant to be installed within 60m of each dwelling. Whoever wrote this up must live in the city and has absolutely no idea of what this entails! As far as I am aware, there are no fire hydrants out in the country for miles! How can there be a requirement that would cost millions of dollars to implement??!! And what does reticulated water supply mean?? I think having access road and evacuation plan is sufficient, but definitely not the need for fire hydrant and reticulated water supply (whatever that means). I also recommend making this exempt for hosts who live on the property themselves. Please amend NSW State Environment Planning Policy STRA 2019 accordingly.

2. I agree to providing neighbours with host contact details except there must be a provision made for obnoxious cranky unreasonable neighbours who abuse such access. Probably best to just require email address to be provided, not telephone contact as one can imagine incessant calls at unreasonable hours from such unreasonable neighbours. The state should also retain the right to block email access if a neighbour proves to be consistently unreasonable and abusive, leading to unnecessary stress. There has to be a limit to rights to avoid abuse from aggressive unreasonable neighbours.

3. If public liability insurance is to be made compulsory, the state has to work with insurance companies to provide for such cover at a reasonable cost and to communicate clearly to hosts where they can buy such insurance. I have failed to find such insurance. Please do not fob off with "check with your insurer" statement. It is the state responsibility to enable easy access to such insurance if it is made compulsory; put some pressure on insurers to come up with reasonable solutions.

4. I think the "2 strikes within 2 years to become excluded" is an interesting idea, BUT have some concerns.

(i) "2 strikes within 2 years to become excluded" seems too aggressive; maybe "5 strikes within 2 years" is better, since there may be neighbours who are incessant unreasonable aggressive complainers who actually succeed to push their way through to the Commissioner/Secretary

(ii) I think a "fines" system will actually work better to get hosts to better select and manage their guests rather than a "2 strikes within 2 years to get excluded". Hosts are primarily in the hosting business to make money. Hosts would not like fines and responsible hosts would be ok with "fines" systems as long as it is reasonable and not crazy prohibitively costly (as people do rely on STRA for household income). Why not come up with a system of warnings and fines, like traffic warnings and fines? For example, first 2 warnings incur no fines, but 3rd incident gets a fine of \$100, 4 incident gets a fine of \$150, 5th incident gets a fine of \$200, 6th incident gets \$250, 7th incident and onwards gets \$300 fine. The onus will be on the complainant to get the evidence for the fine to be issued. This will help to deter frivolous and unreasonable complaints as well.

(iii) An exclusion system is costly to administer. I cannot imagine industry players will take this duty on, and making it a government duty is taking away precious tax revenue. The "fines" system, on the other hand, generates revenue for the state, like traffic fines, and can help to pay for the administration of registration of STRA properties.

5) the papers mention that cost recovery of administration will be charged to hosts. This is simply too vague. You cannot issue policy that is vague and subject to individuals' interpretation. Please make it clear and simple to understand and communicate. If you cannot do so, then please remove such wording from the policy.

6) \$550 penalty notice offence amount is excessively high and some of the "offences" are beyond what a host can be reasonably expected to do. For example, how can a host stop a recalcitrant guest from making a copy of a key? How can a host make a guest inform him/her of a dispute/complaint from a neighbour? Again, this rule is too "grey". I recommend to remove it and instead adopt the idea of "fines" proposed in (4) above.

7) Some people have bought investment properties at the height of the real estate boom and relying on STRA income to make mortgage payments. I am not one of them, but to be fair, I think that the government should give 2-

3 years' lead-time to implement new STRA rules as people who are affected by it can then have sufficient time to divest their properties if they decide that the new rules make their past decision to buy a house a bad one. The real estate market is bad enough without a sudden dumping of investment properties brought about by short notice of new STRA rules. Would be more prudent to give more leadtime, don't you think?

8) How can hosts check if guests are "excluded"?? Surely this has to be the responsibility of the booking platforms rather than individual hosts. So much easier for them to add filters to their systems to check against a list than for hundreds of thousands of people to check against the list. So please amend the language in various papers to make it clear that this is the duty of the booking platforms.

9) Just simply remove 5.5.4 and 5.5.6 of the Draft Code Provision Part 5. "A guest must not copy or knowingly retain any key....." and "A guest must notify the host/host representative of any dispute or complaint....". As stated above, it is simply not reasonable to expect hosts to control such behaviours if guests are bad and do such things, even if clearly instructed otherwise in instruction manuals.

10) Any complaint brought against a host/property must have the complainant's name and address clearly stated on it, for transparency and to avoid frivolous anonymous complaints. Please amend the language in Draft Code of Conduct for STRA accordingly.

I would be happy for you to contact me to discuss if you deem it useful.

Best regards,  
Jenny  
28/8/2019

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Tuesday, 27 August 2019 9:54 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Tue, 27/08/2019 - 21:48

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

James

**Last name**

Abad

**Name withheld**

No

## Info

**Email**

[jimabad@gmail.com](mailto:jimabad@gmail.com)

**Suburb/Town & Postcode**

2261

**Submission file**

[short-term-holiday-submission-james-abad.pdf](#)

**Submission**

My name is James Abad. I request the following amendment to the Fair Trading Amendment (Short-term Rental Accommodation) Bill 2018 Schedule 2 Amendment of Strata Schemes Management Act 2015 No 50 Section 137A

137A Short-term rental accommodation

(1) A by-law made by a special resolution of an owners corporation may prohibit a lot being used for the purposes of

a short-term rental accommodation arrangement if the lot is not the principal OR A SECONDARY place of residence of the person who, pursuant to the arrangement, is giving another person the right to occupy the lot.

(2) A by-law has no force or effect to the extent to which it purports to prevent a lot being used for the purposes of a short-term rental accommodation arrangement if the lot is the principal or OR A SECONDARY of residence of the person who, pursuant to the arrangement, is giving another person the right to occupy the lot.

(3) In this section, short-term rental accommodation arrangement has the same meaning as in section 54A of the Fair-Trading Act 1987.

Please refer to the attached submission for reasons and definition of a Secondary Place of Residence.  
Thank you

**I agree to the above statement**

Yes

---

**From:** Hugo Croci <hugocroci@optusnet.com.au>  
**Sent:** Tuesday, 27 August 2019 12:28 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

My wife and I have operated an Airbnb property for many years and we have never had any complaints from neighbours. Our experience, both as providers and users of STHL, has been very positive. STHL is our preferred accommodation option when we travel. It would be a shame if government regulation results in onerous costs and unreasonable limitations being imposed on operators and users.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you for reading my submission.  
Hugo Croci

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Tuesday, 27 August 2019 9:27 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Tue, 27/08/2019 - 09:26

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Mark

**Last name**

Grunwald

**Name withheld**

No

## Info

**Email**

[almark@powerup.com.au](mailto:almark@powerup.com.au)

**Suburb/Town & Postcode**

CASUARINA

**Submission**

Hi, I was under the impression that the purpose of any regulation on STHL was to do with "Resident Amenity"? Noise, parking, security, bond etc. It was NOT to do with draconian compliance that in many cases is impossible to retro fit. And if possible is cost prohibitive. STHL in the Tweed is estimated to account for some \$500M. it supports cleaners, laundries, cafes, handymen, trades etc. It brings wealth to the region that would otherwise not be there. Your draft document will drastically effect all country and beachfront homes through the over zealous flood and bush fire regulations require. None of these regulations apply to a standard lease and have no place in STHL.



The draft document on Fire and Flood compliance is totally unrealistic when it comes to existing dwellings. its just not possible in many cases and cost prohibitive in others. Owners that wish to rent their premises for a short period of time (say a few weeks over Xmas etc) should NOT have to be prohibited from doing this because of over zealous government compliance. I suggest;

- 1) All residents must comply with the original conditions of their building approval as it stood at the time. This is the same if we rented our homes under a standard residential lease.
- 2) Compliance should be changed to 2 categories; NEW BUILD and EXISTING DWELLINGS.
- 3) The real issue is community behaviour and security.
- 4) Councils will NOT want to enforce or police this compliance. Its virtually impossible and would take enormous manpower that will become an additional cost to all residents.

In summary, the compliance should be either removed or only apply to new builds. The emphasis of the legislation should not take money out of these tourist regions but encourage more by ensuring community acceptance through behavioral change.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Monday, 26 August 2019 11:15 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Mon, 26/08/2019 - 23:15

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Heather

**Last name**

Clement

**Name withheld**

No

## Info

**Email**

[heatherc9@gmail.com](mailto:heatherc9@gmail.com)

**Suburb/Town & Postcode**

Newtown 2042

**Submission**

I am concerned that the fire safety requirements of these proposed new laws will mean that it is impossible for me to rent out my house if I go away on holidays for a couple of weeks. My house met all fire safety requirements for a private dwelling when renovated several years ago but does not have mains connected smoke alarms in every bedroom, only the corridors. There would be a significant amount of work and cost to install these and it appears to be too onerous of a demand to place on owners of properties that are rented out for only a few weeks each year.

Please reconsider whether this is a necessary additional regulation.

Yours Sincerely

Heather Clement

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Monday, 26 August 2019 5:42 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Mon, 26/08/2019 - 17:41

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

SAM

**Last name**

NG

**Name withheld**

No

## Info

**Email**

[samng2520@gmail.com](mailto:samng2520@gmail.com)

**Suburb/Town & Postcode**

Sydney 2000

**Submission**

I am against short-term-rental accommodation (STRA) because of the following reasons:

1. Increase strata levy due to higher maintenance & damages to common facilities
2. Loss of privacy
3. Increase security concerns
4. Increase insurance cost for landlord
5. Short-term occupants could misbehave and cause noise and other disturbances

6. Rental increase for local due to reduce in long-term accommodation
7. Negative impact on property value
8. There are many hotels and service apartments in Sydney for tourists
9. Investors lost confidence in Hospitality Industry & reduce employment opportunity & tax lost for government
10. There are many AirBnB "storage lockbox" hanging in Sydney CBD and it does not look good for the city image

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Monday, 26 August 2019 12:10 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Mon, 26/08/2019 - 12:09

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Greg

**Last name**

Moore

**Name withheld**

No

## Info

**Email**

[greg8moore@hotmail.com](mailto:greg8moore@hotmail.com)

**Suburb/Town & Postcode**

2464

**Submission**

NSW PLANNING INFLECTING MORE HELL ON R2 ZONE RESIDENTS THROUGH THIS ILL CONSIDERED DRAFT STHL POLICY

The Draft NSW Government policy on short term holiday letting in R2 Zones (low density single dwellings) being proposed by NSW Planning is appalling. It is extremely biased towards those letting platforms and those who wish to use them regardless of the feelings of other residents. 15 of the 16 groups that made up the STRA Advisory Committee were pro relaxing the present law which the courts have concluded does not permit short term holiday

letting in R2 Zoned areas. It is the most disgraceful composed committee I have ever witnessed in my 35 years as a senior government policy adviser. It totally ignores the primary stakeholders who are most affected.....the owners of homes in low density single dwelling zoned areas of the state (especially coastal areas) who were not given an equal voice in this matter. These owners purchased their homes believing that they were protected by law from short term letting neighbours and absentee investors in this market. But now this proposal wants to inflict on them 365 days... or a minimum of 180 days of hell on law abiding home owners from those neighbours who believe that making money, no matter how it might affect others, is what life in Australia is all about. Simply making money is not and should not be the object of human life on this planet. Get real NSW Planning and go back to Australia's policy of a fair go for all.

Short term holiday accommodation leads to many harmful and adverse effects for the permanent resident population. The obvious ones are removal of large numbers of already scarce permanent rental accommodation, lack of permanent neighbours, threats to the sense of community, concern for security, excessive noise, insufficient and overloading of infrastructure and services, rubbish, unmanageable parking, unkempt residential lots, nature strips and footpaths, threats to adequate management of fire zones and recreation areas, threats to water and energy supply, pollution, pedestrian and road safety, natural environment quality and threats to local flora and fauna, and the general ability of permanent residents to enjoy an expected level of quality of life and unfettered enjoyment of their homes and of their surroundings. Anecdotally, Angourie especially, and Yamba, are, to varying degrees, already being significantly impacted adversely by uncontrolled short term accommodation which is taking effect throughout the R2 residential zones. Illegal short term accommodation is now being made available well away from beaches and rivers and increasingly among canal subdivisions and average suburban streets. The NSW Government has a very poor record of following up on their property tax and planning regulations as we see happening in Angourie. So why should we believe things would be any different with this STHL foolish policy. Apart from the real threats to our lifestyle and enjoyment of our properties, allowing STHL in our R2 Zone is already having a detrimental effect on our ability to secure reasonable premiums on our household insurance given the significant increase to the risks being incurred by short term holiday letting in our residential areas.

To allow short term holiday letting in R2 Zones in our area creates another loss to the economic well being of these villages and towns as revenue is siphoned off out of the district. It is becoming another case of negative social engineering by NSW Planning whether intentional or not. My request to NSW Government politicians is to let the planning staff do their job on an objective basis and stop interfering by the apparent politicising of their work. This draft policy smacks to me of politicians kowtowing to the tune of their lobbyists and sponsors.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Monday, 26 August 2019 9:35 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Mon, 26/08/2019 - 09:34

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

James

**Last name**

Scott

**Name withheld**

No

## Info

**Email**

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**Suburb/Town & Postcode**

Byron Bay 2481

**Submission**

I strongly appose the reduction to 180 days of STRA in the Byron Bay area due to the adverse impact it would have on the local working community.

A very high percentage of the local community in Byron Bay rely on income generated by STRA . Not only Shops and Restaurants, but small business and individuals that supply services that cater for visitors to the area year round.



Reducing the number of nights would mean " Hosts" would condense their allotted number of nights in peak Summer months for a higher yield thus creating a low Winter season with much lower income for the locals. Many of these Businesses may not survive these periods of low income. Businesses in the area would struggle with the proposed new legislation.

INSTEAD of reducing the number of nights suggestions include;

- i. A compulsory & regulated register of STRA premises like the Holiday Letting Organization (HLO) in Byron Bay.
- ii. Strict anti social behavior & noise requirements with deregulation or "Time out" repercussions for repeat offenders.
- iii. Council Fire Safety requirements with an annual inspection certificate to stay on the STRA register.

The local councils need a percentage of income generated by STRA to maintain Roads and amenities.

Suggestions include;

- iv. STRA registration fee.
- v. A Bed Tax. This system is very successful in other parts of the world with similar issues. The Tax is collected and distributed by the Booking platforms and out of the hands of hosts. Most Booking platform already use this method.

Implementing the above suggestions have already worked in other parts of the world without reducing the incomes of local residents and their businesses.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Monday, 26 August 2019 9:19 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Mon, 26/08/2019 - 09:18

Submitted by: Anonymous

Submitted values are:

#### **Submission Type**

I am making a personal submission

## **Name**

#### **First name**

Rathi

#### **Last name**

Suresh

#### **Name withheld**

No

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#### **Suburb/Town & Postcode**

Kirribilli

#### **Submission**

Airbnb guests and hosts supported approximately AUD \$214 million in economic activity in one year in Sydney – throughout the region’s diverse suburbs. This economic impact is estimated to support 1,600 jobs throughout Sydney. In addition to staying longer and spending more than traditional tourists, 31 percent of Airbnb guests said they would not have been able to make the trip had it not been for Airbnb as an accommodation option. Admittedly this statistics is from AirBnb website. The businesses around so many tourist spots in this vast nation have prospered due to airbnb. With almost most countries in the world now providing some sort of airbnb equivalent facility for cheaper stays, Short stay Airbnb kind of accomodation is critical for australia to retain its spot as a popular

destination.

As a owner of a unit in a popular place the extra income from letting my unit to short stay is allowing me to have a better life style. However, I appreciate the work done by the government to bring about some structure and regulations in place so that the residents and the short term stay guests can coexist.

Age old strata by laws and age old zoning laws are putting a block to tthe progress of the nation through digital innovation and are acting selfishly with no consideration for the economy and the reputation of the country in the global economy.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Sunday, 25 August 2019 8:52 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Sun, 25/08/2019 - 20:52

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Lutz

**Last name**

Barz

**Name withheld**

No

## Info

**Email**

[badscifi@yahoo.com.au](mailto:badscifi@yahoo.com.au)

**Suburb/Town & Postcode**

Stockton 2295

**Submission**

Dear Experts. Renting will be the future for the majority. It is a solution not a problem. I suggest social housing for all. Like in Berlin where over 80% rent. This gives more discretionary spending money to make for a more vibrant city. It eliminates the need for ridiculous mortgages. Or Singapore. It makes for better urban planning. It eliminates the need for car ownership. It will recreate neighbourhood market squares. Like in Kathmandu Nepal. These are all cities made for people not car driving suburbanites. That model is a total social failure. Ecologically aside. On ABC RN Health Report it was stated suburbanites are heavier on average by 6 kgs. So let us all live in decent socially designed cities. Saves billions wasted on city tunnels for cars which solves nothing.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Sunday, 25 August 2019 1:22 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Sun, 25/08/2019 - 13:21

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Terry

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Murphy

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No

## Info

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**Suburb/Town & Postcode**

2101

**Submission**

The need for this regulation is regrettable as it again is required to regulate those in the "lower common denominator" group i.e the offenders. Most participants act reasonably and with integrity. The concept of STRA has been a divisive debate in the community lead by many who have vested interests and wish to act against property law rights viz. freehold torrens title rights. The proposed regulations are comprehensive and will affect all industry participants. A 12 month review period is necessary.

The legal affect of by-laws restricting Short term letting on strata title needs further clarification as some participants rely on the by-law provisions to prohibit short term letting with ,they claim, immunity from presecution.

The register is a necessary instrument as it has the effect of naming and shaming offenders which historically have remained unknown including strata owners. Privacy provisions are important but should be balanced against the need for prospective purchasers/tenants to enter property in the knowledge they will enjoy a good standard of quiet enjoyment.

Cost sharing is always contentious. The distinction between STRA participants and non-participants is important. The user pay principle seems appropriate it represents a form of insurance .

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Saturday, 24 August 2019 2:53 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Sat, 24/08/2019 - 14:53

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Scott

**Last name**

McCabe

**Name withheld**

No

## Info

**Email**

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**Suburb/Town & Postcode**

Sydney

**Submission**

I have been self employed as a host in the STRA industry for over 6 years, also hiring 3 part-time cleaners to assist me.

I am very concerned about these new changes to STRA legislation, specifically the "180 day limit" which would essentially make me and the cleaners instantly unemployed.

Also, the "proposed registration system" would be an ongoing cost burden for a slim profit margin and not necessary for a self regulating industry.



I love the work that I do, pay my fair share of tax and now fear that I will not be able to sustain a living doing this under those changes.

Under the current proposal, many full time hosts in my situation will become unemployed because of the 180 day limit and cost burden of the registration system. This will essentially increase the social welfare burden as many hosts in my situation have a skill set will be difficult to find similar work being out of the mainstream accommodation industry for many years now.

A 180 day limit is reasonable for smaller towns which would have a greater impact by full time hosting, but large cities are better equipped to accommodate year round hosting and should not have a daily limit. This would greatly minimise unemployment for responsible hosts that have already established a living within the STRA industry. I do agree with the 75% vote for strata and owners corporations to ban hosting in a property as a means of reasonable self regulation within current framework.

Registration is not necessary, cost prohibitive and a burden for the industry. The system already works fine and has been operating for years with minimal circumstances requiring intervention.

For apartments, current framework such as building strata or owners corporations can easily oversee these issues, not a government organised registration system. Perhaps legislation should provide increased powers for strata and owners corporations rather than a cost prohibitive government body.

For stand alone dwellings, regulation enforcement should be done on an "as needed" basis through the proposed exclusion register rather than having the high cost for operating an industry wide register.

The proposed exclusion register is a fantastic idea which can be maintained for problematic hosts, problematic guests, and problematic properties and eliminate the need for a registration system over the entire STRA industry. This would drastically reduce the cost burden and cost recovery effort.

Safety proposals mentioned in the new regulatory framework are also a good idea for the safety of guests that are not aware of the property. Compliance can easily be made compulsory to prove through the booking platform. Airbnb, homestays, etc can enforce pictures to be uploaded twice per year of the evacuation plan on the back of the door, fire blanket and extinguisher in kitchen. This safety compliance could be absorbed by those large booking platforms and could already be included within the fees paid per reservation so no increased cost burden to hosts and removes the necessity of a large and expensive governing body to be created.

In conclusion, I strongly disagree with the proposed 180 day limit for Greater Sydney, and I strongly disagree with the cost burden essentially required with an industry wide registration system.

I urge the 180 day limit to be removed for Greater Sydney to reduce the impact of unemployment for responsible hosts. I also urge the compulsory registration system to be removed from the proposal, instead being replaced by industry self regulation via increased strata powers, booking platforms increased role for safety compliance and a much more affordable exclusion register rather than expensive industry wide registration.

I completely agree with the safety aspects of the proposed framework which can be made the responsibility of the booking platform to ensure compliance as mentioned.

This would strike the correct balance to achieve the desired results of securing compliance of improving the safety standards for guests, control problematic hosts or properties through an exclusion register and reduce negative effects of unemployment and social welfare burden of excessive regulation on an industry already operating with minimal problems for a vast majority of the industry.

Thank you for your time

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Saturday, 24 August 2019 1:50 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Sat, 24/08/2019 - 13:50

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Terrence

**Last name**

Clements

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No

## Info

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**Suburb/Town & Postcode**

2300

**Submission**

I say no to short term rental

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 23 August 2019 4:51 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Fri, 23/08/2019 - 16:50

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Sharon

**Last name**

Pope

**Name withheld**

No

## Info

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[sharon.pope@muswellbrook.nsw.gov.au](mailto:sharon.pope@muswellbrook.nsw.gov.au)

**Suburb/Town & Postcode**

Muswellbrook

**Submission**

The proposed SEPP satisfactorily meets the request by Muswellbrook Shire Council to allow STRA to be managed differently according to the location of the premises in the Shire.

Public transport is often not a viable option for travel in rural and regional areas. An STRA with up to 6 bedrooms could generate considerable demand for parking, and potential impacts on neighbouring properties due to on-street parking. We request that consideration be given to adding additional criteria for exempt and complying STRA outside the Greater Sydney Region, to require a minimum of 1 parking spaces per bedroom, which may include

stacked parking in driveways in front of carports or garages.

The concept of an exclusion register is supported, but may not be effective if the exclusion is only incurred by the person who made the STRA booking. It should relate to all guests on the premises at the time the strike was recorded, otherwise a group of friends can overcome the exclusion by taking turns in booking a premises in their different names.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 23 August 2019 12:27 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Fri, 23/08/2019 - 12:27

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Md

**Last name**

Jahan

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No

## Info

**Email**

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**Suburb/Town & Postcode**

2000

**Submission**

# Thanks for supporting STRA

# Mandatory code of conduct without harshness is enough to regulate.

# Please don't introduce registration system. It will create extra work and may discourage STRA. Please don't place any unnecessary burdens.

# Please don't give any power to strata to ban STRA because they unfairly dictate other owners

# Please allow STRA whole year without cap.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 23 August 2019 12:05 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Fri, 23/08/2019 - 12:05

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Joanne

**Last name**

Mobbs

**Name withheld**

No

## Info

**Email**

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**Suburb/Town & Postcode**

Chippendale

**Submission**

I am a strata manger who's company manages 74 buildings currently. During discussions with the owners corporations, it has become very clear that 73 of the 74 that we manage are strongly opposed to short term letting of whole apartments ( as opposed to short term letting of a room in an apartment with the owner or tenant in situ) for the following reasons;

1. Security of the building
2. No mechanism to control the behaviour of the short term tenants through the by-laws - they can not be brought before NCAT they will be gone.

3. No means for an owners corporation to check that the code of conduct is being applied - how do they know who is occupying a unit from night to night when they have no right to access a unit and may have no part in the dealings of a lot - no means of verifying the short term letting record of the home seems to exist in these documents for owners corporations.

4. There has been discussion that owners corporations may make a by-law to restrict short term letting, this did not appear to be clear in these documents and there appears to be no information of how restrictive a by-law can be and whether it can completely ban short term letting, the code of conduct should clearly contain this information and I would suggest that perhaps model by-laws for strata (of which there are now more than 90,000 in NSW) be contained in the code of conduct that can be used by strata buildings much as those contained in the Schedule of the Strata Schemes Management Act 2015 be added for simplification.

The feeling against short term letting is in many cases so strong on strata properties and other shared communities that unless there is a mechanism for these communities to simply and clearly control the level of short term rentals as they determine, I fear that people will take their objections into their own hands and that eventually it will result in violence.

**I agree to the above statement**

Yes



---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 23 August 2019 11:44 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Fri, 23/08/2019 - 11:43

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Samantha

**Last name**

Mckay

**Name withheld**

No

## Info

**Email**

[samanthamckay44@hotmail.com](mailto:samanthamckay44@hotmail.com)

**Suburb/Town & Postcode**

Mona vale 2103

**Submission**

Happy for short term rentals to go ahead however there needs to be strict noise restrictions at a ready time, to keep the neighbors happy that live at the property.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 23 August 2019 11:27 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Fri, 23/08/2019 - 11:27

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jorge

**Last name**

Fernandez

**Name withheld**

No

## Info

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**Suburb/Town & Postcode**

Pymont

**Submission**

The STRA discussion paper release in August 2019 has not reasonably upheld the rights of Strata Owners Corporations in general as a decision to have a residential property free of tourist and short term rental stays which change the use of common property, compromise security and the general enjoyment of ones home.

My submission is that Strata Bylaws should override any and all wishes of any individual owners to short term let their lot for the security and fairness that all owners by majority have voted to keep the Strata Property as a residential only property.

There are no workable enforceable method of tracking common property damage by STRA visitors, identifying STRA visitors and their guests who break the existing bylaws and compromise the enjoyment of other owners and residents lots. This is due to the common sense approach that people behave and generally respect their homes more than a place to stay a few nights. We have much experience with parties, noise and unreasonable behavior if guests, so to multiply the effect and then leave less options to enforce the few rights Strata Owners already have should not be allowed.

All exceptions stated with "where a lot is not a host's principal place of residence" cannot be enforced or even monitored as this will become the default administrative method used by lot owners to contravene the Strata bylaws and rent their properties out to STRA visitors to the detriment of existing residents and owners.

Tourist accommodation is now well evidenced to change the character and quality of residential buildings, increase rents, lower standards of residential living and worse cause the inability of Central Worker rental accommodation availability for essential workers.

Lets not devolve the residential standards of our society based on the greedy desire of digital platform entrepreneurs wanting to make money from our invested residential properties in Strata. Individually owned single dwelling properties are a very different case, but where common property and closer community living conditions are already in place, then allowing this is against all the rights of existing Strata owners and their rights to choose the standard and type of living they have worked hard to buy or rent.

Yours respectfully,

Jorge Fernandez

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 23 August 2019 10:36 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Fri, 23/08/2019 - 10:36

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

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**Last name**

butler

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No

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**Suburb/Town & Postcode**

dee why 2099

**Submission**

short term leasing should be scrapped as no one can properly regulate it nor control it especially in strata

senario

Renter rents an apartment then decides to make money so they decide to get other accomodation and short term their rental at a higher price

the short termer sets up a brothel /or a drug lab or worst case senario burn the unit down

problem who is responsible and whos going to pay

the renter says they must have broken in while the renter was "away "

the short termmer is gone

the short termmer ...gone

the renter not responsible ..break in

the owner claims no blame

how can any one control or monitor this...they dont

THIS IS ONE SENARIO OF MANY THATS TURNS OUT TO BE A LOSS LOSS SITUATION FOR THE REST OF THE RESIDENTS  
IN THE STRATA

ESPECIALLY THE OWNERS WHO WILL, HAVE TO FOOT THE BILL FOR A RENTERS GREED AND DESTRUCTION

THE COUNCIL TAKE 6 DEGREES OF SEPERATION

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 23 August 2019 9:44 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Fri, 23/08/2019 - 09:44

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Max

**Last name**

Bancroft

**Name withheld**

No

## Info

**Email**

[maxban1938@yahoo.com.au](mailto:maxban1938@yahoo.com.au)

**Suburb/Town & Postcode**

Narellan Vale

**Submission**

Many shopping centers have shops that have been empty for many years, they could be put to use providing temporary shelter for the homeless.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 23 August 2019 9:31 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Fri, 23/08/2019 - 09:31

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jack

**Last name**

Haley

**Name withheld**

No

## Info

**Email**

[jack777@bigpond.net.au](mailto:jack777@bigpond.net.au)

**Suburb/Town & Postcode**

Maroubra 2035

**Submission**

If the proposed Register is to be managed by the industry, the total content must be available to anyone with an interest, including members of Strata Committees.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 23 August 2019 8:11 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Fri, 23/08/2019 - 08:10

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

john

**Last name**

shannon

**Name withheld**

No

## Info

**Email**

[shirazmerlot@hotmail.com](mailto:shirazmerlot@hotmail.com)

**Suburb/Town & Postcode**

2500

**Submission**

I think Air BNB and these other short term rental platforms are a bad idea for almost everyone not directly involved in the transaction - ie everyone excluding the parent company - which will pay no tax in Australia, the owner - who will make 2-3 times a much money as from a regular rental and the people paying for the rental. It is particularly corrosive in apartments and other situations where "wear and tear and security concerns" are very real and cannot be adequately addressed or compensated under the existing framework.

I would agree for Air BNB and the other horrid "don't pay tax in Australia companies like Uber" if they did pay tax at Australian company rates and their activities were restricted only to private residences, that punitive noise pollution



finer, parking fines etc were put into place to protect neighbours, and that they could only be used in apartment blocks etc if 80% of the owners agreed - AND a mechanism is in place to compensate for wear and tear and address security concerns.

yours

j shannon

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 22 August 2019 10:39 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** Red category, Purple category, Orange category

Submitted on Thu, 22/08/2019 - 22:39

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Grace

**Last name**

Curtis

**Name withheld**

No

## Info

**Email**

[grace@thebearbar.com.au](mailto:grace@thebearbar.com.au)

**Suburb/Town & Postcode**

Haymarket 2000

**Submission**

Dear NSW planning department:

We are Grace and Andrew Curtis, tenants of Darling Rise, 82 Hay St Haymarket. We have been living in Sydney for over 20 years and have recently moved to the new Darling Square complex by Lendlease. Based on the Strata plan of this building, short term letting is not allowed, please see attached.

While we do appreciate the service short term rental companies such as Airbnb bring to the tourists, and the

financial benefits it brings to owners, we believe at certain type of property, it is causing hazard and potentially life threatening. Please allow us to explain.

Based on the conversation with our building manager, more than 50% of the Darling Rise apartments are short term rental. Since we moved in on 10th June, we have had:

- 4 false fire alarms going off caused by people having parties and smoking indoors
- Rubbish shoot blocked twice due to over population which leads to excessive rubbish, please see picture below
- Twice the sewage systems are blocked due to people flushing sanitary items down the sewer
- People pressed emergency exit door button open so their group can come in and out freely
- Items being stolen from garage lockers
- People sleeping in common reception area while waiting to get checked into their apartment
- People drinking alcohol and throw up in the reception area in the middle of the night
- 2 bedroom apartment could easily be booked for family of 8, and if all short term rental apartments do the same, it is a breach of fire regulation. And there is no way of monitoring how many people are staying in each short term rental property.

There are many incidents such as above. We have documented most of them and willing to share the information and evidence.

The false fire alarms are the most serious matter. We have noticed that when the fire alarm went off the first time, most people evacuated. The second time not so much, by the time it was the 3rd and 4th time, almost no body evacuated as they all think it is a false alarm again. What if there is a REAL FIRE??? People will still think it is a false alarm and put their lives at danger!!! Which means negligent short term rental tenants have potentially caused the death of other tenants! And no matter how Airbnb tells people "party is not allowed" on their website, people on holidays are here to party!

We are not here to suggest banning short term rental once and for all. It is a great service if monitored properly. If house owners want to rent out their spare room or granny flat, go for it. However when it comes to a high density apartment blocks, where we are risking over population according to fire regulation, constantly set off fire alarms so tenants are numb to the siren, then we have a serious problem.

What we suggest:

- High density units implement 3 months rental minimum
- Advise owner and strata managers that any short term rental under 3 months is a breach and fines will apply
- Contact short term rental platforms such as Airbnb that certain properties are not to be listed for short term rental on their website. If such platform does not comply, they are not allowed to list any Sydney CBD properties on their website

We operate a local business in Haymarket and love living in Sydney CBD. We hope to achieve a balanced life style for residents and visitors. Together we need to look after our communities so it will attract the right kind of tourists in the future.

If you would like to contact us to discuss this matter we are more than happy to do so. Please email us on [grace@thebearbar.com.au](mailto:grace@thebearbar.com.au)

Kind Regards

Grace and Andy Curtis

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 22 August 2019 4:53 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Thu, 22/08/2019 - 16:52

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

RODERIC

**Last name**

KEFFORD

**Name withheld**

No

## Info

**Email**

[rodkeffrod65@gmail.com](mailto:rodkeffrod65@gmail.com)

**Suburb/Town & Postcode**

KIRRIBILLI 2061

**Submission**

1 Waruda Street (Strata Plan 15930)  
KIRRIBILLI NSW 2061

The Director  
Housing Policy  
NSW Department of Planning, Industry and Environment  
GPO Box 39,  
SYDNEY NSW 2001

20 August 2019

## A SUBMISSION IN RESPONSE TO THE DISCUSSION PAPER ON SHORT TERM RENTAL ACCOMMODATION

This Submission is made on behalf of the Owners of SP 15930, at 1 Waruda Street Kirribilli NSW.

We thank you for this opportunity to respond to the NSW Government's latest iteration of its thinking in regard to promoting STRA across the state.

We wish to make the strongest possible representation in requesting that, in and through all of its deliberations in regard to STRA in the coming months, the NSW Government not deny Strata Committees of Owners' Corporations the right to determine whether or not they wish to permit short-term letting of accommodation in their buildings.

In support of our request, we submit the following:

### Background

Strata 15930, at No 1 Waruda Street Kirribilli, is a residential apartment building of 36 households located on the harbour's northern foreshore, with uninterrupted iconic views of the city skyline, the Opera House and the Harbour Bridge.

We know that our building is a location likely to be highly sought-after by exactly the kinds of STRA occupants whose demonstrated scant regard for the amenity and comfort of long-term residents, and whose sheer lack of respect for the fabric of a property, its facilities and common spaces, is becoming more and more widely documented as it is more and more widely experienced, especially in buildings in prime locations like ours.

At the outset, our Strata Committee was ambivalent about the parliamentary committee's Report on the Adequacy of Regulation of Short Term Holiday Lets in NSW (STHL), and the Government's initial proposed relaxation of the then-existing three-month letting restriction, so long as it did not impact on the capacity of our Strata's Owners making their own decision in response to it. The negative reaction to this aspect of the Report from other Strata Plans with which we are in contact in our area only strengthened our resolve in supporting this point of view.

That Report accepted that Strata Schemes were a special case, but if we are not to be able to retain the right to determine for ourselves whether we are willing to support changes to the minimum three-month short-term let for apartments in our building, then our being a special case means nothing.

It is our considered and firmly held view that as owners of apartments in a strata scheme, we must retain the authority to continue to determine who takes up temporary residence in our building for however short a term, and under what conditions they do so.

The current Discussion Paper is silent on the specific needs and characteristics of Strata Schemes as regards STRA, and we are concerned that the Government remain acutely conscious and fully aware of the different and specific needs of Strata Scheme residents as it plans for the future.

We are somewhat alarmed that the so-called STRA industry appears to have had a very significant influence on the Government's thinking to date – the list of members of the STRA Advisory Committee in the Appendix to the Discussion Paper appears to contain at least nine industry spokespersons, as against just two who might reasonably be expected to advocate for Strata Scheme owners. For that reason alone, we welcome this opportunity to ensure that the voices of some thirty-six owners may be heard, to balance the undoubtedly strong thrust from the industry for greater deregulation of STRA in the future.

We do note with approval, however, the proposal that Owners in a Strata Scheme can adopt a Bylaw with the support of 75% of the owners prohibiting STRA where the apartment is a Host's Principal Place of Residence.

### DEFINING STRA

We are troubled, however, by the Discussion Paper's definition (p5) of STRA in terms of exempt developments. Defining regulated environments by reference to what is exempt to us seems unhelpful and is difficult to understand. We contend that greater clarity and less ambiguity would be provided by definitions of STRA in terms of what was permitted, rather than what was exempted.

We also have difficulty understanding why the presence of a Host should provide the basis of determining the duration of an STRA let. This proposed provision appears to permit a Host in an apartment to let his second bedroom to a paying guest without reference to the Strata Committee or to any extant appropriately approved Bylaw, with a consequent risk that that paying guest may adversely affect the amenity of other residents without demur.

#### STRA IN STRATA BUILDINGS IS DIFFERENT

Indeed, within these definitions of STRA, we would strongly urge that the Government clearly demonstrate its recognition that STRA in Strata Schemes is different from STRA in stand-alone houses, not least because the potential adverse impact of STRA temporary residents on other residents in a Strata Scheme is inescapably and inevitably far greater than in a stand-alone house, because of sheer proximity. A rowdy or poorly behaved STRA individual or group of individuals obviously affects the amenity of neighbouring residences far more in an apartment building than in a neighbouring house.

In response to the Table (p7) listing the changes to previous proposals, we strongly believe unhosted STRA in an apartment building should remain subject to the Strata Committee's Bylaws regardless of the length of the stay. There is no evidence that longer stays impact less on the amenity of other residents. Strata Schemes need to be treated differently from stand-alone houses, and Strata Committees need to have the right to determine who takes up STRA in their building for whatever period, and under what conditions they come.

On the same Table, giving an LGA the freedom to vary the length of a STRA stay does little to enhance the Government's stated goal of standardising the industry. In any event, stays of 365 days or even 180 days are hardly short-term – indeed, many properly drawn-up and regulated residential leases are of exactly those lengths. We reiterate that the definition of a STRA stay should be defined by what it is, not by what it is not. The strength of the STHL Report in 2016 was that it defined the maximum short-term let as three months. Letting local Councils decide this seems to us to be fraught.

#### SAFETY STANDARDS

We welcome the Discussion Paper's proposed tightening of Safety Standards (p8). Virtually all of the apartments in our 110-year-old building would be unable to be registered for STRA because they do not have smoke alarms fitted in their bedrooms, nor sensor lighting in their hallways.

#### CODE OF CONDUCT - OBLIGATIONS OF HOSTS

Considering the Obligations of Hosts in the proposed Code of Conduct (p10), we would urge the inclusion of a further obligation – that they recognise and accept their obligation to report the income they earn from their STRA activity to the ATO.

#### COMPLAINTS

The issue with Complaints (p11) in our experience is that by the time Complaints are made, the STRA guest has long since left the building before the issues can be dealt with by any authority, and recourse is thus impossible. In a stand-alone house, the Host would be immediately aware of damage or loss, wilful or otherwise. In an apartment building, damage to common property may not necessarily come to light immediately, and when it does, nothing can be done to seek recompense.

Strata Schemes are required to have a 10-year plan with allocations of funds to ensure that Capital Works can proceed as required. Common property in a Strata building requires constant maintenance, often at considerable cost, especially in older buildings.

No Strata Committee has the resources to monitor the activities of errant STRA 'visitors' to ensure that they do not cause property damage. They simply have to deal with the aftermath, as has been the case in several recently-publicised incidents occurring in Strata buildings. Residents in Strata buildings do not want common areas to be trashed by short-term renters who could not care less about damage they may cause, and nor do they want

amenities provided at owners' expense to make those common areas pleasant and comfortable to access and utilise, trashed or damaged beyond repair.

A further resultant cost to Strata Committees is the provision of adequate insurance to cover possible damage to common property or to the building fabric or its amenities, caused by STRA tenants. Insurance costs are rising anyway, and insurance companies will not be sympathetic to Strata Committees in buildings which may be caused to make numerous claims, because they are in places such as ours that are likely to be highly popular with STRA tenants.

How does the Government regard the status of STRA visitors anyway? They are clearly not residents; they are not owners; they will not be present long enough to be occupiers. What rights do they have? This lack of clarity must have implications for insurance and all remedies sought under the law as well.

No matter what the Government might think about Strata Committees having recourse to their insurers when incidents occur, experience shows that it is difficult to have confidence that insurers would necessarily honour these kinds of claims, despite their increasing premiums.

In any event, the entity of first resort in any damage or an insurance issue will be the Strata's Owners. The Strata Committee will then have to pursue someone – most likely an untraceable someone who cannot easily be identified and who will be able to test the burden of proof. Strata Committees have neither the time nor the inclination to chase up long-gone guests who may or may not have been responsible for damage. To expect us to do so is unreasonable, causing unlooked-for stress and detriment to the peaceful enjoyment of our homes.

Providing unrestricted access to a Strata building for STRA tenants also introduces the risk of reducing property values, as increased wear-and-tear and the known presence of STRA guests, renowned for disturbing the peace and impacting adversely on the amenity, makes purchasing in the building less desirable. People buying into an apartment building do not want to share it with short-term tenants. Tenants sub-letting their apartments or a room in their apartment – and it is mostly tenants who do - have no vested interest in the long-term presentation and preservation of the building – it is the long-term owners who bear the brunt and carry the risk of their home losing value through no fault of their own.

In short, we do not regard the provisions under the Complaints heading as being adequate, because they do not recognise that a misbehaving STRA tenant who causes damage to common property in a Strata Scheme is extremely difficult to detect and prosecute. Strata Schemes are different and need different provisions from STRA in stand-alone houses.

#### COMPLIANCE

For these and many other reasons, we strongly support the Compliance provisions set out in the Discussion Paper (p11), especially the opportunity to have industry participants excluded who flout the Code of Conduct.

We do wonder why the Commissioner would be bothered issuing a warning to anyone, however. A condition of appearing on the Register of Participants should be that they indicate they understand that if a complaint is received against them that is not regarded by the Commissioner as being minor, the penalty is that they are excluded from the Register automatically.

#### PENALTIES FOR BREACHES

In truth, the penalty for non-compliance is very host-centric. There is nothing in it for neighbours! While a neighbour might make a complaint, as we have said, neighbours in Strata Schemes have very limited capacity to obtain any recourse even if they do make a complaint. For this reason, in our opinion, allowing two strikes in any two-year period is ridiculously soft!

In areas where the turn-over of guests and visitors is high, such as coastal holiday centres, in harbourside settings, in highly popular tourist areas, neighbours get sick of STRA visitors very quickly as their inconsiderate noise, their scant

regard for others' property and their boisterous, boorish behaviour erode the amenity and their enjoyment of their homes.

#### IMPACTS OF BREACHES ON SECURITY AND AMENITY

Issues with STRA tenants most typically occur outside normal working hours. The Discussion Paper is silent on whom it considers should deal with these issues in a Strata Scheme. In our building's experience, most STRA stays occur when tenants sub-let to 'visitors', often to the surprise and dismay of their landlord-owners, somewhat exacerbating the difficulties of controlling such activities and of appropriately responding to incidents when they occur.

Who is the first responder in an apartment building when an incident – usually a real and present incident - occurs? It is utterly unreasonable to expect that it would be the Strata Committee who would deal with these issues. As a member of our Committee, I would not, basically out of fear for my own safety. The Police do not, or not instantly. It is our experience that Police resources in our area are severely stretched, and priority is given to other incidents ahead of attending to noise and party-related issues at short notice.

Yet security and personal safety are core reasons that many people – especially more elderly people and retirees - elect to live in Strata buildings. Ours is a security building, but it is manifestly not like a hotel. We do not have CCTV covering every space in the building, for instance. We do not have 24/7 security guards. We simply do not have the resources or the ability to maintain the sort of standards of security we would all expect of a hotel.

Moreover, our residential authority, the Strata Committee, is a group of unpaid volunteers. We do not have the authority to, and simply are not capable of, enforcing By-laws in the middle of the night. To do so may expose individual members of the Strata Committee to personal attack or extreme disapprobation.

Then too, an electronic lock on the external doors of the building and CCTV at the entrance do not, in and of themselves, make the building secure anyway. Some residents in our building are elderly, having lived here for many years. Others are retirees seeking the serenity and tranquillity of apartment living by the harbour. Most are young professional couples intent on making their way in the world, most of whom are away from home from time to time travelling on business. All desire to live in a secure building where they know and trust their neighbours. This is the core of security in a building such as ours.

STRA tenancies are incompatible with these lifestyles and abrogate the desire to live in a building where feeling secure means everyone knows everyone else who lives there. Often STRA tenants arrive unannounced and unannounced. Being told the name of a new 'two-day' tenant, five minutes before they arrive, does not allow for any semblance of security. Nor does the stream of their 'friends' who arrive to take advantage of their occupancy of a prime-site apartment. Having one's peace of mind disturbed by strangers who are able to bypass the rigid security arrangements residents desire is just not appropriate nor acceptable and removes our protection under the law of trespass.

Defending the amenity of our homes is a further major concern stemming from STRA proposals for residents in Strata Schemes.

In 2016, the parliamentary committee looking into STHLs sought input from Strata Committees. Many Strata Schemes advised that they had significant concerns regarding the potential impact of STHLs on their communities. The parliamentary committee said that there were 'real and serious' issues that had been brought to their attention, but on balance said they were not willing to do anything about those concerns. They suggested that concerned Strata Managers could take their concerns to NCAT.

But Strata Schemes can only bring an action at NCAT on a legal issue. Under the parliamentary committee's original proposal, and in the proposal set out in the current Discussion Paper, there would have been and will be no legal issue to take to NCAT, because the statutory requirements regarding three-month STHLs will no longer be in place.

The real result will be to require Strata Committee members to mediate between residents and non-resident owners, with the potential to create very difficult and often fraught social dynamics within a building. In a large Strata, this is bad enough; in a small community such as ours, maintaining good neighbourly relations is paramount if the community is to remain pleasant and comfortable to live in.



So, in order to strengthen our position in maintaining the amenity and security of our building in the event of our having complaints against a STRA host or STRA tenant residing in it, we would favour a 'two-strikes in not more than six months' policy for complaints received about a particular host.

#### EXCLUSION

For similar reasons, we strongly endorse the suggestion that once excluded from the Register, a host be banned for five years, and support the envisaged penalties set out (pp 12-13).

We regard to the penalty of \$550 for a breach of the code of conduct (p 14; Qn 19) as being manifestly inappropriate given the potential disruption caused to our amenity and home life as Strata Scheme residents by a non-compliant, rogue STRA host or tenant. We would favour an amount at least double if not triple that amount.

Our support for these provisions indicates our preference for a rigorous regulatory environment for STRAs, whether for stand-alone houses or for apartments in Strata buildings. In that context, we cannot understand why anyone involved in STRA to any extent might not be governed by the provisions of the Code of Conduct (p13). This sort of clause seems to us to encourage rorting the system. The STRA industry providers (Airbnb hosts etc) have not altogether excelled in self-regulation thus far! We do not believe that anyone involved in the STRA industry should be excluded from the Code of Conduct.

#### FEES AND COST RECOVERY

In regard to Fees and Cost Recovery (p14) we believe that all participants in the STRA industry should be required to contribute to the costs. Other businesses meet their own costs of operating and fund the regulatory authorities under which they operate through their taxes and other levies. The most equitable way to fund the industry regulator would be one based on each STRA provider's properly recorded and audited STRA revenue as reported to the ATO in their income tax returns.

#### THE REGISTER

We strongly welcome and endorse the basic principle of having a STRA Property Register but find the notion of its being compiled by the industry a little naïve. It is reminiscent of leaving a ten-year-old boy in charge of a lolly-shop in our view.

The STRA industry to date has shown neither the capacity nor the interest in regulating itself. Indeed, the complete down-side of the gig economy is that, sadly, people are basically not honest. We believe the industry register requires a statutory authority to be convened under the aegis of the Commissioner for Fair Trading.

Given the wide-spread existing mistrust of the STRA industry generally, transparency is vital in the processes and procedures the Government sets up for its governance and supervision in the future, especially when exclusion from operating one's STRA business and financial penalties are envisaged. An industry-led authority will never be perceived as being transparent.

We favour a small authority, headed by the Commissioner for Fair Trading and comprising at least one member appointed by the Minister from the industry, and at least one representing Strata Scheme owners, to preside over the management and supervision of the Register. The industry would fund the authority, develop it and administer it under the direction of the Commissioner, to whom it would be accountable and who would approve its basis of operation.

To ensure all operating STRAs were reporting their data correctly (p 16), the Commissioner for Fair Trading should be given the power to inspect and audit STRA premises.

If a person or persons were detected as operating STRA without having registered (p 16), the penalty should be that they are disqualified from ever operating such a venture again.

It is our strongly held view that the Register of STRA should be a public document (p17) and that all information contained within it should also be accessible to the public.

We also strongly believe that the STRA industry should be required to report all STRA stays to the Government, not

least to enable the ATO to ascertain that it has received all of its share of the rental income earned by registered STRA hosts.

## CONCLUSION

We are grateful that the Government has provided an opportunity for NSW citizens to put forward their views on this complex and difficult issue.

We would reiterate the key point of our submission – which is that Strata Scheme apartment buildings are different from stand-alone houses, and thus require different provisions.

In 2016, the parliamentary committee looking into STHLs took the perspective of allowing individual owners in a Strata building the freedom to do whatever they wish with their property. This is not the case, however, with other property owners anywhere else in NSW. It also showed a complete misunderstanding of the legal and social community compact that is Strata living. Most importantly, it ignored the rights and freedoms of other residents of the Strata Plan.

We believe as owners that we should have the right to determine whom we will admit to our building and on what basis they are to be admitted.

A person's freedom extends to his or her doing whatever they want unless or until it interferes with another person's freedom. In that light, the parliamentary committee in 2016 presented a very narrow and one-sided Report.

In 2019, if the Government chooses to deny individual owners in Strata Schemes the right to prohibit STRA in its Strata, it will fail in its duty and responsibility to all the people in NSW who choose to live in Strata-titled properties. Supporting Principles of Democracy

NSW law requires residents of residential apartment buildings to form Strata Plans and Owners Corporations and to elect Strata Committees with considerable powers and responsibilities.

Each Strata Plan in NSW is a specific community with specific issues, individual needs and idiosyncratic inter-relationships, and the elected Strata Committee in every building takes responsibility for managing the building in light of these. The rules covering Strata Plans require a highly transparent degree of direct democracy.

The effective management of a Strata Plan by members of a Strata Committee requires steadily increasing amounts of personal time and effort, and significantly expanding business and management expertise. The Strata Committees of Strata Schemes all over NSW have been making a very satisfactory performance of this job for many years, and do not need or appreciate what appear to be over-riding decisions already made by those Committees for those communities.

The owners in SP 15930 most earnestly request, therefore, that you continue allow Strata Plans, which are fundamental exemplars of democracy in NSW, to make their own decisions.

If most of a Strata Plan's owners want STRA, then they can vote for it within their own community and under their own community's By-laws.

The evidence to date, however, is that many buildings do not want STRA, and our building is one among many that have a By-law prohibiting STRA.

There is no support for STRA in our building's community, and we respectfully request that you permit our community to make that decision for ourselves.

I therefore strongly urge that, in any amendment to legislation that might ensue from this Discussion Paper, you delete any references to, or restrictions upon, the right of Strata Plans to make their own decision regarding STRA in their building.

RODERIC KEFFORD AM PhD FACE  
Chair of the Strata Committee  
Strata Plan 15930  
1 Waruda Street  
Kirribilli 2061

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 22 August 2019 4:53 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 22/08/2019 - 16:52

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jimmy

**Last name**

Hayes

**Name withheld**

No

## Info

**Email**

[hayes\\_jimmy@hotmail.com](mailto:hayes_jimmy@hotmail.com)

**Suburb/Town & Postcode**

COOGEE

**Submission**

Hi generally I am in favour of introducing some state-wide regulations / legislation, so long as the administrative burden is not too high for individual hosts (which this appears to do), also any documentation should be user-friendly & easy to follow.

Please find attached a summary of my feedback based on the discussion paper (feedback in red).

The biggest point is that I really think that there should be something addressing damage or theft by guests in the

code of conduct (under strikes)

Thank you for the opportunity to give feedback, if you have any queries please feel free to contact me

Jimmy Hayes

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 22 August 2019 4:30 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 22/08/2019 - 16:30

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

terry

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meller

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[mellert@bigpond.net.au](mailto:mellert@bigpond.net.au)

**Suburb/Town & Postcode**

waverley 2024

**Submission**

Hi, I would like to suggest a capital gains tax free threshold perhaps of or up to \$2000 per year income in clear understanding for Tax agents to advise their customers of. The reason for this is many people have a house or unit with a spare room empty for years. The company for an elderly person could be invaluable. The tourist industry could grow as many tourists starting out in life cannot afford expensive hotels and would like to meet locals. I believe other countries do this and as a result have a thriving tourist industry. It seems restrictive too have people who would love to be part of the international tourist experience but too afraid to let out a spare room for a short stay due to the fact that they may be slapped with a huge capital gains tax on the sale of their house or unit, Terry Meller

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 22 August 2019 2:12 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 22/08/2019 - 14:12

Submitted by: Anonymous

Submitted values are:

#### **Submission Type**

I am making a personal submission

## **Name**

#### **First name**

Michelle

#### **Last name**

Rush

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No

## **Info**

#### **Email**

[gmrush@bigpond.net.au](mailto:gmrush@bigpond.net.au)

#### **Suburb/Town & Postcode**

2114

#### **Submission**

We purchased a holiday apartment at Tweed Heads in December 2017 and have used it ourselves and also had STR organised by a local agent. We were recently advised/given 7 days notice of a unitholders meeting to ban STR. We could not attend at such short notice (although did give our proxy to the strata manager), due to a family death. The meeting was held and STR were banned subject to the Proclamation of legislation passed in August 2018 by the NSW Parliament. We find this a ridiculous situation. We do not rent it very often and find this a very big brother approach to something that should be administered by the owners and body corporate. We do agree with a code of conduct but now find us in a situation where our purchase is planned to be hindered by not being able to do the



ocasional STR. The STR helps pay the operating costs and we intend to use it more ourselves as we get closer to retirement. We are currently in our late 50's so this is not to far away. This was a purchase at a time when these rules were no where to be seen and we were going through a heavy year of breast cancer by myself and this apartment was a great diversion from the medical space we were in. Hopefully commonsense prevails and we are to continue our ocasional short term rental. Our property is an apartment.

**I agree to the above statement**

Yes

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 22 August 2019 11:06 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 22/08/2019 - 11:05

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Lili

**Last name**

Hu

**Name withheld**

No

## Info

**Email**

[lili.hu1122@gmail.com](mailto:lili.hu1122@gmail.com)

**Suburb/Town & Postcode**

2134

**Submission**

The links are suspended, I am unable to access to details. I'm expressing my 2 cents opinions base on other indirect sources, such as news articles and discussions with my agency.

1. It is great that The new legislation has included Code of conduct, that can potentially minimise adverse effect from short term leasing. However, it should also apply to long term, negative impacts do not limit to destructive behaviours from short term guests.

2. Since code of conduct is in place, I do not see the point of limiting 180 days.

3. Sydney rental market is currently over supplied, limiting 180 days are not going to boost the economy.

Thanks

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 22 August 2019 10:56 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 22/08/2019 - 10:56

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Rifat Ara

**Last name**

Rimi

**Name withheld**

No

## Info

**Email**

[rifataustralia@yahoo.com](mailto:rifataustralia@yahoo.com)

**Suburb/Town & Postcode**

MOSMAN

**Submission**

# Thanks for supporting STRA

# Mandatory code of conduct is enough to regulate.

# Please don't introduce registration system. It will create extra work and may discourage STRA. Please don't place any unnecessary burdens.

# Please don't give any power to strata to ban STRA because they unfairly dictate other owners

# Please allow STRA whole year without cap.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 22 August 2019 2:16 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Thu, 22/08/2019 - 02:15

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

John

**Last name**

O'Grady

**Name withheld**

No

## Info

**Email**

[jmogrady@optusnet.com.au](mailto:jmogrady@optusnet.com.au)

**Suburb/Town & Postcode**

Sydney

**Submission**

I cannot understand why the State Government is dictating to an Owners Corporation as to how the OC runs their building. Surely the OC has the right to decide how the building is run, and if there is overwhelming opposition to short term letting, a decision to ban same should be accepted by the State Gov. or any other body. I note that the City of Sydney Council has no interest in enforcing Development Consents, so why is the State Government so quick to enforce an OC to comply with their proposed regulations. Please State Government leave us alone to run our own building according to the majority of owners wishes

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 21 August 2019 7:13 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Wed, 21/08/2019 - 19:12

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Peter

**Last name**

Mackie

**Name withheld**

No

## Info

**Email**

[peterwmackie@gmail.com](mailto:peterwmackie@gmail.com)

**Suburb/Town & Postcode**

Ashfield 2131

**Submission**

I am in favour of the changes especially to the by- laws allowing blocks of units being able to ban Airbnb and/ or other forms of short- term accommodation; we have already had an owner ignore any form of notice or application to other owners for use of her unit as Airbnb: we've had nothing but problems with it; regards P

**I agree to the above statement**

Yes



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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 21 August 2019 6:13 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Wed, 21/08/2019 - 18:13

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Mark

**Last name**

Hanna

**Name withheld**

No

## Info

**Email**

[markhanna1@live.com.au](mailto:markhanna1@live.com.au)

**Suburb/Town & Postcode**

2207

**Submission**

I have owned and been involved in residential Strata since January 1979 and have watched it deteriorate year on year.

Please don't make it worse by facilitating short term rentals. These should be restricted to hotels, motels, backpacking establishments and self serviced, non Strata apartments etc.

If Strata living is to ever improve, we need responsible, long term, caring residents. Not short term rentals.

**I agree to the above statement**

Yes

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-----  
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---

**From:** Murray Oakley <bongos2428@gmail.com>  
**Sent:** Wednesday, 21 August 2019 5:26 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

**As a result, regulation for our sector should avoid unnecessary burdens on our operations.**

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

Regards

Murray Oakley

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 21 August 2019 4:15 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Wed, 21/08/2019 - 16:15

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Wendy

**Last name**

Greeneberg

**Name withheld**

No

## Info

**Email**

[wendy.JG@bigpond.com](mailto:wendy.JG@bigpond.com)

**Suburb/Town & Postcode**

Byron Bay 2481

**Submission**

Short term holiday letting has/is strangling the very heart of Byron Bay. The unrestricted use of residential homes for holiday letting has decimated the number and the average rental for all forms of long term tenancies. In many areas there are almost no permanent residents, and those that are there must continually expect strangers moving in next door, more often than not in holiday/party mode.

The practice erodes the community nature of the town, making it impossible for neighbours to not only not know neighbour; but to form community safety bonds within residential areas.

90 days of STHL in a year is too long and should be reduced to a maximum of 30 days, and this only in premises where the owner is present (living) at the time of the holiday letting.

Policing of any restricted letting scheme is costly, and any cost should be borne by those landlords.

I propose that all short term holiday let premises and landlords be registered with the Byron Shire Council, who will then be given the power to levy annual fees from said landlord. These fees to be used to not only police the scheme; but also to help off set the substantial costs to Council (and therefore rate payers) generated by the numbers of non-residential visitors (additional waste, sewerage etc) to the Shire.

In line with the current proposal, landlords should be struck off the register for failure to manage their properties and visitors to agreed standards.

This practice has the potential (and in our case has already reached it) to remove vast amounts of desperately needed long term affordable rental accommodation from the local area. It encourages people to buy properties in Byron Bay for the sole purpose of STHL and no intention of living there. This is a financial business proposition that is not; but should be, treated and taxed as a business.

Please allow Byron Shire Council to control STHL for and on behalf of its rate payers.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 21 August 2019 4:04 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Wed, 21/08/2019 - 16:04

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Nick

**Last name**

Buckley

**Name withheld**

No

## Info

**Email**

[nick.buckley@bigpond.com](mailto:nick.buckley@bigpond.com)

**Suburb/Town & Postcode**

Byron Bay

**Submission**

Short term holiday letting has/is strangling the very heart of Byron Bay. The unrestricted use of residential homes for holiday letting has decimated the number and the average rental for all forms of long term tenancies. In many areas there are almost no permanent residents, and those that are there must continually expect strangers moving in next door, more often than not in holiday/party mode.

The practice erodes the community nature of the town, making it impossible for neighbours to not only not know neighbour; but to form community safety bonds within residential areas.

90 days of STHL in a year is too long and should be reduced to a maximum of 30 days, and this only in premises where the owner is present (living) at the time of the holiday letting.

Policing of any restricted letting scheme is costly, and any cost should be borne by those landlords.

I propose that all short term holiday let premises and landlords be registered with the Byron Shire Council, who will then be given the power to levy annual fees from said landlord. These fees to be used to not only police the scheme; but also to help off set the substantial costs to Council (and therefore rate payers) generated by the numbers of non-residential visitors (additional waste, sewerage etc) to the Shire.

In line with the current proposal, landlords should be struck off the register for failure to manage their properties and visitors to agreed standards.

This practice has the potential (and in our case has already reached it) to remove vast amounts of desperately needed long term affordable rental accommodation from the local area. It encourages people to buy properties in Byron Bay for the sole purpose of STHL and no intention of living there. This is a financial business proposition that is not; but should be, treated and taxed as a business.

Please allow Byron Shire Council to control STHL for and on behalf of its rate payers.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 21 August 2019 3:30 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Wed, 21/08/2019 - 15:29

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Jeff

**Last name**

Smith

**Name withheld**

No

## Info

**Email**

[jeff@bwiloans.com.au](mailto:jeff@bwiloans.com.au)

**Suburb/Town & Postcode**

Kingscliff

**Submission**

I'd like to put my support behind the ability to allow Short Term residential holiday letting. I believe it allows communities to utilise existing residential housing infrastructure to accommodate peak period overflows in many holiday destinations and reduces the need for additional large scale development which have a far greater impact on the environmental considerations and may be well below capacity for extended periods each year. As a resident and small business owner in a holiday destination, I see significant benefits for both the resident and business operator.

**I agree to the above statement**

Yes

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-----  
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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 21 August 2019 2:32 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Wed, 21/08/2019 - 14:31

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Robert

**Last name**

Timbrell

**Name withheld**

No

## Info

**Email**

[timbrell@iinet.net.au](mailto:timbrell@iinet.net.au)

**Suburb/Town & Postcode**

Surry Hills 2010

**Submission**

As a community member who has used Short Term Rental Accommodation as a host and guest in the past and is looking to continue to do so in the future with certainty and clarity, then I fully support the amendments as outlined in the exhibition.

**I agree to the above statement**

Yes

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-----  
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**From:** Rochelle Burbury <rochelleburbury@gmail.com>  
**Sent:** Wednesday, 21 August 2019 1:12 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

Best regards

Rochelle Yates (nee Burbury)

---

**From:** kathy@abrighterfuture.com.au  
**Sent:** Wednesday, 21 August 2019 1:08 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** short term holiday letting

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Hi,

I am writing as a person who lives in a suburb that is attractive to holiday makers. I rent out my family home when we go away, whether it be for weekends or for school holidays. The suburb I live in, as well as surrounding suburbs, do not have enough hotel and other types of accommodation to meet the demand.

I am writing to request increased powers or rights for those people who rent out their home. If I rent out the home that my family lives in, I realise that I am risking having a holiday maker decide to not leave, in which case I have been advised we would be unable to return to our home at the agreed time (and my kids couldn't access their school bags/clothes etc). We would have to take them to court and get a court order to have them removed (and my kids have missed school for an extended period of time as have no uniform or school bags, we have had to buy new clothes to attend work etc). I believe that holiday renters should not have the same rights as someone who has entered a rental agreement whereby the accommodation is their home for an extended period of time. My other concern is that if we have agreed to rent the house out to a particular family and give the keys (or entrance code in our case) to one of that supposed group, we are in the situation where they can invite anyone else that they want to come over and we have no control. 2 relevant examples have occurred to us.

One, a woman rented our family home, and said that she and her partner, along with 3 other couples were going to stay. Her husband contacted us and said he was arriving with the other men so they could go for a surf before the girls arrive. Turns out that it was a bucks party, we arrived home to find my kids bouncy balls with pictures of breasts on them and sex toys in the house. That was the tamer of the

2 examples I give in this email. The second example was where a man booked the house for himself, his 6 month pregnant wife, and three other couples to stay for a babymoon. Relaxing weekend planned.....

Another bucks party. This time we arrived home to find a whole window frame missing, broken glass in play room, on trampoline, pushed deep in between the pieces of wood on the deck, throughout the outside wicker lounges. My husband and two kids subsequently got cut by glass that I hadn't seen in the following week. I found drugs (think cocaine) in a plastic bag under cushions (luckily I found it, not my 5 and 6 year old kids) and a bucket full of wee in a bedroom (unsure what sex game that was aimed at!) OUR poor neighbours have had to put up with seeing naked women running around. We were contacted on the second occasion on the Saturday (after the first night of a two night

rental) and told that there were 14 or 16 men leaving our house at 10am with beer bottles, heading towards the beach. Whilst we did not agree to rent our house out to a group of men, we had no rights as owner of the house to get them to leave. We could not call the police to assist us (my husband was too afraid to confront them) as we were told the police would only get involved if malicious damage. PLEASE PLEASE PLEASE GIVE US RIGHTS TO GET PEOPLE OUT OF OUR HOMES IF THEY ARE NOT WHO THEY SAY THEY ARE.

There is much talk about people renting out their homes and the negative impact on their neighbours. We have amazing neighbours who are WAY TOO patient and understanding. We don't want to have people stay in our family home who are going to party away and make loud noise at night. But we have no power to get rid of people if they do.

We don't even have the right to say no to groups of 18 year old men if we are agreeing to rent our house out to others (otherwise we are breaking anti-discrimination laws - cannot say that there must be a child in the group or they must be over a certain age as we would be being age-ist!) Please help us. We need the money we get from renting out the house to pay the mortgage. Please find a way to allow us to 1. not let people rent out our house if

we think they may be party animals based on their ages 2. have police assistance to remove people on our property that we did not give permission to be there (as they have lied to us about who they are)

Thanking you in advance,

Kathy

---

**From:** Jane H Bare <janehbare@icloud.com>  
**Sent:** Wednesday, 21 August 2019 11:17 AM  
**To:** DPE PS STHL Mailbox  
**Cc:** abare@y7mail.com  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As responsible operators, we strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like ours become more important to the tourism economy, it's our strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading our submission.

Kind regards

Jane and Andrew Baré  
Owners  
Madison Park, Roberston, NSW 2577  
0404 856162



---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 21 August 2019 9:54 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Wed, 21/08/2019 - 09:54

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Julie

**Last name**

Payne

**Name withheld**

No

## Info

**Email**

[jmpayne1953@gmail.com](mailto:jmpayne1953@gmail.com)

**Suburb/Town & Postcode**

Cobar 2835

**Submission**

I would like to submit my view on Short Term Rental Accommodation

While short term rentals may be suitable in some instances I feel it is eroding the commercial value for providing short term accommodation such as Hotels, Motels, Hostels, caravan Parks, Real Estate Agents,(to name a few examples).I believe most commercial operations adhere to a fairly rigid Code of Conduct which I hope is well policed I know a lot of time ,hard work,investment and passion goes into providing a good accommodation experince for people seeking rental from most of the above businesses.

How well are these short term rentals investigated for overcrowding and there is also a possibility for the use of cash

not being recorded which has an ongoing effect on the economy

How often does the media report bad behaviour and noise especially from the fairly new concept of operations such as AirBNB . This is not fair to the neighbourhood to people who want to live peacefully and not have to put up with unruly raucus behaviour,property neglect and thoughtless disposal of rubbish and noise.

I can see Short Term Rental Accommodation encroaching on the same abuse of regulation as the Free Camping Movement which I also do not support.

I have read the Guidelines for the Code of Conduct and feel non compliance should be acted upon immediately for those who do not adhere to this document.Afterall it is there for a reason.That being compliance.

Too many times complacency has resulted in bad consequences so no warnings,and immediate action should be implemented if the Code is breached

In conclusion there cannot be too many regulations in ensuring Short Term Rental Accommodation does not become another self regulated industry within itself

Thankyou

Julie Payne

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 21 August 2019 8:17 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Wed, 21/08/2019 - 08:16

Submitted by: Anonymous

Submitted values are:

### Submission Type

I am making a personal submission

## Name

### First name

yunyun

### Last name

ding

### Name withheld

No

## Info

### Email

[sallyding0721@gmail.com](mailto:sallyding0721@gmail.com)

### Suburb/Town & Postcode

2000

### Submission

I think 180 night cap is very unfair . Should let market to decide how many nights a host can rent out . For the properties poorly managed , that can not get 180N bookings anyway . For the well managed hosts , it's very unfair to cut the income that they can gain from investments and hard work .

People supposed to be encouraged to do more good to boost economy , instead of being tied the hands and struggle with life.

### I agree to the above statement

Yes

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authority states them to be the views of the NSW Office of Environment and Heritage.

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 21 August 2019 7:53 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Wed, 21/08/2019 - 07:53

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

SUSAN

**Last name**

Meehan

**Name withheld**

No

## Info

**Email**

[psmeehan@bigpond.com](mailto:psmeehan@bigpond.com)

**Suburb/Town & Postcode**

Ballina 2478

**Submission**

Holiday letting is part of the Australian way of life, my grandparents hired holiday houses on the coast as an affordable way to include the extended family, as do I and my children so my grandchildren can also be included. The way we rent / book them has changed so now more folk can access them. This is the way of the future. Also people should be able to do what they like with their own property.

Misbehaviour is a Police matter, and would occur in a minuscule number of properties.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Tuesday, 20 August 2019 8:31 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Tue, 20/08/2019 - 20:30

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Narelle

**Last name**

Ward

**Name withheld**

No

## Info

**Email**

[nandgward@gmail.com](mailto:nandgward@gmail.com)

**Suburb/Town & Postcode**

The Entrance 2261

**Submission**

How many people on panel making the decisions have actually experienced short term rentals where they reside I wonder?

We have and know how different life is without it.

Our apartment "Watermark" is considered to be a very successful example of strata living and much of that success we put down to the fact that we were able to introduce a Zoning By-Law, which links to the Wyong Shire Council 2013 LEP and the R3 Medium Density Residential zone defined within this LEP. The LEP currently requires the prior approval of the Owners Corporation before council will approve development consent for any short-term rentals

within the building. Since implementation, our Zoning By-Law has proven very successful in prohibiting short-term holiday letting, stopped the associated problems, enhanced our quality of life and provided a safe and secure environment for lot owners and occupiers.

We had the support of the local council and should the current proposal to introduce the State Environmental Planning Policy (Short-term Rental Accommodation) 2019 be successful, we will lose the ability to rely on the zoning to support our desire to maintain our way of life.

We are one of the few complexes that have experienced both living with and without short-term rental so we KNOW what awaits us if 26% of the owners - or more likely future business driven owners - override the desires of the majority.

From our experience - If the hosts live on-site there is much less chance of anti social behaviour but it still can (and has) occur but because we live in a regional area, we may have to put up with this for the rest of our lives in our home! From our experience we doubt owners would put up with the behaviour of guests that the rest of us have had to endure!

Our building security wasn't designed for segregating short term visitors and when short term letting was occurring here, we saw a spike in the occurrence of theft; littering and noise levels. Damage to common property has to be proven so things like super glue put into in locks upon leaving to prevent access to the unit has had to be paid for by the owner's Corp.

Additionally, having had reason to report continual noise and anti-social behaviour to NCAT before, we know how hard it is to prove a case or for the complainant to achieve justice as it is often impossible to present the amount of evidence required. More time & effort needed by innocent parties.

My concerns:

\*Too much weight given to the importance of generating income and funds for the government and not enough importance given to quality of life to owners and occupiers of homes affected by STRA.

\*Time-frame for review? Once adopted the state will rely on income generated and will be loathe to change their decision no matter the impact on the lives of people NOT making money from STRA.

\*The lack of attention given to previously adopted By-Laws introduced at great time and monetary costs to prevent such issues by our Strata Committee. If the existing by-law was made under the Strata Schemes Management Act 1996 and was validly made, then I believe there is a good argument for THAT by-law to be valid.

\*The increased costs to be borne by other residents -namely increases in insurance; cost of repairs caused by guests; cost in time to Strata Committee members and others involved with reporting any anti-social behaviour; costs involved with repair and maintenance to common areas due to increased use & traffic in pool; gym; foyers; car-parks etc.  
and most importantly.....

\*THE IMPACT on residents not involved in this whole monetarily driven scheme.

Thank you for the opportunity to submit my response to this unfair and pecuniary legislation.

**I agree to the above statement**

Yes

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---

**From:** Richard Hopkins <rich.hopkins@icloud.com>  
**Sent:** Tuesday, 20 August 2019 6:46 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

Melissa and Richard Hopkins

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Tuesday, 20 August 2019 5:01 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Tue, 20/08/2019 - 17:00

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Susan

**Last name**

Durman

**Name withheld**

No

## Info

**Email**

[sue@keydex.com.au](mailto:sue@keydex.com.au)

**Suburb/Town & Postcode**

2009

**Submission**

My issue with the Short Term Leasing regulations/law is that whilst it allows for blocks of apartments to have short term leasing within the building with 75% occupier approval, it does not allow for buildings to ban short term leasing even if that building has a majority of people wishing to do so. My apartment block does not want to allow short term leasing because of issues with our security and because we all pay levies for the facilities and amenities and we do not wish to have people making a profit from allowing strangers to use the facilities. We are currently 80% owner occupier with 20% rental. The only people that would want to do short term leasing are the renters. We do not feel they have the right to do short term leasing when those of us who reside here permanently do not. The renters are

not part of our long standing community within the building. I originally wrote about this issue when I was Secretary of our Strata Committee. I have since stepped down from that position but know that the desire in the building is to be able to ban short term leasing. It is only fair that if some buildings have the right to allow short term leasing then by the same token, those buildings that wish to ban it should be allowed to do so. It is frustrating to not be allowed to make decisions about who we allow into building which is our home.

**I agree to the above statement**

Yes

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**From:** Suzi Miller <suzanneleemiller@gmail.com>  
**Sent:** Tuesday, 20 August 2019 4:42 PM  
**To:** DPE PS STHL Mailbox

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on... not to mention the tax department.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

Suzi Miller

44 Pearl Beach Drive

Pearl Beach NSW 2256

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Tuesday, 20 August 2019 4:38 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Tue, 20/08/2019 - 16:37

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

John

**Last name**

HINDE

**Name withheld**

No

## Info

**Email**

[jgh696@iinet.net.au](mailto:jgh696@iinet.net.au)

**Suburb/Town & Postcode**

Millers Point 2000

**Submission**

Hi Alex

Thank you for your letter. We all know how well "industry regulation" works. We have seen it in the local building practices where "self certification" has led to Opal Towers and the Mascot apartments with, no doubt, many more to come. Industry regulation in USA led th the GFC after Dubya deregulated Wall Street and Goldman Sachs gave the world CDOs (collateral debt obligations).

Of course there must be a register but a register run by the industry is no register at all.

Keep at the Government on this. They show every sign of being in the hands of big business to the detriment of the majority.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Tuesday, 20 August 2019 3:58 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Tue, 20/08/2019 - 15:58

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Polly

**Last name**

Seidler

**Name withheld**

No

## Info

**Email**

[polly.personal@gmail.com](mailto:polly.personal@gmail.com)

**Suburb/Town & Postcode**

Darlinghurst

**Submission**

Please allow strata schemes to refuse short term leasing and likes of airbnb. It means unknown people are staying on property - with no accountability for noise and other behaviour & draining use of common resources.

Also landlords cannot monitor if their tenant is unlawfully subleasing space - unless there is a register of premises being offered for short term leasing. And the user of like of aribm may be having a landlord exposed to risk which insurance does not cover- all because much short-term stays happen without landlord consent. Lanflord has no effective remedy if damage done and insurance not cover- the authorising tenant rarely has assets for authoring



airbnb etc. I note that airbnb does not disclose address until someone makes a booking- so landlords not know if their property is being offered for short term sub-lease or licence.

Short term leasing can kill communities as residences are only occupied by short-term visitors and this makes it even harder for local citizens to find long term place to rent - let alone havr community help for say school canteen.

Many european cities have banmed or highly regulated the likes of airbnb & i ask that NSW do the same.

Also there is confusion on whether airbnb is even a lease (as victorian tribunal says) or mere licence (seems to be current law).

Please allow strata schemes to ban short term leasing or licensing. Also require any short term lease or licence of premises to be on a public register so all can monitor for unlawful sublicensing.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Tuesday, 20 August 2019 2:13 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Tue, 20/08/2019 - 14:13

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

J

**Last name**

Sersansie

**Name withheld**

No

## Info

**Email**

[jsersansie@gmail.com](mailto:jsersansie@gmail.com)

**Suburb/Town & Postcode**

Byron Bay/2481

**Submission**

This is a beachside tourist town. Fact.

What does Byron Council propose the thousands of people who rely on STHL to do for employment if the industry is cut off at the knees with a cap on allowance to Holiday Let. We do not want HIGH RISE HOTELS here. The appeal of Byron is that it is not over developed like the Gold Coast and offers a relaxed option for a beach and nature holiday.

I have lived in Byron Shire for 13 years and have solely relied upon this industry for employment and financial support of my family (single parent). My Child attends Byron Bay Public School where there are over 500 students, all who live locally. Byron Council have got it WRONG, who says there is no community here, I am it and so are all

the parents of the school children in ALL local schools here. Do not cut the Industry off, regulate it and make it accountable. This will get rid off the ill-managed properties where objections to quiet enjoyment of neighbours is expected to be respected.

I manage many houses here and most sleep 12 Guests. I very rarely get complaints from neighbours, am registered with the HLO Inc (John Gudgeon's company) and licensed. All my properties have fire checks and safety equipment, rubbish collected weekly and serviced.

It will kill our town if restrictions to amount of days are put in place - do we want half the town closed during non-peak seasons. Look at the rent being charged by Real Estate Agents on the commercial side. One local Physio on Shirley Street who has worked in this town for 30 years had his rent put up by \$2000 pm and had to move out. This is a loss to our community. Only one example - shops are closing and for rent signs all over the place.

We need help for Byron Council to better manage the towns, no facilities for young Children - no skate park or play area other than the toddler area opposite Main Beach, public toilets and facilities. Look at where the Council spends its money and not waste time and our taxes constantly objecting to the only major income stream this town has.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Tuesday, 20 August 2019 1:59 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Tue, 20/08/2019 - 13:59

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Jean-Claude

**Last name**

Branch

**Name withheld**

No

## Info

**Email**

[jcbranch@emeraldcityhotels.com](mailto:jcbranch@emeraldcityhotels.com)

**Suburb/Town & Postcode**

2061

**Submission**

I am submitting as both a Licenced accomodation (hotels and Guest houses 3 hotels and 140 rooms) operator and Airbnb host (8 apartments). I have seen the benefits and pitfalls of both platforms. One area that I think needs further consideration is the 180 day limit. The problem with this is it's extremely difficult to police. One could host for 180 days on airbnb and then 180 days on another platform with similar but slightly different listings and in buildings with multiple units it's extremely difficult to control and police (very time consuming and not partially beneficial to anyone).

I would suggest instead of a blanket cap, that measures are put in place where a strata could if desired place their

own rules. but if there is no strata or the strata agrees, then a system to register accommodation and require the hosted accomodation to comply with similar standards such as fire and accessibility that a hotel must comply with. Hence assisting to level the field of competition.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Tuesday, 20 August 2019 1:51 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Tue, 20/08/2019 - 13:50

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

J

**Last name**

Sersansie

**Name withheld**

No

## Info

**Email**

[villasatbyron@gmail.com](mailto:villasatbyron@gmail.com)

**Suburb/Town & Postcode**

2481

**Submission**

As you know the Industry has come under even tighter scrutiny since the rise of Airbnb which has unfortunately brought a huge increase in un-regulated and ill-supervised Holiday Letting. A problem not only Byron Bay has faced, it's global. Cities like Madrid, London, New York's have all been addressing the issue, but unlike Byron, their economies obviously survive with or without Holiday 'House' style Accommodation (who wants 50 high-rise Hotels in Byron Bay, not us, nor the local community).

Here in Byron, Suffolk and Brunswick Heads it's complex and I can understand where some of the opposition to our Industry is coming from, certainly with more regulation and possible registration, part of the problems here could be addressed. Large numbers of Tourists vs the number of rate payers does put strain on the Council to support and

even improve infrastructure and amenities. I believe, as many do, that the NSW or Federal Government's Tourism Departments should contribute to Byron Bay's economics as it IS a desired holiday destination, known globally, as is being proven by the numbers of visitors from all over the World. It has really become a 'must go' place. As John Gudgeon, Chariman of Byron Bay's HLO Inc, Byron should be a JEWEL of Australia and needs better Management / funding.

The suggestion of a CAP to the amount of days we will be permitted to rent IS ABSOLUTELY OBJECTED TO. I would think Council just want to limit days which would mean the town is dead for the low seasons - job losses, shop closures - half town closed for Winter, we do not want. It would indeed cause huge problems for sustainability for local businesses and employment, negative effect on Property incomes etc.

Visitors do contribute significantly to many facets of our economy in my eyes - all of the above, employment as a result of Tourism and STHL is also significant. Many Trades and Businesses I deal with rely, on the majority or 100% on the Holiday Letting Industry, which in turn feeds our local economy by having rate payers employed, in work and tax liable.

The commercial retail rental side of Byron Bay is quite outrageous but no-one seems to be looking at what the Real Estate Agents are doing, charging huge amounts of retail rent which in turn kills off local enterprise. This is a point that should be highlighted indeed to Government. Who is going to support the plethora of shops, restaurants and cafe's paying huge amounts of rent with over the top increases per year etc if we limit Tourism. This I don't understand.

Let's see what this 'Consultation' process can provide, but I do recommend that a greater Government Tourism contribution is required. The amount of income these 3rd party booking sites make from our Industry is huge. I think they should contribute part of their commission/booking fee income to the town, it should not just be put on 'us' or the visitors alone. Obviously in addition to this the Federal Government needs to be collecting Tax from these companies who are based off shore but reap huge amounts of income out of our Tourism industry. (Airbnb USA, HomeAway NL etc, Booking.com NL).

Many of my Owners have invested in Superannuation type purchases and have huge mortgages, they need this income to continue Ownership of their properties, not all are money grabbing greedy Capitalists and certainly care for and contribute significantly to Byron Bay/Suffolk Park local economies.

DO NOT LET BYRON COUNCIL CAP OR RESTRICT, THE ECONOMICAL DOWN SIDE WILL BE SIGNIFICANT AND JEOPARDISE THE SURVIVAL OF BYRON BAY AND SUFFOLK PARK.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Tuesday, 20 August 2019 1:48 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Tue, 20/08/2019 - 13:48

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

M

**Last name**

Matos

**Name withheld**

No

## Info

**Email**

[marcelomsmatos@gmail.com](mailto:marcelomsmatos@gmail.com)

**Suburb/Town & Postcode**

2481

**Submission**

As you know the Industry has come under even tighter scrutiny since the rise of Airbnb which has unfortunately brought a huge increase in un-regulated and ill-supervised Holiday Letting. A problem not only Byron Bay has faced, it's global. Cities like Madrid, London, New York's have all been addressing the issue, but unlike Byron, their economies obviously survive with or without Holiday 'House' style Accommodation (who wants 50 high-rise Hotels in Byron Bay, not us, nor the local community).

Here in Byron, Suffolk and Brunswick Heads it's complex and I can understand where some of the opposition to our



Industry is coming from, certainly with more regulation and possible registration, part of the problems here could be addressed. Large numbers of Tourists vs the number of rate payers does put strain on the Council to support and even improve infrastructure and amenities. I believe, as many do, that the NSW or Federal Government's Tourism Departments should contribute to Byron Bay's economics as it IS a desired holiday destination, known globally, as is being proven by the numbers of visitors from all over the World. It has really become a 'must go' place. As John Gudgeon, Chariman of Byron Bay's HLO Inc, Byron should be a JEWEL of Australia and needs better Management / funding.

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Visitors do contribute significantly to many facets of our economy in my eyes - all of the above, employment as a result of Tourism and STHL is also significant. Many Trades and Businesses I deal with rely, on the majority or 100% on the Holiday Letting Industry, which in turn feeds our local economy by having rate payers employed, in work and tax liable.

The commercial retail rental side of Byron Bay is quite outrageous but no-one seems to be looking at what the Real Estate Agents are doing, charging huge amounts of retail rent which in turn kills off local enterprise. This is a point that should be highlighted indeed to Government. Who is going to support the plethora of shops, restaurants and cafe's paying huge amounts of rent with over the top increases per year etc if we limit Tourism. This I don't understand.

Let's see what this 'Consultation' process can provide, but I do recommend that a greater Government Tourism contribution is required. The amount of income these 3rd party booking sites make from our Industry is huge. I think they should contribute part of their commission/booking fee income to the town, it should not just be put on 'us' or the visitors alone. Obviously in addition to this the Federal Government needs to be collecting Tax from these companies who are based off shore but reap huge amounts of income out of our Tourism industry. (Airbnb USA, HomeAway NL etc).

We have resident live in neighbours both sides of our House, who know us and our Agent well. NEVER any complaints. A licensed Agent in Management who employs many local companies and contractors to service our property.

**DO NOT LET BYRON COUNCIL CAP OR RESTRICT, THE ECONOMICAL DOWN SIDE WILL BE SIGNIFICANT AND JEOPARDISE THE SURVIVAL OF BYRON BAY AND SUFFOLK PARK.**

**I agree to the above statement**

Yes

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PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS EMAIL

---

**From:** Lincoln otoole <lincolnotoole@icloud.com>  
**Sent:** Tuesday, 20 August 2019 1:34 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

---

**From:** Matt Burke <matthewcarsonburke@gmail.com>  
**Sent:** Monday, 19 August 2019 8:48 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential. My property allows for families and friends to holiday together under one roof, its something that traditional hotels and single room accomodation can't provide.

Thank you reading my submission.

Regards

Matthew Burke

---

**From:** no-reply@planning.nsw.gov.au on behalf of Planning Portal - Department of Planning and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Monday, 19 August 2019 8:24 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Mon, 19/08/2019 - 20:24

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Mohammad

**Last name**

Alam

**Name withheld**

No

## Info

**Email**

[mohammadtanziralam@yahoo.com](mailto:mohammadtanziralam@yahoo.com)

**Suburb/Town & Postcode**

2216

**Submission**

# Thanks for supporting STRA

# Mandatory code of conduct without harshness is enough to regulate.

# Please don't introduce registration system. It will create extra work and may discourage STRA. Please don't place any unnecessary burdens.

# Please don't give any power to strata to ban STRA because they unfairly dictate other owners

# Please allow STRA whole year without cap.

**I agree to the above statement**

Yes

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---

**From:** Jenny Wilmot <jennypartos@gmail.com>  
**Sent:** Monday, 19 August 2019 4:05 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

Jenny Wilmot

---

**From:** Jonathan Chaitow <chaitow@gmail.com>  
**Sent:** Monday, 19 August 2019 3:19 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

---

**From:** Jonathan Chaitow <chaitow@gmail.com>  
**Sent:** Monday, 19 August 2019 3:18 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Re: Holiday rental regulations for NSW

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

**As a result, regulation for our sector should avoid unnecessary burdens on our operations.**

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

--

Thanks,

Jonathan



---

**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Monday, 19 August 2019 12:03 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Mon, 19/08/2019 - 12:03

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Kerry

**Last name**

May

**Name withheld**

No

## Info

**Email**

[kmay.sussexinlet@ljh.com.au](mailto:kmay.sussexinlet@ljh.com.au)

**Suburb/Town & Postcode**

2540

**Submission**

We are concerned that the rules about bushfire and flood affected areas may impact negatively on the holiday rentals in this area of Sussex Inlet and Berrara. This is an area of 25% unemployment and we depend on the income of holiday rentals to boost employment and income to the local businesses in the area at holiday times.

We are an area that has been impacted by floods and bushfires but the local area has developed a strategic plan for evacuation and management in these situations. We feel that if the regulations prevent holiday letting in these areas it could severely impact not only our regional area but also others.

These regional areas are already suffering from drought and lack of NBN facilities. We do not need another blow to our economy and community.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Monday, 19 August 2019 11:59 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Mon, 19/08/2019 - 11:58

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Joshua

**Last name**

Moses

**Name withheld**

No

## Info

**Email**

[jmoses@gkstrata.com.au](mailto:jmoses@gkstrata.com.au)

**Suburb/Town & Postcode**

BROADWAY

**Submission**

If an Owners Corp choose to make their building no AIR BNB or not short term letting under 3 months, that's a by-law to the building, one in which any new owner has the rights to review before buying into the property.

The argument whether it devalues a building or not is contraversial on the basis that most family orientated people, would think that having an air bnb is actually a security risk with buildnig by-laws often not presented to them and doors often chocked open, as well as it usually being a party/holiday experience sees amenities such as pools, see glassware used around them, when they shouldn't be.

There is a general lack of care by air-bnb type scenarios and as such, if a building chooses not to undertake air bnb - they should be given that right to dictate over how their building functions.

**I agree to the above statement**

Yes

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-----  
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---

**From:** Bec Prodger <bec@shaneprodger.com>  
**Sent:** Monday, 19 August 2019 11:44 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

Kind Regards

Rebecca Prodger

---

**From:** Jervis Accommodation <jervisinfo@gmail.com>  
**Sent:** Monday, 19 August 2019 7:40 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

---

**From:** jules.blair@yahoo.com  
**Sent:** Sunday, 18 August 2019 8:51 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

Julie Blair

---

**From:** Richard Gray <richard.gray1@me.com>  
**Sent:** Sunday, 18 August 2019 12:00 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

I would like to add that any regulation being considered should not be applied as a blanket to all regions. My property for example is in Jindabyne in the snowy mountains where the vast majority of properties are used solely for short term holiday rentals and have always been. The introduction of platforms such as Homeaway/Stayz and Airbnb have allowed property owners like myself to manage advertising and bookings without paying substantially higher percentages to a real estate agent but either way my property would be available year round for holiday bookings as that is its sole purpose and its is approved for this by the local council. If regulation were to limit this in some way then I would be very concerned with the economic viability of the property. If owners like myself decide that we can no longer justify use for holiday rentals then we would be force to seek permanent rental arrangements which would availability for holiday tenants in lead to increases in rates. Alternatively we may be forced to sell the property which would lead to a decline in property values.

Thank you reading my submission.

Regards Richard  
[richard.gray1@me.com](mailto:richard.gray1@me.com)



---

**From:** jon@jonbader.com  
**Sent:** Saturday, 17 August 2019 6:52 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

regards

Jon Bader

+61 417 560 454  
[jon@jonbader.com](mailto:jon@jonbader.com)  
[www.jonbader.com](http://www.jonbader.com)

---

**From:** Kim Tan <tan.ksuan@gmail.com>  
**Sent:** Saturday, 17 August 2019 2:46 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** short term rentals

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

---

**From:** Vincent Tan <vtan1954@gmail.com>  
**Sent:** Saturday, 17 August 2019 2:45 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** short - term accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

---

**From:** Kathleen Tan <bowralescape@gmail.com>  
**Sent:** Saturday, 17 August 2019 2:44 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Short term rental

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

---

**From:** Yvonne Wynen <lilypadluxurycabins@icloud.com>  
**Sent:** Saturday, 17 August 2019 10:22 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** STHL Survey

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

**As a result, regulation for our sector should avoid unnecessary burdens on our operations.**

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

Yvonne  
Lilypad Luxury Cabins  
Ph: 0419 770 687

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**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Saturday, 17 August 2019 9:14 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Sat, 17/08/2019 - 09:14

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Sara

**Last name**

Jackson

**Name withheld**

No

## Info

**Email**

[sarajackson335@gmail.com](mailto:sarajackson335@gmail.com)

**Suburb/Town & Postcode**

Berry , NSW 2535

**Submission**

The suggested regulations would decimate the holiday rental market and the income it brings to towns such as Berry. Particularly the proposed fire regulations. I have a small weatherboard house built around the year 2000 on land with a Registered Property Agreement on it which I let as a weekender and have done for many years and would never make the intrusive and draconian changes to the property. I, along with the majority, would simply remove it from the weekend rental market. I would suggest that if a house is safe enough for a family to live in full time it is safe enough for visitors to stay two nights in. Some of the proposed requirements are quite absurd. It will be like living in repressive State where providers go 'underground', risking great personal penalties to do so and

would fan the flames of a general contempt for the legislative intrusion of Government into daily life. The Nanny State is no good for anyone, including its citizens who like to go away somewhere new for a weekend without having to stay in bland custom-built properties with no soul and no character but which tick all the regulation boxes. And has any consideration been given to the expense of these changes to people who own a unique property in a unique location? The country will be the poorer for its people not being able to experience the interesting and having no choice but to stay in increasingly institutionalised buildings. How does Rome or Paris or London manage? Please, see this for the disturbing level of bureaucracy that it is.

**I agree to the above statement**

Yes

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---

**From:** robertwiggins4@bigpond.com  
**Sent:** Saturday, 17 August 2019 4:04 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

**As a result, regulation for our sector should avoid unnecessary burdens on our operations.**

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

Kind regards,

Jann Wiggins



---

**From:** robertwiggins4@bigpond.com  
**Sent:** Saturday, 17 August 2019 4:02 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

**As a result, regulation for our sector should avoid unnecessary burdens on our operations.**

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

Kind regards,

Robert

**Robert Wiggins** B Bus, CPA, AFP®, AIMM, SA Fin, SSA  
Principal Consultant  
FinAdvice Pty Ltd



**GODFREY PEMBROKE**

A [Suite 46, Level 5, 650 George Street, SYDNEY NSW 2000](#) | PO Box 20007 WORLD SQUARE NSW 2002  
P (02) 8666 0200 | F (02) 8666 0201 | M 0414 443 052 | E [robert@adviser.com.au](mailto:robert@adviser.com.au) | W [www.adviser.com.au](http://www.adviser.com.au)  
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---

**From:** Patricia Baldwin <trishy.bald@gmail.com>  
**Sent:** Saturday, 17 August 2019 1:19 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

**As a result, regulation for our sector should avoid unnecessary burdens on our operations.**

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

Patricia Baldwin

---

**From:** Hostie Admin <admin@hostie.com.au>  
**Sent:** Friday, 16 August 2019 8:51 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

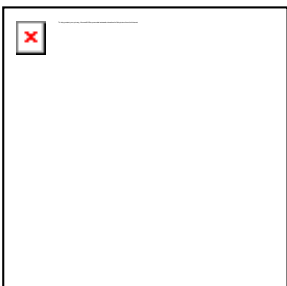
As a result, regulation for our sector should avoid unnecessary burdens on our operations. My business operates & coordinates short term rentals on behalf of owners. Our services are specific to the holiday rental industry & we follow all laws and regulations like any other real estate. We ensure the premises are safe, clean and well maintained for guests safety. We also screen guests, enforce house rules and promptly deal with any kind of guest misconduct 24/7.

All the properties I manage have restrictions. We limit no. of persons per property, set noise restrictions, cleaning standards, safety checks and inspections, guest screening and terms & conditions of booking. If an owner would like to rent a property on a short term basis outside of maximum limit could professional management be an option?

As a responsible short term rental property management business & operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like the one's I manage become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.



**Jaina Wuellner**  
**Airbnb Property Management | Host**  
|  
**Mobile:** 0422 545 066  
**Web:** [www.hostie.com.au](http://www.hostie.com.au)  
**Address:** PO BOX 209, Bogangar NSW 2488



---

**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 16 August 2019 8:43 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Fri, 16/08/2019 - 20:42

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Meiwen

**Last name**

Chen

**Name withheld**

No

## Info

**Email**

[meiwen\\_chen@hotmail.com](mailto:meiwen_chen@hotmail.com)

**Suburb/Town & Postcode**

2127

**Submission**

I support this regulation of STRA. It's a win-win result for both traveller and host. It can make a great contribution to the travel industry.

**I agree to the above statement**

Yes

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---

**From:** Bay Escapes <stay@bayescapes.com.au>  
**Sent:** Friday, 16 August 2019 6:54 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry and particularly in our area of Port Stephens.

Port Stephens is one of the top regional destinations for both domestic and international tourists. As such, the LGA's employment is also heavily reliant on tourism.

**As a result, regulation for our sector should avoid unnecessary burdens on our operations.**

As a responsible operator, we strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, we oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like ours become more important to the tourism economy, it's our strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading our submission.

Kind regards,  
Michelle and Andrew



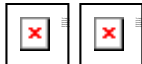
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[www.bayescapes.com.au](http://www.bayescapes.com.au)

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---

**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 16 August 2019 6:24 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Fri, 16/08/2019 - 18:23

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

linda

**Last name**

fan

**Name withheld**

No

## Info

**Email**

[fanlinda2011@yahoo.com.au](mailto:fanlinda2011@yahoo.com.au)

**Suburb/Town & Postcode**

2118

**Submission**

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of

income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

**I agree to the above statement**

Yes

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-----  
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**From:** T Dental Surgery <tdentalsurgery@optusnet.com.au>  
**Sent:** Friday, 16 August 2019 6:21 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

---

**From:** Project Portfolio <projectport@optusnet.com.au>  
**Sent:** Friday, 16 August 2019 5:20 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** RE: Have your say on Short Term Rental Accommodation  
**Attachments:** MH\_Comments\_STRA+Fire+Safety+Standard.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Thanks for confirming receipt, Doug

I hope you don't mind me sending through other docs direct to you. One more is attached. I'd rather send direct than have them fail an upload. You might be able to collect them and put them all together. I'm working through them at different time. Sorry!

Margot

Margot Homersham  
Secretary, Owners Corporation  
Strata Plan 666  
3/1a Bishops Avenue, Randwick NSW 2031

0402 830 872  
[projectport@optusnet.com.au](mailto:projectport@optusnet.com.au)

---

**From:** Project Portfolio <[projectport@optusnet.com.au](mailto:projectport@optusnet.com.au)>  
**Sent:** Friday, 16 August 2019 11:24 AM  
**To:** DPE PS STHL Mailbox <[STHL@planning.nsw.gov.au](mailto:STHL@planning.nsw.gov.au)>  
**Subject:** RE: Have your say on Short Term Rental Accommodation

Thanks Doug

I thought the attachment didn't upload so I'm glad of your contact. It is now attached. I assume the message went through but I'm copying it here just in case :

Comments on draft Code of Conduct for Short Term Rental Accommodation are attached. I have used the comments tool and hope they are all saved. There are 24 comments. I believe selecting "comments" on right hand side will reveal these if they do not at first show up. Please call or email me if you cannot see them . 0402830872.

I am commenting from the perspective of a strata scheme. In particular, I have in mind small schemes where STRA issues are highly noticeable. My comments, however, would equally relate to a scheme of any size if properly managed. The Code, I believe, needs to consider a fit with requirements of the Strata Schemes Management Act. I would think most STRA difficulties arise within strata buildings and I hope my perspective is useful. Sorry if comments are repetitive - I discovered things as I moved through the code. You should be able to evaluate holistically and consider the best fit. I intend to comment on other documents, given time, and hope you can group my comments. Margot Homersham.

Margot



**Margot Homersham**

3/1a Bishops Avenue

RANDWICK NSW 2031

0402 830 872

Project Portfolio

[projectport@optusnet.com.au](mailto:projectport@optusnet.com.au)

Writing services: reports, manuals, policies, procedures,  
funding & awards submissions, competency standards,  
training & assessment resources.

---

**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 16 August 2019 3:58 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Fri, 16/08/2019 - 15:57

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Paul

**Last name**

Murray

**Name withheld**

No

## Info

**Email**

[paulmm@mail.com](mailto:paulmm@mail.com)

**Suburb/Town & Postcode**

Randwick

**Submission**

Does the proposed new legislation consider hotel accommodation where it is legislated only for short term only? I cannot see how private STRA would affect such an establishment.

**I agree to the above statement**

Yes

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**From:** Hannah Rose <Hannah.Rose@sparke.com.au>  
**Sent:** Friday, 16 August 2019 3:43 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent, Orange category

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

Hannah Rose

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**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 16 August 2019 1:56 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Fri, 16/08/2019 - 13:55

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

JUDITH

**Last name**

HALL

**Name withheld**

No

## Info

**Email**

[jurob@internode.on.net](mailto:jurob@internode.on.net)

**Suburb/Town & Postcode**

Toronto

**Submission**

Judith & Robert Hall

5/78 Brighton Av

Toronto NSW 2283

[jurob@internode.on.net](mailto:jurob@internode.on.net)

16.8.2019

Dear Fair Trading

The issue we wish to address today is our concern re possible government legislation allowing short term leasing in

currently Council Zoned RESIDENTIAL areas. Those strata complexes in a commercial zone are a totally different matter, and our concerns are only for stratum in Residential zones. We would like to raise the following issues and concerns.

#### Issue 1. Residential Council zone.

With reference to: The Lake Macquarie Local Environmental Plan 2014 Land Zoning Map – Sheet LZN\_009B: it is clear that our Strata Complex SP:63468 at 78 Brighton Ave Toronto is zoned R3. MEDIUM DENSITY RESIDENTIAL 78 Brighton Ave Toronto is totally a residential stratum with 22 'Villas' (Units and Town Houses). Our Complex is almost 60% Owner occupied (currently 13/22) with remaining 9 Lots currently tenanted as residential letting (minimum 3 months) - and we are blessed with lovely responsible residential tenants.

We are very concerned re Section 2 of this Council document that appears to allow Council to consent to any Development Application.

The council?? This may be all well for a single dwelling domestic household's Development Applications however, it is a total abuse of Owners Corporation responsibility to manage their strata properties reflecting owner's wishes, such as our residential SP:63468.

#### Issue 2. Special By-Law restricting short term leasing – passed unanimously at the Owner's AGM 2016

Our Owners have demonstrated their preference to remain totally residential by passing this Special By-Law restricting short term leasing. Strata records will confirm that this AGM was attended by both on-site and off-site owners (i.e. those owners who rent their property).

Furthermore, this By-Law restricting short term leasing;

- is registered by with the ATTORNEY GENERAL'S DEPARTMENT
- and appears on our Strata Common Property CERTIFICATE OF TITLE.

Therefore, it should be clear to a current owner or prospective buyer that our Owners' Corporation does not agree to any short-term leasing on their property.

A change in this By-Law should only be possible by our Owners Corporation at an AGM or Special OC meeting, agreeing to rescind the above and make a new By-Law.

No Council or Government Legislation should have the power to overthrow a legally registered By-Law supported by the Owners Corporation of a Strata complex; and in particular, a Strata complex in a Council Residential zone such as ours.

No one single owner should be allowed to abuse the wishes of the combined owners.

#### Issue 3. Insurance implications

- We are insured by Strata Community Insurance (SCI) for value over \$10,500,000.
- To make this clear we are Insured for RESIDENTIAL Strata, with appropriate Building, Public Liability, Legal Expenses, etc for a RESIDENTIAL stratum.
- There is little doubt that a short-term holiday or Airbnb would qualify as commercial usage, and therefore our Strata premiums would rise.
- Furthermore, and as you are aware, Strata is shared common property and there have been many incidences reported of problems created by short-term 'party rentals' abusing common property.
- 

#### Issue 4. NSW Government strata schemes management Regulations and the Act (2016) – Schedule 3 is being ignored and/or compromised.

We know you are familiar with the Strata By-Laws. There is little doubt that allowing any short-term leasing into a residentially zoned strata complex such as Sp:63468 would challenge these NSW Government SSMA &SSMR (2016): in particular;

SSMR By-Law 17. Change in use or occupation of lot to be notified

i. An occupier of a Lot must notify the owners corporation if the occupier changes the existing use of the Lot.

ii. Without limiting clause (1) the following changes of use must be notified:

(a) a change that may affect the insurance premiums for the strata scheme (for example, if the change of use results in a hazardous activity being carried out on the Lot, or results in the Lot being used for commercial or industrial purposes rather than residential purposes),

(b) a change to the use of the Lot for short term or holiday letting.

iii. The notice must be given in writing at least 21 days before the change occurs or a lease or a sublease commences.

With regards to this last point 3, it is clear that as our Strata Plan already have a legally registered By-Law restricting



short term leasing, that any such 'written notice' would still require the owner's corporation to hold an AGM or Special General Meeting to rescind our existing By-Law.

If this does not occur, the individual owner – and indeed the Strata Committee, the entire Owners Corporation and the Strata Manager appointed by the OC would be in abuse of your existing Laws, in particular:

SSMA Division 2 section 36 (3) the following decisions cannot be made by the strata committee

(a) a decision that is required by or under any Act to be made by the owners corporation by unanimous resolution or general resolution or in general meeting.

It would not make sense that an owner can simply notify within 21 days that they intend to break the Law by nullifying a legally registered Special By-Law (which SSMA Div 2 section 36 (3) states it cannot be approved by the Committee of Strata Manager either without a OC so why can an owner simply give 21 days' written notice.

This is a nonsense!! To do so is in clear breach of the SSMA. To make the point clear, – it is against the Strata Schemes Management Act, regardless of any council giving a DA approval or written letter from an owner!

Issue 5. Other NSW government strata schemes management regulations (2016) – schedule 3

The following SSMR By-Laws would also be abused, and/or extremely difficult to enforce.

By-Law 6. Noise.

- An owner or occupier of a Lot, or any invitee of the owner or occupier of a Lot, must not create any noise on a Lot or common property likely to interfere with the peaceful enjoyment of the owner or occupier of another Lot or of any person lawfully using common property.

By-Law 9. SMOKE PENETRATION (Our Owners Corporation voted for Option A), being:

- An owner or occupier, and any invitee of the owner or occupier, must not smoke tobacco or any other substance on the common property.
- An owner or occupier of the Lot must ensure that smoke caused by the smoking of tobacco or any other substance by the owner or occupier, or any invitee of the owner or occupier, on the Lot does not penetrate to the common property or any other Lot.

Please be assured we are not making any reference to those Stratum in commercial, mixed or other zones already allowing some commercial use of the property.

We are only asking you to bring our concerns to the NSW Government regarding this matter for those Stratum where owners have chosen to live in

- a residential stratum,
- with SSMR residential strata By-Laws
- and with a legally registered Special By-Law on restricted leasing which appears on the Certificate of Title
- and with Residential Insurance
- and in a Council zoned Residential
- with residential council rates
- including residential bin arrangements.

Allowing short term leasing into a residential strata complexes such as 78 Brighton Av would undoubtedly put up our Insurance costs (both strata and private content) and would increase our council rates. It would also change our accepted By-Laws and nullify those Special By-Laws passed, registered and paid for by the existing Owner's Corporation.

If the State Government allow Councils an easy road to change conditions in Strata Living, it is affectively changing or challenging several sections of the NSW SSMA and SSMR as well as changing Council zoning regulations.

Regards

Robert and Judith Hall

Villa 5/ 78 Brighton Av

TORONTO NSW 2283

jujob@internode.on.net

Mobile/R.0408256693

Mobile/J. 0438214270

**I agree to the above statement**

Yes

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---

**From:** Greg Apps <Greg@donclark.com.au>  
**Sent:** Friday, 16 August 2019 1:04 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent, Orange category

Dear Minister,

Short-term rental accommodation is an important driver of economic growth and job creation for the NSW tourism industry.

As a result, regulation for our sector should avoid unnecessary burdens on our operations.

As a responsible operator, I strongly support the creation of a register of all holiday rental properties listed on a platform and the code of conduct. However, I oppose the night limits and use restrictions for our properties – restrictions of this kind will put an important holiday tradition at risk and deprive many holiday homeowners of income they have come to rely on.

As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

Regards

Greg Apps

---

**From:** Greg Apps <Greg@donclark.com.au>  
**Sent:** Friday, 16 August 2019 1:04 PM  
**To:** DPE PS STHL Mailbox  
**Subject:** Re: Holiday rental regulations for NSW

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category, sent, Orange category

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As holiday rentals like mine become more important to the tourism economy, it's my strong belief the NSW Government should build a regulatory solution that ensures the sector can reach its economic potential.

Thank you reading my submission.

Regards

Greg Apps

---

**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 16 August 2019 11:43 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Fri, 16/08/2019 - 11:42

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Sally

**Last name**

Johannsen

**Name withheld**

No

## Info

**Email**

[sjohanns@bigpond.net.au](mailto:sjohanns@bigpond.net.au)

**Suburb/Town & Postcode**

Casuarina NSW 2487

**Submission**

Mrs Sally M Johannsen

6 Beason Crt

Casuarina NSW 2487

[sjohanns@bigpond.net.au](mailto:sjohanns@bigpond.net.au) (preferred contact)

15 August 2019

Director  
Housing Policy  
NSW Department of Planning, Industry and Environment  
GPO Box 39  
SYDNEY NSW 2001

Dear Sir/Madam

#### SHORT-TERM RENTAL ACCOMMODATION DISCUSSION PAPER

The Attachment sets out my views, to the questions posed in your recent discussion paper.

I am very concerned by the actions taken by Tweed Shire Council ("TSC") in relation to the Short Term Rental Accommodation ("STRA") situation in their region of 90,000+ people. This therefore forms the basis of my comments in relation to STRAs. This is a strong example where a Council is distracted and acting outside its mandated powers and therefore (as a precedence) we can not risk other Council's acting against NSW State Legislation. Therefore I do not believe that any NSW Local Council should have ANY input into STRA regulation. TSC have proven that NSW Councils can not be trusted on this issue. This is based on the fact that TSC have set a precedent in that they have (and continue) to ignore the NSW Planning and Environment Act 1979 by unfairly, inconsistently and inappropriately targeting STRA owners.

The actions of the current crop of Councillors in the Tweed Shire are suspicious – it is imperative that this does not open the door for other councils to ignore NSW State Legislation in relation to STRAs

TSC is a council divided by a regular voting block of 4 councillors against 3. This proven voting block appears to have little idea of the views of their wider community across a range of issues. A recent example of this is the approved development and building of the Tweed Coast Hospital (the 4 councillors, colloquially known as the Rainbow 4 were opposed to the development and site selection and spent significant amounts of ratepayers money on legal advice when they had no mandate to interfere). At the recent NSW election it was clear that their views were not in line with that of their community (Local Tweed MP Mr Geoff Provest was returned with a higher majority on a platform which supported the hospital and its proposed site). It is my view that this is clearly repeated in the STRA issue (as evidenced by the many locals who agree with me on this – as voiced to me personally).

Cr Warren Polglase correctly pleads for TSC Councillors to unite the community and concentrate on local matters – not matters unrelated to council's mandate

The following is from the Tweed Daily News – 16 August 2019

Former mayor and current councillor of the Tweed Shire has called on his colleagues to put party politics to one side and focus on the betterment of the community.

Councillor Warren Polglase told the chamber at Thursday night's council meeting the political ideology of each individual member was obstructing the main purpose of the council.

During a meeting which at times descended into a 'tit-for-tat' bicker between councillors, the former mayor said he wanted the council to be more united.

"We were elected to look after the community," Cr Polglase told the council.

"We need to get back to basics, put down the swords and the shields."

The impassioned speech was made as councillors debated the merit of overturning a 2018 decision which would ban companies who have held contracts with Indian mining giant Adani, from working on projects for the Tweed Shire Council.

Cr Polglase said he believed the chamber should be focusing more in issues which directly affect residents of the Tweed, rather than matter abroad.

"We have all of these issues locally and Adani seems to take a large platform," he said.

While his comments were not received well by all councillors, Cr Pryce Allsop told the chamber that he congratulated the former mayor for speaking up.

I agree with Cr Polglase. The TSC Rainbow 4 are so focused on things outside their mandate that the local economy, businesses and mum and dad ratepayers are suffering. All you have to do is read the TSC Council minutes to see the

ongoing delays Development Approvals suffer from as Councillors send back asking for more information or delay decisions on matters which (with focus) could be resolved on a timely basis. It is – in my view - truly a shemozzle (and an embarrassment to the region)! STRA owners have unduly suffered under this distracted focus.

A vocal minority is unduly influencing TSC “policy”

It is my view that the TSC Rainbow 4 have listened to a vocal minority in relation to STRAs. Tourism is the largest industry in the Tweed, providing not only jobs and income to those directly involved (ie STRAs) but to the many associated industries and trades. A vocal minority of residents clearly have the ear of the Rainbow 4, and actively targeted STRA owners to shut them down, and in the process ignored The NSW Planning and Environment Act 1979 (“the Act”). The Act is clear - a residential DA consent validly allows people to enter into tenancies under NSW Residential Tenancy Law and stipulates no minimum time limit to apply to a valid lease. Short term rental (as with long term rental) has always been an undefined (innominate) use of a residential dwelling. The TSC therefore has neither power nor authority to intervene in short term accommodation tenancy dealings.

In essence, a voting block of 4 councillors are holding a whole STRA industry in the shire unfairly to ransom (and ultimately the whole NSW state)!

TSC say they are acting on “complaints”. This means that there is not fair and reasonable blanket policy in relation to STRAs, but if an STRA is operating and (like in our case) a neighbor “does not want to live on the same street as an STRA”, then the neighbour can make serious, spurious, unsubstantiated complaints against a property (ie with no police or security company report) and TSC will send a letter invariably citing zoning restrictions (which have no correlation to the noise or parking “complaint” lodged) and threatening large fines if they do not shut down (or get an immediate development approval when the residential DA covers the STRA). All this flies in face of the Act. Go figure!

TSC Locals are being unfairly harassed – we can not allow local NSW Councils to over-ride NSW Legislation

The TSC Rainbow 4 (unsupported by the 3 other Councillors) are attempting (through their LEP2014 zoning definitions) to classify STRAs as tourist and visitor accommodation (suggesting that STRAs are commercial operations – despite having no employees, no restaurants, gyms, cafes etc) and therefore have voted for action which is harassing local STRA owners into closing. More than 80 local STRAs have been targeted in the last 12 months or so. Fines of ranging from \$3,000 to \$1,000,000 + \$10,000 (ours was the biggest we have seen) per day have been threatened if they do not close. As explained above, these threats are based on “complaints” which are not subjected to the usual natural justice procedures (and complaints which generally do not relate to the zoning regulation TSC is quoting to justify their threatened actions and fines).

The delays in the NSW STRA Legislation is hurting the TSC community and economy

Given the expected NSW Legislation in relation to STRAs (which has been in process for more than 2 years – and basically ready to go for the last year), STRA owners have decided not to proceed with expensive legal costs and have been patiently waiting for the NSW Regulation to be promulgated. Please do not delay any longer!

Therefore, based on all of the above TSC are acting disingenuously and denying STRA owners their rights under NSW Residential Law and the indefeasibility of their Torrens title property registrations. I have both seen and made detailed representations to the Mayor and senior Council staff by targeted owners. The answers to my trained eyes, indicates that some people in power are acting as if the hiatus provides a suspension of the need to fully respect the normal rule of law? And the delays are only making the matters worse as there is no let up to the fine-threatening letters. It is just not fair nor reasonable.

We need to support and protect Tourism in the Tweed

Safeguarding tourism on the Tweed Coast has very important inter-generation implications. It offers opportunities for local youth to earn wages, confidence and self-esteem to go on to vocational (supporting our local TAFE) or tertiary education, improve their ‘human capital’ and make a greater contribution to society than they otherwise could. Many local businesses are suffering and the Tweed Shire is becoming the laughing stock of the nation on this

issue. It could take a while for this negative perception of the region's tourist policies to recover and rebuild public confidence in our most important industry.

TSC could have approached this in an entirely negative and unproductive way! Over 12 months ago I suggested that within their annual BEATS (Business and Excellence Awards Tweed Shire), there is an opportunity to encourage excellence in STRA as part of their Tourism and Visitor Experience award. But they don't. With Tourism being the recognized largest industry in the Shire it is shocking that there is not a thoughtful and encouraging approach which supports excellence rather than their big stick approach to shut STRAs down (based on a nebulous and unconfirmed "public interest". The TSC approach does not make fiscal or policy sense – and is a direct contravention of tourism policy at local, state and federal level! They are spending \$100's of \$1,000s of ratepayers money paying contractors through Destination Tweed to promote the region, but are shutting down STRAs. Total nonsense and counter-intuitive in my view. It is time to promote excellence, not punitive "punishment".

Is what TSC doing legal?

I do not believe so and they should be stopped. Please feel free to refer to your government employer as appropriate.

So, I have responded per below, mindful that this proposed NSW regulation is urgently needed and we need to cut Local NSW Council's out of the process. TSC have proven that they can't be trusted.

Yours faithfully

Sally Johannsen

ATTACHMENT

FEEDBACK COMMENTS

Question 1: Agree with recommended standard – although needs to be realistic given we are talking about residential homes which may only be let for short periods. Ie. Don't make the fire safety standard prohibitively expensive given the nature of STRA occupation. It is a personal home after all.

Question 2: Need more information on what type of hallway lighting is required. Per question one, needs to be realistic and fit for purpose (and not over the top as you would expect in a commercial premises where there are a lot more people onsite/at risk)

Question 3: The '21 day rule' is a sensible improvement, However, Councils should adhere to a consistent state-wide "days" policy (ie. No variation in days within or across LGAs)

Question 4: General obligations are realistic and sensible.

Question 5: It would be useful to collect data on whether owners are self-managing and, if so, whether they have accredited property management training. If the data were to show that 'amateur' self-managers are a compliance problem, then an accreditation process for STRAs could be implemented to support owners to comply. Accreditation would be encouraged and a star rating given which could be used by STRA owners to promote their accommodation. I encourage positive action rather than a big stick approach to "punish" people for "non-compliance". This is an opportunity to encourage excellence (like the food quality/hygiene rating system for restaurants).

It could be a three tier program which would encourage "property managers", "property consultants" and "owner managers". Property managers would be registered real estate agents. Property consultants would be consultants who act on behalf of owners in managing things like maintenance and bookings but are not officially accredited through the REIA (particularly relevant as often REIA agents are not traditionally available on weekends when STRAs are occupied but local property consultants are on call. Also licensed real estate agents may not be the most appropriate property managers for an STRA). Owner managers are as it suggests. A star rating (similar to hygiene



rating) could be achieved through positive reviews.

Question 6: Sounds reasonable.

Question 7: Natural justice MUST apply. Based on experience with Tweed Shire Council, a complaint must be third (independent) party verified with appropriate opportunity for an STRA business to defend itself against spurious and unsubstantiated complaints (like what has happened in the Tweed Shire).

Question 8: Fair and reasonable.

Question 9: If a rating per question 5 was instituted, it would be reasonable that an excluded STRA could not apply for a rating during their period of exclusion, therefore limiting their capacity to positively and actively promote their STRA. An exclusion should not be kept as publicly available on past exclusion period (ie, done the time so opportunity to redress the situation and restart). An exclusion should also not apply if the STRA is sold to an independent third party. Ie. Some thought needs to be put in place to ensure that if a property is excluded (and subsequently sold) that the new owner would have a right to apply for a redaction of the exclusion, provided that they agree to adhere to the STRA regulations. I suppose some clarity as to whether the exclusion applies to the person/owner/manager or the property.

Question 10: Fair and reasonable.

Question 11: The provisions are appropriate – there should be discretion available in their application of penalties

Question 12: Yes.

Question 13: Fair and reasonable

Question 14: Yes

Question 15: No others should be excluded

Question 16: Fair and reasonable.

Question 17: Hosts should pay a registration fee which is based on 50% cost recovery for the OFT. A further fee could be recovered through the fines etc (although this will take a while to accumulate). If a surplus of fees are recovered, then this should be used to ensure the OFT remains properly resourced (as a priority) and not siphoned into other government areas inappropriately.

Question 18: Online booking services could be charged a nominal fee per property if there is a shortfall.

Question 19: Yes

Question 20: The letting platforms could report to the Government, although we need to be mindful that STRA owners may list on more than one platform and the report needs to integrate so that they receive correct information (and an STRA has consolidated information across all its platforms). This could be achieved through the common registration number which could be collated by a Government database.

Question 21: The costs to industry would be negligible and easily absorbed in commission structures, if necessary. The registration process would allow an STRA to confirm its figures across multiple listings.

Question 22: There should be NO Government funding. This process needs to be self sustaining and independent.

Questions 23 to 26: If people were encouraged (through my comments in Question 5) to register and which will allow them to achieve accreditation/quality ratings, then guests would soon learn to be looking for accredited/registered choices. If an STRA is not registered, the OFT should have a process which allows people to simply question an STRA's registration – either via searching the register database (publicly available which would

confirm registration and star rating) or by reporting a suspicious STRA. Once industry and guests become used to this process, there will be no need for audits.

Questions 27 to 29: The collection of data ideas are reasonable. Hosts should be able to access and as appropriate update their data (ie. Add in extra nights to their registration to make themselves “super hosts”). It is all about encouraging compliance and rewarding good behaviours/strategies for STRAs.

Questions 30 to 32: Local Councils should have no input into the process. Tweed Shire Council has proven that Councils can not be trusted to act inside their mandates without party political influences. Specific information should not be generally available to the public but STRAs could work towards increasing their ratings for compliance and great service through providing evidence to the OFT about what a great job they are doing (via star rating system).

Question 33: I would suggest that given the delays already experienced and the significant input the industry has had into this regulation, a six month time frame would be sufficient – definitely no more!

Question 34: It is very important that the reforms are promulgated URGENTLY and certainly before the coming Summer High Season. Tweed Shire Council have ‘taken licence’ to smash hosts out of the industry during the prolonged hiatus since passage of the August 2018 legislation. This is wrong (and suspect) as discussed in the covering letter.

Questions 35: Fair and reasonable – BUT NO FURTHER DELAYS please.

Question 36: Councils in key tourism areas (particularly the Tweed Coast and Byron Bay) should be given serious warnings to get with the NSW Government program NOW, or else. People entrusted to operate under the rule of law are behaving questionably in the hiatus period, against the general good and should be not only stopped, but bought to account.

**I agree to the above statement**

Yes

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**From:** Project Portfolio <projectport@optusnet.com.au>  
**Sent:** Friday, 16 August 2019 11:24 AM  
**To:** DPE PS STHL Mailbox  
**Subject:** RE: Have your say on Short Term Rental Accommodation  
**Attachments:** MH\_Comments\_Public+Consultation+Draft+-+Code+of+Conduct+for+the+Short+term+Rental+Accommodation+Industry.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** sent, Attachment to previous sub

Thanks Doug

I thought the attachment didn't upload so I'm glad of your contact. It is now attached. I assume the message went through but I'm copying it here just in case :

Comments on draft Code of Conduct for Short Term Rental Accommodation are attached. I have used the comments tool and hope they are all saved. There are 24 comments. I believe selecting "comments" on right hand side will reveal these if they do not at first show up. Please call or email me if you cannot see them . 0402830872.

I am commenting from the perspective of a strata scheme. In particular, I have in mind small schemes where STRA issues are highly noticeable. My comments, however, would equally relate to a scheme of any size if properly managed. The Code, I believe, needs to consider a fit with requirements of the Strata Schemes Management Act. I would think most STRA difficulties arise within strata buildings and I hope my perspective is useful. Sorry if comments are repetitive - I discovered things as I moved through the code. You should be able to evaluate holistically and consider the best fit. I intend to comment on other documents, given time, and hope you can group my comments. Margot Homersham.

Margot



---

**From:** Douglas Cunningham [mailto:Douglas.Cunningham@planning.nsw.gov.au] **On Behalf Of** DPE PS STHL Mailbox  
**Sent:** Friday, 16 August 2019 8:31 AM  
**To:** projectport@optusnet.com.au  
**Subject:** Have your say on Short Term Rental Accommodation

Good morning Margot

Thank you for your submission on the Government's proposed draft instruments and Regulations.

Unfortunately the attachment you provided with your submission does not appear to have come through.

If you could send it to this email, I'll ensure it gets submitted through with the rest of your submission.

Thanks

Doug

**Short-term Rental Accommodation (STRA) Team**

Housing Policy | Policy and Strategy

GPO Box 39, Sydney NSW 2001

E: [sth1@planning.nsw.gov.au](mailto:sth1@planning.nsw.gov.au)

W: <http://www.planning.nsw.gov.au/STHL>



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**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Friday, 16 August 2019 3:37 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

Submitted on Fri, 16/08/2019 - 03:37

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Margot

**Last name**

Homersham

**Name withheld**

No

## Info

**Email**

[projectport@optusnet.com.au](mailto:projectport@optusnet.com.au)

**Suburb/Town & Postcode**

Randwick

**Submission**

Comments on draft Code of Conduct for Short Term Rental Accommodation are attached. I have used the comments tool and hope they are all saved. There are 24 comments. I believe selecting "comments" on right hand side will reveal these if they do not at first show up. Please call or email me if you cannot see them . 0402830872.

I am commenting from the perspective of a strata scheme. In particular, I have in mind small schemes where STRA issues are highly noticeable. My comments, however, would equally relate to a scheme of any size if properly managed. The Code, I believe, needs to consider a fit with requirements of the Strata Schemes Management Act. I would think most STRA difficulties arise within strata buildings and I hope my perspective is useful. Sorry if comments are repetitive - I discovered things as I moved through the code. You should be able to evaluate holistically and consider the best fit. I intend to comment on other documents, given time, and hope you can group my comments. Margot Homersham.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 15 August 2019 4:50 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 15/08/2019 - 16:49

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Janet

**Last name**

Ryan

**Name withheld**

No

## Info

**Email**

[janjohnr@bigpond.com](mailto:janjohnr@bigpond.com)

**Suburb/Town & Postcode**

Abbotsford 2046

**Submission**

I am writing in regard to short term letting, airbnb. My husband & I live in an apartment complex We firmly believe that STL, airbnb, should not be foisted on apartment residents when it is not wanted. If the Owners Corp have gone to the expense & trouble of having a by-law that prohibits same, then it is incomprehensible to even suggest that it can be overturned without another bylaw with majority agreement or ignored. Our O.C has had this special bylaw in place for over 12 months (100% support) & now residents are very concerned that some authority who doesn't even live here, could even consider forcing their wishes on us. By all means, allow those apartments who want it, & have a majority in agreement, go ahead. But a lot of us have spent a lot of money selecting a quiet residential block to call

home.

I understand that airbnb is causing havoc in many overseas countries & in New York, the host has to be present.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 15 August 2019 4:29 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 15/08/2019 - 16:28

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Hardev

**Last name**

Gopalani

**Name withheld**

No

## Info

**Email**

[harry\\_gopalani@hotmail.com](mailto:harry_gopalani@hotmail.com)

**Suburb/Town & Postcode**

2065

**Submission**

I object to it

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 15 August 2019 4:04 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 15/08/2019 - 16:03

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Tina

**Last name**

Tong

**Name withheld**

No

## Info

**Email**

[itongyun@gmail.com](mailto:itongyun@gmail.com)

**Suburb/Town & Postcode**

2127

**Submission**

Hi, my name is Tina, I am a resident and a committee member in Sydney Olympic Park. I would like to take this opportunity to rise a few points. 1. Registration fee should be in place, the Airbnb owner should pay a bond with the department. 2. Each Airbnb units should also need to register with each building's strata and building management to help to monitor the activities. 3. The department of planning also should engage local police for illegal activities or noise complaint more seriously. 4. Each unit should not be rented more than X amount of days per year. 5. The unit must be managed by the owner themselves as the owner should be showing the renter how to use the building's facilities. 5. Strata should have the power to fine responsible units for common property damages.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 15 August 2019 1:47 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 15/08/2019 - 13:47

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Valerie

**Last name**

Mason

**Name withheld**

No

## Info

**Email**

[masonval@alphalink.com.au](mailto:masonval@alphalink.com.au)

**Suburb/Town & Postcode**

South Golden Beach 2483

**Submission**

The important aspect for me is consideration of neighbour she, so a defined code of expectations seems like the fairest option. I would be in favor of short term let's given this proviso.

Valerie Mason

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 15 August 2019 1:36 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 15/08/2019 - 13:36

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Ingrid

**Last name**

Taylor

**Name withheld**

No

## Info

**Email**

[ingrid.t@bigpond.net.au](mailto:ingrid.t@bigpond.net.au)

**Suburb/Town & Postcode**

Robina

**Submission**

I own a holiday house in the Casuarina area and believe strongly that as a home owner we should have the right to earn some income from this asset in order to afford to keep it. I completely understand that neighbours needs to be respected with regards to noise etc - but I would vote strongly for allowing short term holiday letting

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 15 August 2019 12:59 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 15/08/2019 - 12:58

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

John

**Last name**

Christie

**Name withheld**

No

## Info

**Email**

[john.christie20@bigpond.com](mailto:john.christie20@bigpond.com)

**Suburb/Town & Postcode**

Korora NSW 2450

**Submission**

The Department's proposed STRA legislation, conduct codes etc are fair to all parties and very much needed in NSW.

Prior to our 2016 relocation from Melbourne to the Coffs Coast, we had no experience of strata living and no exposure to STRA activities. We live in a beachside townhouse in a complex of 7 townhouses (KBay Townhouses, built late 2004) and hence, we now have strata living experience (some downsides). Previously, our townhouse was an 'up market' holiday let and until January 2018, two neighbouring townhouses were used exclusively as STRA (many downsides to our amenity).

Our exposure to living next door to STRA's gave us some insight to some issues associated with STRA activities which I'm uncertain whether the Department's proposed legislation will adequately cover and protect residents.

Kbay's strata managers (SMS Coffs Harbour) were 'tipped off' that STRA activities at KBay were in breach of Council zoning laws and illegal. SMS submitted a complaint to Coffs Harbour City Council (CHCC). Eventually, after 4 months, the 2 STRA townhouses ceased holiday letting. This process for the other 5 KBay owners was unpleasant and we were exposed to financial risks. However, living at KBay is now so much better with no holiday letting activities.

During the referred STRA saga, I experienced dealings and issues with CHCC, KBay STRA owners, holiday letting estate agents, Airbnb and other parties. From these experiences, I would ask the Department whether the proposed STRA legislation will resolve the following issues:

1. Councils to be pro-active with adherence to their zoning laws and stop illegal STRA activity without having to wait for a registered complaint (apparently 200+ illegal STRA's presently operating on the Coffs Coast).
2. Managing agents and STRA platform operators to be held responsible for zoning legality of their STRA clients (Sunburst Holidays & Airbnb both advised me that they were not responsible!).
3. Neighbours to STRA's to be advised of STRA's owners, agents, platforms, contacts etc to sort out problems when they arise (we found it almost impossible to contact Airbnb).
4. No STRA activity in zoning areas where STRA isn't permitted and no exemptions.
5. STRA's within strata's compelled to advise the Owners' Corporation, the strata managers and the strata insurers of their activities and pay for additional insurance premiums and building damage caused by their STRA activities.

From our experiences, we would elect not to live in a complex which has STRA activity or, for that matter, live close to STRA properties.

Please contact me should you require additional information and/or clarification.

Kind regards

John Christie  
7/31 Sandy Beach Road, Korora, NSW 2450  
tel 0409 983 125

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 15 August 2019 8:27 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 15/08/2019 - 08:26

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Robert

**Last name**

Lejeune

**Name withheld**

No

## Info

**Email**

[boblejeune@internode.on.net](mailto:boblejeune@internode.on.net)

**Suburb/Town & Postcode**

Stony Creek 2850

**Submission**

I submit that holiday parks should not be excluded from the code of conduct if they advertise and provide short term accommodation.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Thursday, 15 August 2019 6:33 AM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Thu, 15/08/2019 - 06:32

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Rosemary

**Last name**

Howe

**Name withheld**

No

## Info

**Email**

[howe.rosemary@gmail.com](mailto:howe.rosemary@gmail.com)

**Suburb/Town & Postcode**

Bannister NSW 2580

**Submission**

People must be allowed the freedom of choice to use their homes for short-term rental. This includes houses and apartments. To take this freedom away is a deprivation of the rights of the home owner.

Additional income into households assist with the ever increasing bills that individuals and families face on a weekly basis. This extra income can mean the difference in being able to meet or not meet financial debt such as mortgage and vehicle repayments, school expenses for children, food bills, etc

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 14 August 2019 8:47 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Wed, 14/08/2019 - 20:47

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

peter

**Last name**

mathers

**Name withheld**

No

## Info

**Email**

[peter@tradinglounge.com](mailto:peter@tradinglounge.com)

**Suburb/Town & Postcode**

Blackheath

**Submission**

Short term accommodation for tourists is necessary in the Blue Mountains NSW

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 14 August 2019 6:49 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Wed, 14/08/2019 - 18:48

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Wendy

**Last name**

Meehan

**Name withheld**

No

## Info

**Email**

[meehan.beth@gmail.com](mailto:meehan.beth@gmail.com)

**Suburb/Town & Postcode**

Bogangar 2488

**Submission**

STHL are totally inappropriate in strata title apartment complexes. I live in a 20 unit complex, 2 of these units are AirBnB properties, the rest are all permanent residents. The guests in the AirBnB apartments are often noisy and exceed the occupancy levels for the apartments. Total strangers have access to the underground car park, where we all store our vehicles and other items, leaving us vulnerable to damages and theft. It is very uncomfortable having strangers wandering around the complex, it is having a negative effect on my right to safe and peaceful enjoyment of my property. I am often approached by these strangers asking all sorts of questions about the STHL apartments and the complex, which I also object to. We chose to live here because it is quiet, not a party place full of holiday makers. If STHL is allowed to continue the complex will become a place more for holiday makers, forcing all the permanent residents out, some of whom have lived here for over 10 years.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 14 August 2019 5:15 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Wed, 14/08/2019 - 17:15

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Tiffany

**Last name**

Benn

**Name withheld**

No

## Info

**Email**

[tjb@harthomedecor.com](mailto:tjb@harthomedecor.com)

**Suburb/Town & Postcode**

200"

**Submission**

I am a resident of a building called Hyde Park Towers in the CBD. As the owner of a very well maintained 1 bed room unit and a small business owner who travels regularly I would like to be able to short term let my unit whilst I am away from it. Not only would this ensure that I make extra money to fund my business and assist with cash flow it will also support other local people and small businesses in the form of cleaners and managing agents.

I see no problem at all with having short term tenants as I will be vetting them and ensuring there are no parties or undesirable characters in my home. The building is 75% rental tenants anyway so there is no real argument that the building will take on anymore wear and tear than it currently does.

Providing affordable accommodation to our towns and cities will only increase visitor numbers and bring further funds into our economy.

I understand that it could be limited to 180 days if this is not your principle place of residence but as an owner who lives in the property most of the year using my asset to bring in much needed funds when I am not in it seems like a very reasonable way to make extra money. Having properties empty across the state when there are people crying out for affordable accommodation seems like a ludicrous idea to me.

The hotel industry has been up in arms about this and that I understand. The people who book and can afford hotels most likely wouldn't book short term lets anyway and vice versa. There is room for everyone in the accommodation industry and as a city SYDNEY is nearly always booked out with all the exciting events that happen here. More accommodation than less seems like a no brainer to me whilst making local people extra income to help with cash flow and in turn further spending in our local economy.

I do hope you will allow this new legislation to go through and allow people like me to use our asset to bolster our local economies.

The key thing for people like me is that buildings that have residential only zoning can be used for short term lets which they currently cannot.

Thank you in advance  
Tiffany Benn

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 14 August 2019 5:08 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Submitted on Wed, 14/08/2019 - 17:07

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Tom

**Last name**

Johnson

**Name withheld**

No

## Info

**Email**

[tom@netwizarddesign.com.au](mailto:tom@netwizarddesign.com.au)

**Suburb/Town & Postcode**

2250

**Submission**

Airbnb injects millions into the economy with the added tourism to NSW. 365 nights per year short term accommodation.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 14 August 2019 4:32 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Wed, 14/08/2019 - 16:32

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am submitting on behalf of my organisation

## Name

**First name**

Italo

**Last name**

Tius

**Name withheld**

No

## Info

**Email**

[italo.tius@gmail.com](mailto:italo.tius@gmail.com)

**Suburb/Town & Postcode**

2095

**Submission**

Our apartment block is in Manly and is presently classified as long term lease only. Some blocks next to or near us have short term leasing and it becomes an absolute nightmare, especially in any holiday season.

Many holiday makers seem to throw all caution to the wind once they book into their temporary holiday accommodation. This makes it a living nightmare for the permanent residents.

We're hoping to keep our block as a long term leasing block as it is presently. Life in our block is a lot more peaceful... and safer than any of the short term blocks near us.

**I agree to the above statement**

Yes

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**From:** no-reply@planning.nsw.gov.au on behalf of Department of Planning, Industry and Environment <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 14 August 2019 3:35 PM  
**To:** DPE PS STHL Mailbox; stracode@finance.nsw.gov.au  
**Cc:** DPE PS ePlanning Mailbox  
**Subject:** Have your say on Short Term Rental Accommodation

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Purple category

Submitted on Wed, 14/08/2019 - 15:34

Submitted by: Anonymous

Submitted values are:

**Submission Type**

I am making a personal submission

## Name

**First name**

Karyn

**Last name**

Hewitt

**Name withheld**

No

## Info

**Email**

[karynhewitt@me.com](mailto:karynhewitt@me.com)

**Suburb/Town & Postcode**

Bogangar 2488

**Submission**

We are in favour of short term holiday letting in our area. We have a granny flat on our property which we would love to Airbnb/short term holiday let. We live in the main house on the property so would be here to monitor and control who we have staying in the granny flat.

Karyn & Sam Hewitt.

**I agree to the above statement**

Yes

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PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS EMAIL

September 18<sup>th</sup> 2019

Mr John Tansey  
Executive Director  
Regulatory Policy, Better Regulation Division  
Department of Customer Service



Dear John,

[ASTRA's response to the Draft Regulatory Framework Discussion Paper.](#)

We are pleased to provide our response and thank you for the additional time we have been given.

As an independent voluntary organisation representing a wide constituency of owners and managers, ASTRA's interest is concerned with delivering enduring quality outcomes for the industry.

Rather than professional lobbyists pressing a commercial, competitive or ideological agenda *on* the industry, our members are actual operators *in* the industry. As owners, hosts, owner/managers & licensed agents, ASTRA members will be directly impacted by the new regulations and have hands-on responsibility for implementing the associated changes in their day to day operations and service delivery.

As evidenced by our work with Government over the past four years, we have a different perspective to other stakeholders. Ours view is framed against the background of unrivalled experience at the 'coal face' as operators, and through boards such as the HRIA and National Code Advisory Council.

As a result, we have an objective interest in acknowledging and addressing impacts, backed by a strong focus on improving industry standards to limit issues through solutions which are effective and practical.

Reflecting the range of stakeholders and diversity of views ASTRA represents, this response follows a comprehensive, challenging, and valuable review process to form a united representative position.

The review raised a number of important additional questions in relation to the regulation including: Maximum Guest Numbers, Instant Booking, T&C's, Trust Accounts, and Licensing. As we believe these warrant further investigation, but fall outside the responses requested, we seek the opportunity to present the additional questions for your consideration, without necessarily forming a firm position.

In responding, we thank the NSW Government for its initiative and determination to implement quality ,light touch regulation and recognise the importance of the register as a central mechanism.

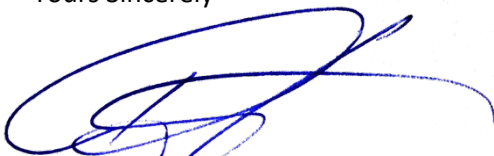
I would also like to acknowledge and thank our regulatory team, all volunteers, for their dedication and hard work through the process of reviewing the Questions and forming this response.

Joan Bird, Lic RE Agent/manager  
Peta Morrison, Owner/manager  
John Gudgeon, CEO, Byron HLO, owner

Allan Evans, Owner/manager, Service Provider  
Phil Spyrou, Manager, Owner/manager  
Zsuzsanna Handelsmann, Assoc Director, Owner

We look forward to working with the NSW Government in implementing this important regulation.

Yours Sincerely



Rob Jeffress  
ASTRA Chair



# ASTRA'S RESPONSE TO THE DRAFT REGULATORY FRAMEWORK DISCUSSION PAPER

September 2019

The Australian Short Term Rental Association (ASTRA), formally known as HRIA, has been an active participant of the NSW regulatory process of the short term rental accommodation (STRA) industry since its inception in 2015/16.

ASTRA represents several groups of the STRA industry participants: the owners & hosts and the owners' representatives either real estate agents or facilitators.

ASTRA congratulates the government for the genuine effort to create a regulatory framework that supports the STRA industry whilst allowing it to develop appropriate standards that the travelling public and industry participants expect.

We have answered all the 36 questions put to us in the discussion paper, but would like to highlight the most important points in our submission:

- **SEPP**
  - Fire safety is too onerous and does not allow for changing technology. We recommend investigation of long life battery operated smoke alarms instead of hard wired systems
  - Day cap – not in favour
  
- **Code of Conduct**
  - The adequacy of the regulations to be reviewed in 12 months
  
- **Registration system**
  - To be developed immediately – ASTRA offers itself as a partner to develop and maintain the database in conjunction with the government.
  
- **Commencement of the regulations**
  - Immediately with the SEPP and the Code of Conduct
  
- **Review of entire regulatory framework after 12 months**
  - Imperative. ASTRA's support of the framework as proposed is based on this review



## Response to Short Term Rental Accommodation Discussion paper

- *Q1 What is your view on the form of and provisions in the STRA SEPP, Regulations and Safety Standards*
  - The STRA SEPP
    - ASTRA welcomes the STRA SEPP. After years of involvement with the formulation of NSW regulations from the *Inquiry into the Adequacy of Short-Term Regulations in NSW* through the *Options Paper* to the present draft regulatory framework.
    - There are several elements of the SEPP that are not in alignment with ASTRA's views but the 12 month review will offer opportunities for changes and amendments.
    - The main issue is that occupancy caps are practically unworkable and will damage economic sustainability. As caps are not effective in addressing any of the impacts identified by the review process, they are also an unnecessary regulatory burden.
    - Overall ASTRA considers the SEPP as a positive step as it provides clarity and settles any dispute about the legitimacy of STRA in a residential dwelling. The SEPP gives owners certainty and the statewide regulatory framework provides consistency thus avoiding duplication, cost and inefficiencies of local hybrid approaches. These are major and far-reaching achievements for the STRA sector.
  - The Regulation
    - As an independent industry association ASTRA recognises that owners and their guests are the key STRA stakeholders. It is the owner's responsibility to ensure that all service providers they employ work within the new regulations. The additional definition concerning the "facilitator category" as industry participants is essential.
    - It creates minimum quality standards for the industry.
    - It removes uncertainty about planning issues, assures properties are safe and compliant, and properly focuses attention on irresponsible behaviour management.
  - Safety Standards
    - ASTRA believes that the *Short-term Rental Accommodation Fire Safety Standard* is going to have a significant impact on the volume of listings as the standard is onerous. It is inflexible in not recognising compliant 10 year battery operated smoke detectors. Many owners will find the compliance too expensive.
    - There is no evidence that STRA poses any greater fire risk than any other complying residential use. In principle, ASTRA supports the Government's concern for safe premises but believes it should consider real risk as opposed to conjecture.
    - It needs to be phased in.



- *Q2 Are there any elements of the draft instrument that are open for misinterpretation or require further clarification?*
  - Yes. The word ‘commercial’ in the definitions will cause confusion and misunderstanding.
  - The use of the phrases: “on commercial basis” or “commercial arrangement” when defining STRA encourages misinterpretation of the approved use of a property.
    - We understand ‘commercial’ is intended to mean that there is a consideration in the STRA transaction, namely it is not free. However, this could have been described by the simple words ‘*payment of rent*’. (In Tasmania they have used this successfully to avoid the undesirable connotation of the word ‘commercial’).
    - Often the word is highlighted by detractors to state that STRA is a business and therefore is an illegal activity in a dwelling in a residential zone.
  
- *Q3 What are your views on new policy elements relating to days, flood control lots & bush-fire prone land?*
  - ASTRA does not support the imposition of day caps. Caps are ineffective in addressing any of the impacts identified by the review process. For a system that provides no tangible benefits, the management of caps will be complex and costly. The use of caps is impractical in the renting of a property that provides STRA to many different categories of guests such as those on contract work, rebuilding, relocating, or requiring extended medical treatment.
  
- Owners rely on regular STRA use to maintain their properties throughout the year. Owners will be forced to focus on peak seasons with higher rates to minimise any loss of income. The focus on high season caps will create booking gaps through the year leaving owners without income to maintain their properties, and local shops, cafes and trades without the guests they rely on in low seasons.
  
- *Q4: Are the general obligations for industry participants adequate? If not, what other general obligations should be considered? Why?*
  - Yes.
  
- *Q5: What types of STRA information will be useful for the Secretary to collect to inform the further improvement of the Code and the STRA industry framework? Why?*
  - Accurate data is needed for the administration of the Code, for tourism, residential and environmental planning purposes.
  - The best avenue for data collection would be through a registry.



- ASTRA has undertaken a review of the information required such as property type, address, LGA, compliance, nights rented, guest numbers etc. to provide data needed for compliance, planning, management and research.
  - The fields suggested in the discussion paper (p16) are comprehensive enough to achieve this objective.
- *Q6. Are the specific obligations on booking platforms, letting agents, hosts, guest and facilitators in the Code adequate? If not, what other obligations should be considered for each of these industry participants? Why?*
  - The obligations appear to be comprehensive and encompassing. The first year of operation under the Code should be used effectively to assess the operation and highlight any weaknesses that can then be addressed.
- *Q7: Is the complaints process detailed in part 6 of the code sufficient? If not, what other matters should be considered or set out in the process? Why?*
  - The process appears to be sufficient, however, until tested it will be difficult to assess effectiveness.
- *Q8. Are the grounds for recording a strike fair and reasonable? What other matters (if any) should the Commissioner consider when deciding whether to record a strike? Why?*
  - The grounds seem to be fair and reasonable; however, the system needs to be evaluated after implementation to measure any unforeseen or unintended consequences.
- *Q9. What are potential ways to facilitate industry participant's access to the exclusion register whilst limiting potential privacy impacts? What factors should be considered?*
  - For the exclusion register to work as intended, industry participants have to have access to fulfil their obligations under the Code.
  - The factor that needs consideration is how this information could be abused and whether there is appropriate legislation or other statutory force available to address such abuse.
- *Q10: Is the review process clear and sufficient?*
  - Yes.
- *Q11. Are the proposed penalty notice offence and civil penalty provisions appropriate? What provisions should or should not be identified as penalty notice offence and/or civil penalty provisions? Why?*
  - Whilst ASTRA is satisfied with the provisions overall, the term 'not minor' is not defined. It is necessary to clarify what this would mean in practice.





- *Q12. Does clause 22b(1) appropriately capture end to end property management services that specifically service STRA properties? Why or why not?*
  - Consideration for other legislative requirements and definitions of property management services in addition to those listed in 22b(2) is required including:
    - undertaking inspections of the property,
    - effecting repairs to and maintaining the property,
    - paying expenses incurred in connection with management of a property,
    - paying accounts for amounts owing in relation to the property
    - advertising the property
    - reviewing the rent
    - transferring rent collected to the owner/host
- *Q13. What other organisations or persons should be prescribed classes of STRA industry participants (if any)?*
  - The current categories are adequate at this stage.
- *Q14. Is it appropriate to exclude the STRA industry participants set out in clause 22C? Why or Why Not?*
  - Yes. They are regulated under another set of instruments.
- *Q15 – What other STRA operators (if any) should be excluded from being covered by the Code?*
  - None.
- *Q16 Is the appeals process clear and sufficient?*
  - Yes.
- *Q17. Which industry participants should contribute to the cost of administering and enforcing the Code? Why?*
  - Ultimately property owners have to take this responsibility as they are the fundamental core of the STRA industry. A property register would be the most effective method to achieve this.
  - If owner industry service providers that facilitate the letting of STRA are required to contribute they will simply increase their fees to cover the cost.
  - Any costs that flow from this regulation will increase the price of STRA.
- *Q18. How should cost be apportioned across different STRA industry participants? Why?*
  - With reference to question 17, this question needs to be reviewed.
  - Who is going to apportion costs?
  - The simplest solution is to raise funds through a fee for registration.
  - It would avoid a long and subjective process trying to apportion costs equitably to a variety of different service providers, who might seek leverage in return.
  - Interest earned on prepayments in Trust Accounts should contribute to funding.



- *Q19. Is the proposed penalty notice offence amount appropriate?*
  - Yes
- *Q 20. How can industry be organised to develop and manage the registration system?*
  - ASTRA supports the introduction of a property register as a key component of the STRA legislative package and a requirement under the Code of Conduct.
  - The industry is built around property owners making their dwelling available for STRA. All other participants listed simply provide services to the owner to facilitate the process.
  - It is the owner's responsibility to ensure that all the participants they engage abide by this new regulation. Collectively, it is in the owner's best interests to develop the highest standards of operation that the Code of Conduct underpins.
  - ASTRA therefore sees a collaborative working partnership between Government and Industry as the most effective approach to managing the registration system in much the same way the Real Estate industry works alongside OFT in NSW.
  - ASTRA, as essentially an owner's association, believes it is uniquely qualified to serve in this capacity with Government.
  - ASTRA has a background of hands-on experience working with STRA owners & managers.
  - ASTRA has a proven record of objectivity in respect of regulation and a focus on targeting and addressing issues and unwanted impacts to assure the best outcomes.
  - ASTRA has actively engaged in working with all stakeholder groups towards the best interests of the industry and been actively involved in developing the original Code of Conduct, through STRA associations including the HRIA, Byron HLO & VicAIA.
  - ASTRA believes that quality education, training and support towards growing industry professionalism and operating standards are just as important to the effective STRA management as the Code of Conduct and Planning regulations.
- *Q21. What would be the costs to industry in establishing and maintaining the register? How would industry propose to meet these costs?*
  - The setup of the Register will require one off establishment funding. Subsequent running costs can be best and easily raised through an annual registration fee.
  - The core of the register is the creation of an on-line database platform, an online website and interactive access to key facilitator to capture data and other inputs.
  - This must be supported by modules to provide generic industry information.
  - A further complex system would be required to monitor occupancy caps if that is deemed a requirement of the initial registration system.
  - Another source of income to establish and support the Register is trust account interest. Enormous amounts of guest booking deposits and prepayments are held at any one time. As with the broader Real Estate regulatory model, the interest earned on deposits and prepayments held in Trust Accounts is viewed as a key source of funding.



- *Q22. What role should the Government play in developing or overseeing the register, if any?*
  - In our view, the Government should have a leadership role in developing and overseeing the register with regard to safe-guarding the data collected.
  - The data will measure the effectiveness of the regulation and guide future amendments.
  - Rather than an isolated operation, we see the register as the central mechanism of a regulatory approach. It could provide an operating framework to establish and maintain quality standards and to assure professional compliance.
  - The register can be the conduit to access education and training, providing forms and templates for Managing Agency Agreements, License to Occupy and T&C's templates.
  
- *Q23. Are there other outcomes a register should deliver?*
  - It is the instrument which owners and managers can utilise to make a formal declaration that they are operating within and accept the terms and conditions set out in the Code.
  - In this respect 'Registration' offers far reaching benefits:
    - Guest confidence that the property is genuine and offered legitimately
    - Guest and community confidence that the property meets industry standards of safety, compliance and quality
    - Community confidence that irresponsible owners, operators and guests will be targeted and excluded
    - Ensures industry participants are professional and compliant and use trust accounts where appropriate
    - It will evolve standards, industry recognition, self-fulfilling operator pride. A Registration Mark can be developed as a badge of confidence and standing. Examples of relevant Registration and other marks include:



- *Q24. How can the approach ensure registration applies to all STRA operators, regardless of how the property is advertised for rent?*
  - If mandated as part of the regulatory package, STRA operators will be required to register regardless of how they advertise.
  - There is a personal benefit for all owners to register. Properly implemented, registration will be recognised as a badge of standing. It would be a condition of the Code of Conduct that both registration mark and number are displayed with



every OTA and professionally managed STRA property listing. Registration will quickly become recognised as a 'qualification' of a professional STRA offering.

- While a comprehensive regulatory approach backed by training, education and generic base T&C's for facilitators will see more benefits for those who comply, it will also clearly distinguish those who aren't registered and are therefore not operating legitimately as part of the mandatory code.
- Registration will also serve to expose and identify those who choose to operate illegitimately. They then can be forced to either address the issues, or voluntarily withdraw from the market.
- *Q25. What audit and verification processes would be needed to ensure accuracy of data*
  - ASTRA has been considering these issues over the past two years and believes accuracy of data can be assured using technology that is common today via a relatively simple 10 step proactive online process. ([see example in Annexure A](#))
  - To streamline the approach, registrants would be required to certify details and property compliance, and upload two key source documents (Rates Notice, Insurance Policy) completing the declaration and issuing a Registration ID with an online payment. Most key information could be verified automatically via online links to Core Logic, OFT, and other relevant sources.
- *Q26. Should there be separate or additional penalties for failure to register? If so, which industry participants should they be imposed on?*
  - Owners or their representatives will be bound to register by the regulation.
  - Failure or refusal to register will invoke the exclusion process.
- *Q27. What information should the register collect? Why?*
  - Referring to p16 of the Discussion Paper, the items listed would serve the basic needs. However, we suggest it could be expanded as per the table attached. [See Annexure A](#)
- *Q28. What role should different industry participants (e.g. hosts and booking platforms) play in the registration process?*
  - Hosts (Owners) have primary responsibility to register. They may delegate this to their representatives. Booking platforms or agencies should not allow any unregistered property to be listed on their platform.
- *29. What role should Government play in the registration process or providing information for the register?*
  - Provide the statutory instrument to make registration mandatory and facilitate access/supply of information by industry participants and relevant bodies.
  - Government should have an oversight role assuring information is secure and protected.



- *30. Should any information on the register be made publicly available? If so, what information could be made available and why?*
  - No. These details should not be made publicly available for privacy reasons.
  - ASTRA doesn't believe this is necessary as the actual number of problems is very low compared to the overall activity.
  - ASTRA operators are required to notify neighbours and provide contacts so that neighbours can readily communicate with owners and managers directly.
  - The register can facilitate connection by forwarding emails for discretionary response.
  
- *Q31. Should industry be required to report registration information, including number of stays (days), to Government and/or local councils? If so, how frequently? Why?*
  - No. Government has set up the legislation and guidelines for responsible management and a system to penalise non-compliance. It is assumed government would have access to specific registry information.
  
- *Q32 Should any information on the register made publicly available?*
  - No. Refer to question 30.
  
- *Q33 How much lead time would industry need to develop & establish the proposed STRA property register?*
  - ASTRA has been involved with the formulation of STRA regulations in NSW since 2016 and has first-hand experience of the process involved and its time element. Following a firm mandate, it will take minimum 12 months and several rounds of hard negotiations, submissions, evaluations in our view just to get to the point where the drafting of the new registration system could start. While ASTRA would like to see the register established and operational as soon as feasibly possible, a conservative estimate is that it will take 18 months to install a register.
  
- *Q34 When should the STRA regulatory framework start?*
  - ASTRA has been promoted the establishment of a property registration system and is disappointed that this has not yet been achieved. In our view the Code will be more effective if it is supported by a robust database of the STRA properties.
  - Despite the above, ASTRA would like to see the ready elements of the regulatory framework, namely the SEPP and the Code of Conduct **commence immediately, with a phasing in period**, because of the many advantages they represent, as below:
    - Both the proposed SEPP and the Code will contribute to the maturing of the STRA industry sector into a legitimate and respected accommodation provider with standards and compliance requirements.



- The SEPP gives recognition to STRA premises as a legitimate permissible use in a residential dwelling and provides for a state-wide decision making process for the planners that is code based and thus uniform and predictable.
  - The SEPP will preempt local councils seeking to impose their own regulations or acting against those properties they incorrectly deem to be non-compliant.
  - The Code will set the behavioral standards of the industry participants, assure properties are compliant, and STRA guests are protected by insurance.
  - The Code will assure better outcomes by addressing unwanted impacts.
  - ASTRA believes these benefits outweigh the reasons for any delay.
- *Q35 Do you support the proposed scope of the review? What additional considerations might be necessary?*
    - ASTRA is very satisfied with the Government's commitment for a review after 12 months.
  - *Q36 What data sources could the NSW Government use to inform the review?*
    - Booking information from online platforms (OTAs) like Airbnb, Stayz, Booking.com etc.
    - Councils' data
    - Fair Trading data relating to the issues or complaints received
      - The nature of the issue or impact
      - Type of property,
      - Location,
      - Strata
      - Issues addressed by pro forma process,
      - Issues which escalate to Tribunal and outcomes
      - Effectiveness of the Code in addressing unwanted impacts
    - Data from the register
      - Properties,
      - Property types,
      - Guest numbers,
      - Facilitator /Operator type

ASTRA has collaborated with a diverse group of stakeholders in developing this response.

The views in this submission are endorsed by HLO Byron and authorised by CEO John Gudgeon.



**STRA Register – Information matrix**

Detail	Data Input	Verification	Audit / Certification	Addresses
1 Registrant	Keyed	Sign in / Password	Email confirmation	Operator ID
2 Property/Address	Keyed/autofill Drop down Post code	Address entry Type of property LGA Zoning Council compliance Strata plan Bush Fire Zone	Auto Core Logic Auto Core Logic Auto Core Logic Auto Core Logic Council Records Auto Core Logic Auto Core Logic	Misreprsnt'n/ Fraud Research & Analysis lack of LGA data Use entitlement Existing consent Authorised use Special requirements
3 Owner Details	Keyed	Name/ Entity/ ABN Address	OFT /ATO /Rates notice from above	Links ATO ID
4 STRA Facilitator	Drop down Drop down Drop down Drop Down	Owner/ Manager etc Hosted / Unhosted Owned / Rented Landlord Auth (if rented)	Declaration/ Risk of fine Declaration/ Risk of fine Declaration/ Risk of fine Declaration/ Risk of fine	STRA type Research & Analysis Research & Analysis Confirms legitimacy
5 Facilitator contact	AUTO Keyed Keyed keyed Keyed	Owne/ Manager/ (fr above) Name / Entity / ABN License Number Phone email	OFT / ATO OFT Declaration/ Risk of fine Email confirmation	License / compliance License / compliance Emergency Contacts Creates comms path
6 Compliance Declarat'n	Drop down Drop down Check box Check box Check box Check box Check box Check box Check box Check box Check box Check box Check Box Check Box Check Box	Bedrooms On-site parking OH&S Pool, balconies, etc Smoke Detectors etc Council Compliance Bush Fire Zone MAA (if prof managed) Landlord Auth to sublet Commit to operate via Code T&C's in place Responsibility for Guests	Declaration/ Risk of fine Declaration/ Risk of fine Declaration/ Risk of fine Declaration/ Risk of fine Declaration/ Risk of fine Declaration/ Risk of fine Declaration/ Risk of fine Declaration Risk of fine Declaration/ Risk of fine Declaration/ Risk of fine Declaration/ Risk of fine Declaration/ Risk of fine	Guest max/ overcwnd Council control Property is safe Pool etc is compliant Fire prot/ compliance Meets Council Req. Needs Evac Plan OFT legal agreement Illegal Subletting Use Code of Conduct Has T&C's in place Responsible for STRA
7 Authority to offer	Scan/photo Scan/photo	Rates Notice - Source doc Landlord auth (tenants only)	OCR /later sync online OCR/scan on pic	Master Source Doc. Legitimate offering
8 3 <sup>rd</sup> party Insurance	Scan/photo	Source Doc/ Policy No	OCR/ sync Policy online	Insurance issues
9 Payment	Online	Formalises Declaration	Sign and OK to Pay	Complete/ Verify
10 Registration No	issued auto	Common denominator	Email receipt/conf	Links all records

**Additional Benefits**

Industry Data & Statistics	maintained and reported automatically Breakdown by all fields LGA, Beds, Type etc	No Industry data Data for Planning
Monitoring nightly caps	Data pushed automatically fr OTA/ Lic Manager	Monitors Caps



As a sub-contractor to and participant in the Short-Term Rental Accommodation (STRA) Industry I wanted to provide my feedback on the Government's proposed regulations.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home and support my local community. I understand that the Government has made commitments to support "fair short-term rental accommodation (STRA) regulation" and that the review of the Industry is in responses to the negative impact on community's amenity, namely party houses.

Short-Term Rental Accommodation is an important Australian holiday tradition embedded into the fabric of the Australian culture and is at risk because of the abuse of a few who negatively impact neighbourhood and community amenity such as Guests holding anti-social events like 'Party Houses' and as a result of platforms that promote features like 'Instant Book' which assists bookings for 'Party Houses'.

I ask that the Government be mindful that Platforms have created features like 'Instant Book' with no consequence, Guest's have used 'Instant book' for anti-social behaviour such as hosting a party, hens or buck event suffers no consequence (as they change email address or other identify obfuscation to avoid identify detection) however this burden becomes the property owner and letting agent's responsibility. There must be fair and equitable responsibility and consequences suffered by all parties including Platform and Guest.

The STRA Industry is a significant contributor to the NSW economy and helps home-owners to pay the mortgage and bills, to share their spaces with guests so that they can enjoy and participate with other communities and importantly is a recognised financial driver of regional areas where Tourism dollars are spread throughout the local community such as the local butcher, local café, local tourist attraction and the fishmonger. Over regulation and mis-appropriating responsibility and limiting consequences on Guests and Platforms puts this economic driver at risk at a time when an economic Recession is but mere months away. The draft Code and STRA Regulation unfairly places considerable burden on the letting manager and property owner.



Generally, I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

### **1) STRA Planning Policy Instruments**

a) I strongly oppose the exemption of properties where a host is present.

i. Firstly there is no way to monitor and manage this process and confirm that there is a host present which will result in the creation of a loophole.

ii. By expressly exempting these properties the government is not addressing the scope that the STRA Review sought to review and address namely concerns about the housing affordability, availability and the impact on amenity. If there is to be credibility and fairness then all elements with potential to impact the housing affordability, availability and the impact on amenity by the STRA Industry needs to be included.

b) I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. This is a significant barrier to home sharing who share their home for a few months (cumulative) a year and will make hosting uneconomical which will end up making holidays across NSW more expensive.

c) We are opposed to the potential of day limits in regional areas as determined by local council. Day caps for holiday rentals not only put the economic uplift associated with the tourism sector at risk, but also fails to address the the most consistently cited concern about the industry, namely the impact on amenity.

d) The proposed 21-day cap is limiting and not reflective of the mobile workforce. It is only in rare cases where an employer can afford a consecutive 21 day booking for accommodation to carry out work. Typically, it is Monday to Friday (5 days) and occurring in several blocks. We recommended that accumulative bookings from the same company is the best measure and is managed by Company name and or Guest name.

There are very few guests who have the means to rent STRA for a period of five days several times a year. Typically this represents a corporate/work booking.

e) We do not support limiting the number of guests allowed in a bedroom in its current form. This proposal is particularly problematic for people with close supervision needs, for example babies who sleep in cots, very young children who still sleep with their parents and people with special needs.

We argue for the current short-term rental code, which has worked well for eight years, to prevail on this matter. The current rules allow for two adults per bedroom, plus two for the household i.e. a two-bedroom property is allowed six people.

For properties that are specifically designed to cater for larger groups than what the above rule would allow, we believe that owners should have the power to apply to their local council for development approval to use their property as a short-term rental and cater a higher number of guests.

f) Options need to be provided to the Host/Letting agent to enforce code and/or terminate the occupation of a guest where a code violation is occurring. An example is where community amenity is being negatively impacted such as a party event is occurring the Letting agent needs authority to protect the amenity and terminate violation in the form of a legal and immediate eviction where the financial loss is borne by the Guest in the form of loss of occupation and associated rent paid and the cost of carrying out such a termination.

g) We support a regulatory approach that provides the best balance for consumer safety, community amenity and the contribution of the sector to the economy. For the NSW approach to work properly, it must treat all properties equally - whether hosted or un-hosted, primary or secondary.

h) We believe that 'Terms of Use' and associated agreements used by all participant, including but not limited to; Terms and Conditions, License to occupy, STRA Agreement etc should specifically discourage party houses including the use for bucks, hens events. The strict prohibition of the use of the premise by a Guest for the purpose of holding a party, hens or bucks events should be codified.

It is our recommendation that platforms (as primary booking agent) should be mandated to ensure this is communicated to each guest and that each guest is required to agree and accept this prior to making a booking and when creating an account.

When a guest is found to have contravened this an automatic strike is recorded.

i) Concerning Jurisdiction. Consumer complaints are currently dealt with under the NSW Civil and Administrative Tribunal (NCAT) along with any residential tenancy issues. The establishment of the STRA complaint process sits outside existing established processes meaning that a complaint (matter) could potential be lodge both with NCAT and the STRA Commissioner regarding the same matter and although within the purview of the same responsible office (Commissioner of Fair Trading) different processes and approaches can be applied. It is our recommendation that 'double jeopardy' can occur and can be avoided where the STRA Complaints process is recognised as sole avenue.

j) Whilst there is a definition of Guest given, it needs to include all guests staying at the property despite not being listed as the guest who made the booking and all guests details should be captured during the booking process to avoid violation avoidance.

## **2) Environmental Planning and Assessment (STRA) Regulation 2019**

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests.

However I recognise the importance of consumer safety and I support the NSW Government streamlining safety regulations which:

- i. Respect the ancillary use of my home for home sharing
- ii. Mandate smoke alarms – either battery operated or hard-wired

## **3) STRA Property Register**

**Registration of all holiday rentals** – We are supportive of compulsory and simple registration for all properties listed on a short-term rental accommodation platform. When implemented correctly in other parts of the world, the registration of holiday rentals has proven to be a low-cost and effective way of informing the development of sensible rules for our growing sector.

In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. We would agree to a no cost registration and licensing system.

**Code of Conduct** – the core elements that the regulations and code is seeking to address is; housing affordability, availability and the impact on amenity. With specific regards to impact on amenity it is the abuse of the STRA Industry by guests who hold parties, hens and bucks events that negatively impact on communities.

It is our view that booking platforms that provide features such as true 'Instant Book' enables a culture of guest abuse as these features are for the direct financial benefit of the Platform but remove all interaction with the guest from the host and Industry participant as the booking is completed within the booking Platform and the Host/letting agent/industry participant has no recourse to qualify or vet the guest as all Guest details and communication with Guest is controlled by the Booking platform in a 'Closed Loop Communication' process.

These features are in-fact mandated by Platforms and Letting Agents are penalised by the Platform if they a) do not accept this booking type b) do not accept this type of booking by negatively weighted listing results. A host/ Industry participant that offers and accepts true 'Instant Booking' is given a higher favourable weighting listing result by Platforms in how the booking platform algorithmically represents its search engine results.

True Instant booking occurs via both Airbnb and Booking.com, they are the offending platforms. Stayz/Homeaway offer "Instant Booking" which is in-fact an instant reservation where the host/letting agent/industry participant still has full access to Guest information, ability to communicate with guest to vet and qualify and is not penalised (yet) for not offering or accepting "Instant Booking" requests.

On this basis we believe true 'Instant Book' features should not be available within any Platform and should be mandated by the STRA Code and Regulation.

**Industry participants Obligations** - I support the Code of Conduct which overall is reasonable and representative of the home sharing community and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to require all letting activities to be conducted only by Licensed Real estate agents and that the use of independently audited Trust Accounts be mandatory to ensure protections for guests, host's and landlords is preserved. This provides consumer protections that are already well established and accepted and extends safe guards such as financial management through the use of Trust Accounts, professional insurance such as Professional Indemnity for Real Estate and a well established and robust regulatory framework.

**Guest Definition** – A guest booking is typically made in one name only, yet a premise may sleep more than one person. The overwhelming majority of STRA premises sleep greater than one person though only one person, the primary Guest details are captured.

It is our belief and recommendation that all persons staying at the property are required to provide adequate identification at time of booking & managed by the Platform to satisfy the Registry to avoid:

- Identity Obfuscation and
- Rorting of the strike/exclusion registry.

When a member of a group booking e.g Primary Guest is found to have violated the Code they can simple either obfuscate their name OR ask another member of the group booking to make a different booking in their name to avoid detection. This way all members of the group booking who participated in the violation are not being held accountable for their actions

**Code Definition** – The Government via the STRA Code of Conduct and Regulation seeks to address the community and neighbourhood amenity however definitions of community and neighbourhood amenity need to be established. What is considered and defined as reduced community amenity, is it a Party, hence of bucks event?

We strongly believe that a events such as party, hence of bucks need to be defined as inappropriate and included as prohibited events within the Code and that all parties that participate, arrange, hold and or market such events should be held accountable

**Complaint registration** – We believe that the cost of lodging a complaint by all parties to be set at \$150 or half the maximum actual fee of providing the service as determined by the Commissioner or whatever is the lessor. This financial hurdle is to discourage frivolous and vexatious complaints.

**Strikes** – The proposed ‘two strikes within two years’ for both Guest and host/letting agent/industry participant is unfair and burdensome and clearly weighted in the favour of the Guest. A guest typically books short term holiday accommodation only once per annum however a host/letting agent/industry participant facilitates a multiplier of 700X. That is, a typical host/letting agent/industry participant facilitates approx. 700 – 1100 guest bookings per annum and therefore the applied percentage exposure to one (1) strike pa is greater than that of a Guest.

Therefore, it our recommendation that the limit should be:

- Guest - two strikes within two years.
- Host/letting agent/industry participant - five strikes within two years.

When a complaint is upheld and the source of the guest booking is found to be a certain platform in five (5) or more occasions within a one year period the platform is penalised by \$100,000 each instance commencing five and more. Up until ten instances within a one year period and then the platform is added to the exclusion register for five year period.

**Strikes, nature of complaint** – The proposal for a complaint to be valid because of ‘misrepresentation of the state of the STRA premise’ is vague and open to abuse. Within the current Real estate regulation there exist definition and example of how this is treated for residential properties and we believe these should be adopted as they are already industry wide accepted with an established regulatory framework.

Additionally we believe that a complaint should be found valid and a strike recorded when the published, communicated and accepted Terms and Conditions of the letting have been accepted by a Guest and not followed. With special attention to where and when instances of parties, hens and bucks events have been expressly banned by the host/letting agent/industry participant are found to occur as the host has contravened the accepted Terms and Conditions.

**Complaints** – The current proposal of registering a complaint is open to abuse by serial complainants as there is no recourse of consequence for a person who acts vexatiously or mischievous intent to frustrate the normal operations of a small business.

We propose that when two complaints within a two-year period are found not to be upheld by the commissioner then the complainant should be treated and recorded as vexatious and not to be relied upon.

**Supporting Evidence** – to avoid vexatious and unsubstantiated complaints it is our submission that each complaint:

a) Must be accompanied by supporting evidence including but not limited to:

- Was the defendant informed of the code violation,
- Was the defendant given opportunity to resolve the matter,

- Documentary evidence, photos, videos, Statutory Declaration, security company report, police and or council ranger report

*In the instance where a community amenity is being negatively impacted on such as a party event is occurring (existing draft code unfairly and solely holds letting agent/property owner responsible)*

b) The Burden of Proof needs to be on the complainant

**Exclusion Register** – The burden of being registered on the exclusion registry exempts Platforms from consequence and unfairly lays responsibility directly at the feet of those with lack of resources to argue their case. Currently there exists no provision for Platforms to be subject to complaint, review and added to the Exclusion Register, there needs to be.

There must be consequences for Platforms and we propose that if complaints are upheld and are to be found to have occurred via the use of a certain platform then that platform needs to be held accountable.

We suggest that in the instance of ten (10) complaints are valid and upheld by the commissioner within a one year period then the Platform shall be equally listed on the registry and equally not permitted to participate within the STRA industry for five years.

**Exclusion Register** – Fees and cost recovery should be recovered by all participants including guests and should be self-funded by way of penalties and fines incurred by Industry participants. This avoids any revenue raised via penalties not being rolled up into general consolidated revenue by Government but go directly to the area of industry (Tourism) that needs support.

Additionally, the mechanisms for costs recovery by appropriation according to; number of premises, number of days, STRA revenue and upheld complaints does not apply a provision for Platforms.

Platforms generate hundreds of Millions of dollars each year within NSW STRA Industry and should a) pay proportionately and b) should face consequences and penalties proportionate to their revenue and market dominance.

**Penalties** - When guests are found to be in violation of Code and penalties are applied they need to be applied to all parties who were present during the occupation. The current

proposed amount should apply to each Guest equally. Penalties need to be applied to all guests who stayed at the property during the instance of violation and not solely borne by the guest who made the booking.

This financial deterrent will assist in meeting the aims of the Regulation and Code namely reducing the negative community impact on neighbour amenity.

***Register Data Collection and Management*** - How will data be recoded and stored? What type of data will be captured and used to identify participants?

### **Property & Complaint Register**

It is our view that Platforms need to automatically check each guest before taking a booking against the register.

To avoid guest identity obfuscation a minimum:

- Full name
- Driver license details
- Full address
- Email address
- Mobile phone number and
- Date of Birth

is provided as mandatory.

The reason for all of these details is it is very easy to change an email address, insert a middle name or initial to avoid identity matching. Additionally, this will also removed the risk of incorrectly identifying the wrong Sarah Jane or Robert Smith.

**STRA Regulatory and Code Commencement** – The changes proposed are significant and costly, they represent complex adjustment just as the national economy is poised for a recession.

Typically the height of business activity for the STRA Industry commences from the October long weekend through mid-March we recommend that any commencement begin after that period. The ideal period is after the Financial year has concluded so therefore beginning of September.



Both the Government and STRA industry need considerable time to design and implement education and awareness initiatives with several audiences:

- General Publish – Guests
- Letting Agents
- Hosts
- Property Owners
- Industry participants, and
- Platforms

Regarding the changes. Furthermore, those carrying the burden of the proposed changes, the Property Owners and Letting Agents need time to finance and organise the complex compliance.

Furthermore micro and small businesses, the backbone to the NSW economy that act as Letting Agents need to finance and support the training of staff, update websites, legal agreements, systems and processes need to be reviewed and updated to reflect the changes and new obligations of parties. This is not insignificant and for micro and small businesses represents a significant financial hardship.

Given these factors and that we are faced with the very real prospect of a recession we believe a staged approach that provides time for necessary changes to occur and for the phasing in of different components being:

- 1) Stage 1 September 2021 Register Commences
- 2) Stage 2 September 2022 Code of Conduct Commences
- 3) Stage 3 September 2023 Review of Regulation and Code commences
- 4) Stage 4 May 2024 Review of Regulation and Code complete
- 5) Stage 5 July 2024 Review of Regulation and Code findings released
- 6) Stage 6 September 2024 Review of Regulation and Code findings adopted

This phased in approach also neatly address how to apply changes to future accommodation that is booked prior to commencement. Typically accommodation is booked up to 18 months in advance, there can not be two systems/two processes and or two different legal treatment applied to bookings based on Commencement date. A timely staged approach ensures that there is the right approach for all boeing situations.

**Scope and Administration of Review-** how will the social and environment impact be measured? Will the economic benefits/impact be equally measured to quantitate disruption to the NSW economy and regional economies?

Who, where and how will the review take place? How will public comment be sought and how long will the review process take place? How will the success be measured?

As the NSW Government considers how people travel and use their homes today we respectfully submit that we don't need severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems. With the downturn in the economy we need stimulus not curtailment of the NSW economy.

It is the technology that the Platforms provides like 'Instant Book' that is abused by guest's to avoid vetting and qualification by letting agents and it is the Guests wilful anti-social behaviour that goes with limited scope of consequence. These two behaviours by the Platform and Guest is unfairly carried by the letting agent and property owner. We submit that it is these two participants (Platforms and Guests) where greater scrutiny and control should be applied.

Our communities rarely had these issues before Airbnb and Booking.com came to our shores.

Thank you for considering my submission.

Kind Regards,

## SHORT TERM RENTAL ACCOMMODATION

A new regulatory framework – Discussion Paper, August 2019

City of Sydney – Response to questions

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### Planning Instruments:

#### *1. What is your view on the form of and provisions in the STRA SEPP, Regulation and Safety Standard?*

In addition to the concerns raised in our covering submission we have a number concerns which are outlined in the responses to the questions below.

The City is concerned that the proposed framework will facilitate illegal backpackers or boarding houses by characterising the use as STRA which will create further barriers to obtaining sufficient evidence adding further compliance costs to councils. Under existing legislation the City has successfully prosecuted overcrowded and unsafe residential premises for operating an unauthorised boarding house or tourist and visitor accommodation.

**Recommendation:** Include a provision that excludes STRA offered on a per bed basis, that is, a bedroom or premises may be offered for rent but not a bed.

*Part 1 Clause 4 – Definitions.* The definition of ‘short term rental accommodation’ does not require accommodation used for STRA to be the primary residence of the host. It is open to STRA operators to have multiple properties let on a commercial basis without it being used as a dwelling at all. In the high demand tourist market in inner Sydney this gives rise to a real risk of a significant amount of residential accommodation being transformed to tourist and visitor style accommodation with significant impacts to the affordability of the housing market. For example, there are about 10,000 Airbnb listings in the City of Sydney LGA. Of these, 62.5% are for entire homes. 34% are characterised as highly available meaning they are likely to be ‘investment’ properties where the host is not present. 36.1% of hosts have more than one property listed. (<http://insideairbnb.com>)

**Recommendation:** That STRA is limited to where the host is the permanent resident of a dwelling. This would address concern about loss of residential stock available for longer term rental, make compliance more cost effective, yet still support homeowners and residents who wish to participate in the share economy. It would significantly reduce adverse amenity impacts as permanent will address the issues in a more timely manner as they are more active participants in their local communities.

*Part 1, Section 3, describes the ‘Aims of Policy’* to include the support of STRA as ‘a home sharing activity’. Home sharing is only one element of STRA. There is also a commercial element, where STRA is engaged in by commercial operators who may have no connection to the premises or the neighbourhood. These investors often have multiple properties and results in residential apartments being turned into tourist and visitor accommodation.

**Recommendation:** The policy should be drafted to reflect its stated aim including requiring a ‘host’ to be a permanent resident of the dwelling and deleting the dispensation for un-hosted stays over 21 days.

*Part 2 Clause 9 sub clause (2) (c) (ii)* needs clarification as all Class 2-9 buildings would have fire safety measures.

*Part 2 Clause 10 (2) (d)* would be in direct conflict with some of City of Sydney Development approvals that state that short term stays are not permissible. Also the wording should be amended to relate to all relevant operative consents applying to the building, not just the most recent.

*Part 3, Division 1* needs additional criteria to integrate the regulatory framework including a criteria requiring registration and a criteria excluding STRA in strata buildings that have opted out from STRA.

## **Fire Safety Standard**

The City's main concern is that it is not appropriate to address detailed fire safety measures as proposed within an exempt development framework as there is a lack of certainty that the measures will be installed correctly and maintained appropriately. We also have concerns about the following aspects of the Fire Safety Standard:

- The reference to evacuation lighting in Section 4.2.1 needs further qualification to ensure that the actual form of lighting does assist occupants in the event of fire as STRA occupants would not be as familiar with the premises as longer term residents.
- Section 5.4.1 needs to clarify that self-closing doors are to be certified when installed and performance requirements to an appropriate standard.
- The fire safety standard should be supported with a guide and diagrams not dissimilar to the National Construction Code, Volume two, as detailed within Part 3.7.5.

### ***2. Are there any elements of the draft instrument that are open to misinterpretation or require further clarification?***

The City's response has been detailed in response to other questions throughout this submission.

### ***3. What are your views on new policy elements relating to days, flood control lots and bushfire prone land?***

The proposed 180 day maximum for non-hosted STRA is considered excessive as exempt or complying development. This is further exacerbated with the introduction of the 21 consecutive day exemption, where any 21 consecutive day booking is not counted within the 180 day maximum. It increases the potential for property being entirely rented on a commercial basis and being withdrawn from the housing market. It makes it questionable that it could be reasonably considered an ancillary use of the dwelling. The 21 day inclusion currently has no limit on the maximum length of stay or any other restriction on its application, and could be utilised for longer-term visitors 365 days a year, in direct conflict with the Residential Tenancy Act 2010.

## **Code: Industry participants' obligations:**

### ***4. Are the general obligations for industry participants adequate? If not, what other general obligations should be considered? Why?***

General obligations are not adequate and a mandatory registration system administered by government is required to ensure effective oversight of the industry and to support existing powers to regulate.

The proposed regulatory framework obligations are too fragmented. For example, the framework does not provide a clear nexus between the planning controls and the code of conduct. As proposed that STRA be exempt development provided certain provisions have been met however the framework could be strengthened to require certification of compliance with the fire safety measures be submitted to Fair Trading prior to engaging in STRA. The proposed framework will not provide adequate measure to manage the risk that that STRA providers will not register stays, and not provide suitable fire safety upgrades. There is no facility for authorities to assess compliance and given that these are residential properties, access can only be obtained with the occupiers consent or a search warrant. This make investigation more time consuming difficult and resource intensive than investigations for unauthorised uses under the Environmental Planning and Assessment Act.

**Recommendation:** That the exempt development criteria in the SEPP require registration to support a comprehensive planning and compliance framework.

*5. What types of STRA information will be useful for the Secretary to collect to inform the further improvement of the Code and the STRA regulatory framework? Why?*

Records of stays should be collected so that a complete record of how premises are being used and use this data to evaluate impacts and inform further policy development. In addition, participants should be required to produce a certification of upgrade of fire services and records of appropriate insurances prior to engaging in hosting STRA.

*6. Are the specific obligations on booking platforms, letting agents, hosts, guests and facilitators in the Code adequate? If not, what other obligations should be considered for each of these industry participants? Why?*

No. The current obligations are not adequate.

There is too much opportunity for providers to operate outside the Code by not using booking platforms or agents, and in the absence of a requirement to register. To encourage compliance it is critical that the Exempt and Complying Development Standards of the STRA SEPP require registration of STRA premises prior to commencement of the use, and that the STRA participant is bound by the Code of Conduct subject to a limit of the criteria to register to enable simple test of compliance. The Code should also include the requirement that no bookings can occur by booking platforms, letting agents or any other means unless properties are registered.

## **Code - Complaints:**

*7. Is the complaints process detailed in part 6 of the Code sufficient? If not, what other matters should be considered or set out in the process? Why?*

Part 6.2.4 of the Code of conduct stipulates that the Commissioner can only accept a complaint based on a contravention of planning law if accompanied by evidence of completed enforcement action taken by council. Further clarification of the meaning of enforcement action is needed. It appears that Council will be the first port of call for complaints and this will have significant resourcing problems for councils. Many breaches of the standards will be very difficult for councils to investigate and achieve the requisite level of proof that could be considered completed enforcement action.

## **Code - Compliance & Enforcement:**

*8. Are the grounds for recording a strike fair and reasonable? What other matters (if any) should the Commissioner consider when deciding whether to record a strike? Why?*

Our concerns regarding the complaint process are outlined in question 7 and we have no additional comments.

*9. What are potential ways to facilitate industry participants' access to the exclusion register while limiting potential privacy impacts? What factors should be considered?*

Given that the current proposal is for the register to be industry run, there are questions about how Council would access the information on the register for compliance. For the Code of Conduct to be effectively administered, and complaints appropriately investigated the register should be accessible to the public.

It should be recognised that STRA industry participants are operating a commercial business, and it is likely that *Privacy and Personal Information Protection Act* does not apply. There may be privacy considerations in relation to the personal information of complainants and guests.

**Recommendation:** That persons undertaking STRA should be shown on the register and any action against them (pending or other) needs to be shown to allow for transparency and to enable other authorities to act as required.

*10. Is the review process clear and sufficient? What other matters (if any) should be considered? Why?*

The City does not suggest any additional matters for consideration.

## **Code- Penalty Notices & Civil Penalties:**

*11. Are the proposed penalty notice offence and civil penalty provisions appropriate? What provisions should or should not be identified as penalty notice offence and/or civil penalty provisions? Why?*

There needs to be more flexibility in the amount and type of fines, for example, minor breaches may attract a smaller penalty than currently available.

## **Amendment Regulation – Prescribed classes of STRA industry participants:**

*12. Does clause 22B(1) appropriately capture end to end property management services that specifically service STRA properties? Why or why not?*

The City has no additional suggestions in response to this question.

*13. What other organisations or persons should be prescribed classes of STRA industry participants (if any)? Why?*

The City has no additional suggestions in response to this question.

## **Amendment Regulation- STRA industry participants excluded from the code of conduct:**

*14. Is it appropriate to exclude the STRA industry participants set out in clause 22C? Why or why not?*

Yes, they are regulated by other pieces of legislation or do not need to be regulated by the code.

*15. What other STRA operators (if any) should be excluded from being covered by the Code? Why?*

The City has no additional suggestions in response to this question.

## **Amended Regulation- Appeals:**

*16. Is the appeals process clear and sufficient? What other matters (if any) should be considered? Why?*

The City has no additional suggestions in response to this question.

## **Amended Regulation - Fees and Cost Recovery:**

*17. Which industry participants should contribute to the cost of administering and enforcing the Code? Why?*

Consideration could be given to a registration fee on any STRA accommodation to cover the additional costs of administration and enforcement.

*18. How should costs be apportioned across different STRA industry participants? Why?*

The City has no additional suggestions in response to this question.

## **Amended Regulation - Penalties:**

*19. Is the proposed penalty notice offence amount appropriate? Why or why not?*

A penalty notice of \$550 is at the lower end of the penalty scale and as such is not considered a significant enough deterrent to non-compliance when considered in respect to the potential cost of compliance.

## **Proposed Industry led property register:**

*20. How can industry be organised to develop and manage the registration system?*

Registration should be a government responsibility as outlined below.

*21. What would be the costs to industry in establishing and maintaining the register? How would industry propose to meet these costs?*

This question is for industry and therefore the City has no additional suggestions in response to this question.

*22. What role should the Government play in developing or overseeing the register, if any?*

Registration should be mandatory and administered by government. It should include:

- confirmed Development consent where available
- recognition of allowable number of bedrooms,

- confirm the use, class,
- inclusion of an annual fire safety statement.

Failure to register should be a separate offence and also means the property cannot be exempt or complying development under the propose SEPP. It can be dealt with by Council as development without consent.

Any registration should be via a Government website with either a certification mechanism (or at least some voluntary check list) that compels the STRA industry participant to acknowledge their agreement to, and that they are bound by the Code of Conduct.

When registering, the STRA industry participant should also state that Fire services are installed to a Standard and by a recognised person, that there is a Development Consent for the property to be used as residential, that the building has an Occupation certificate, and to confirm the number of consented bedrooms. A penalty should be created for false reporting.

***23. Are there other outcomes a register should deliver?***

The City has made suggestions in relation to the register in question 22 and has no additional suggestions in response to this question.

***24. How can the approach ensure registration applies to all STRA operators, regardless of how the property is advertised for rent?***

By requiring all STRA hosts to be licenced and by imposing a yearly registration fee for STRA use.

The Exempt and Complying Development Standards of the STRA SEPP requiring registration of STRA premises prior to commencement of the use.

The Code requiring hosts and properties to be registered and that no bookings can occur by booking platforms, letting agents or any other means unless properties are registered.

Offence provisions for hosts undertaking STRA and for booking platforms, letting agents or any other means undertaking bookings, without the premises being registered.

Working with the STRA industry to be on board with the new regulatory framework and to communication the requirement to register and incorporate this into systems prior to being able to book.

Clear communication by the government to the public of the introduction of regulatory framework and penalty provisions, to promote compliance. Communication also with major social media platforms or other media which may also be used to advertise bookings, requesting they inform the users regarding the introduction of regulatory framework and responsibility to be registered.

***25. What audit and verification processes would be needed to ensure accuracy of data?***

Powers need to be given to the Department of Fair Trading to require yearly mandatory inspections to monitor compliance. This mandatory inspection regime would need to form part of the registration process.

This should not be referred to council to administer unless appropriate resourcing is provided to each Council from the State to cover the increased cost burden that such a scheme would require.



***26. Should there be separate or additional penalties for failure to register? If so, which industry participants should they be imposed on?***

Yes. The penalty would need to be sufficiently high to deter noncompliance. In deciding the appropriate penalty, consideration should be given to the fixed penalties prescribed through the Boarding Houses Act for failing to notify particulars about a registrable boarding house, being \$8,250 for a corporation and \$4,125 for an individual.

There should also be a penalty for providing false information in a registration application.

***27. What information should the register collect? Why?***

To address amenity and safety impacts as well as facilitating compliance the register should collect at a minimum the following information:

- Development Approval, Occupation Certificate where available
- Number of bedrooms
- Class of building under the National Construction Code
- Annual Fire Safety Statement
- Certification of additional fire safety provisions
- Proof of insurance
- Confirmation from the Strata show that confirms the strata building has not opted out of STRA

***28. What role should different industry participants (e.g. hosts and booking platforms) play in the registration process?***

Booking platforms should register days of use. Hosts should be responsible for registration. Booking platforms also need to be satisfied that the host is compliant.

Booking platform or letting agent must require the host to be registered before being able to use the booking platform. Significant penalties should apply if they don't.

***29. What role should Government play in the registration process or providing information for the register?***

See response to questions 20 and 22.

The Department of Fair Trading should be responsible for the checking of other aspects such as applicable insurance, fire up grade certification, 'Strata opt in' etc. prior to registration. The registration should be via a Government portal.

***30. Should any information on the register be made publicly available? If so, what information could be made available and why?***

Yes, in order for the Code of Conduct, register and complaints process to be effective, the information should be accessible to the public.

If the information is not made publically available it should be available for the information and use of council officers undertaking investigations in relation to alleged breaches of the legislation in this area.

**31. Should industry be required to report registration information, including number of stays (days), to Government and/or local councils? If so, how frequently? Why?**

Yes, in order for consistency and effectiveness of regulation, the Register should be enabled to function as a single source of data for investigation purposes. This information should be reported to Council monthly.

It is noted that there are difficulties in regulating the number of days and occupants due to the transient nature of guests.

**32. Should any information on the register be made publicly available? Why?**

As previously stated, all information re STRA needs to be freely available to the general public if confidence in the process is to be maintained.

## **Commencement of Regulatory Framework:**

**33. How much lead time would industry need to develop and establish the proposed STRA property register?**

This question is for industry and therefore the City has no additional suggestions in response to this question.

**34. When should the STRA regulatory framework start? Please provide reasons.**

It should start at the same time as the register. Registration of participants is essential for effective regulation of STRA.

## **Review of regulatory framework at 12 months:**

**35. Do you support the proposed scope of the review? What additional considerations might be necessary?**

Yes.

**36. What data sources could the NSW government use to inform the review? How can industry and councils assist with data collection for the review?**

Council case managements/customer service data including;

- Number of complaints received by council
- Number of enforcement actions taken
- Reasons for not taking enforcement action

Number of instances that booking platforms provided data when requested by regulatory authorities.

Statistics from booking platforms on STRA listings.

24 September 2019

Our Ref: X002528  
File No: 2019/459558-01

Ms Sandy Chappel  
Director, Housing Policy  
NSW Department of Planning, Industry and Environment  
GPO Box 39, Sydney NSW 2001  
By email: [STHL@planning.nsw.gov.au](mailto:STHL@planning.nsw.gov.au)

Dear Ms Chappel

### **Submission on new regulatory framework for short-term rental accommodation**

The City of Sydney (City) supports the introduction of a new well-conceived regulatory framework for short-term rental accommodation (STRA), which promotes the benefits of the sharing economy, while minimising impact on housing affordability, safety and amenity in high density and high housing demand communities.

While the new regulatory framework addresses some of the issues raised in the City's previous November 2018 submission, many of the fundamental concerns remain, and the introduction of new aspects raises further concerns.

The City's primary concern is that the proposed regulatory framework fails to address the impact it will have on housing affordability, particularly on the rental market. The City's draft Local Housing Strategy recognises that in the last decade, Sydney's liveability has been challenged by the decreasing affordability of its housing. This problem has become particularly acute in the inner city. Responding to the affordability crisis is a critical issue for all levels of government. The decline in housing affordability, and the inability of everyday people to access housing that is affordable close to their community and their work, is having an increasingly detrimental impact on people's ability to make a positive contribution to the City's socio-economic diversity, which underpins the city's rich social fabric. The ongoing loss of key workers is also a concern. It is increasingly difficult for essential employment sectors to fill employment vacancies and staff shifts. This hampers business productivity and by extension the wider economic growth of Sydney.

To address this critical issue the City has included the following actions in our draft Local Housing Strategy:

- *Action 3.6 Advocate to the Australian and NSW governments for action to reduce upward pressure on housing prices and rents and improve housing affordability.*
- *Action 3.8 Advocate to the NSW Government to mitigate the displacement of private rental housing from the market by short-term rental accommodation, such as Airbnb.*

To address Sydney's worsening affordability crisis, the City has set a target of achieving 7.5% of all housing in the city as affordable housing for lower income households. Since 1998 the City has in part or whole facilitated the provision of about 1,300 affordable rental housing units (built and in the development pipeline). Council and the Central

Sydney Planning Committee has also adopted the Planning Proposal: Affordable Housing Review to further increase provision. The Planning Proposal was referred to the Department of Planning, Industry and Environment in September last year and the City is yet to receive a response.

The planning policy proposed allows the use of dwellings on a commercial basis as a 'tourist and visitor accommodation' investment option, including in areas where these uses are currently prohibited by Sydney LEP 2012. It create will create the opportunity for property owners to choose to remove existing long-term rental dwellings or other types of residential to be converted into commercial based STRA, reducing the supply of rental housing and driving up rental prices. As cited in the City's previous submission, research undertaken by the University of NSW demonstrates that a significant proportion of properties being listed on booking platforms in high demand tourist destination areas, such in the Sydney City area, were short-term letting businesses, rather than examples of the sharing economy. The increased competition by investors acquiring dwellings for commercial STRA use is likely to place upward pressure on property values affecting owner-occupier housing affordability.

The new regulatory framework should be amended to clearly differentiate between a home owner/occupier who rents their home or a room for several weeks a year and an investor who may potentially rent multiple properties on a short-term basis for a better economic return. The latter should only occur with development consent as a tourist and visitor accommodation in zones where permissible. In this regard, the new regulatory framework also conflicts with the objectives of the R1 General Residential and R2 Low Density Residential zones of the *Standard Instrument – Principal Local Environmental Plan*, where residential zones are *to provide for the housing needs of the community*.

The City previously recommended that STRA must remain compatible with a dwelling's primary use as residential accommodation and to ensure this, the host must be clearly defined as the long-term primary resident. The STRA definition as proposed allows the host to be the owner of a dwelling but does not require them to be a permanent resident, allowing an owner to lease property as commercial STRA. Such use is defined as tourist and visitor accommodation rather than an ancillary use of a dwelling. To minimise impact of STRA, the City continues to be of the strong view that the definition of STRA must restrict a host to being the permanent resident of the dwelling.

The SEPP needs to be amended to make clear that the proposed planning mechanisms restrict the permissibility of STRA, so that development consent cannot be granted beyond the exempt and complying development criteria. The City supports the proposal to have no development application pathways beyond the exempt and complying criteria but remains concerned that the STRA SEPP may inadvertently permit STRA where it is currently prohibited.

The proposed 180 day maximum for non-hosted STRA is considered excessive as exempt or complying development. This is further exacerbated with the introduction of the 21 consecutive day exemption, where any 21 consecutive day booking is not counted within the 180 day maximum. It increases the potential for property being entirely rented on a commercial basis and being withdrawn from the housing market. It makes it questionable that it could be reasonably considered an ancillary use of the dwelling. The 21 day inclusion currently has no limit on the maximum length of stay or any other restriction on its application, and could be utilised for longer-term visitors 365 days a year, in direct conflict with the Residential Tenancy Act 2010.

To minimise impact of STRA, the City reiterates the exempt and complying development standards for non-hosted STRA should be restricted to at most 90 days a year with councils being able to decide the appropriate the number of days for their area up to that

maximum. The Local Planning Direction 3.6, currently only applying to Byron Shire Council, should be opened to all councils to make the case for a reduction in the number of days of non-hosted short-term rental, or at least this also apply to the City.

Registration and implementation of the code of conduct is essential to ensure full transparency, promote trust and confidence in the community as well as supporting a timely and resource efficient compliance investigation.

Where STRA is permitted it must be required that it be registered and comply with the STRA Code of Conduct. As proposed, the framework relies upon the industry to self-register and self-regulate. This is improbable, unworkable and will shift the compliance and cost burden for councils and their local communities. The City reiterates that establishing a government administered functional registration system is critical, and this should be supported through the planning policy criteria, requiring registration of STRA premises prior to commencement of the use, and that the STRA participant is bound by the Code of Conduct.

The registration system should be administered by NSW Fair Trading. The Code of Conduct needs to include the requirement that no STRA bookings can occur by booking platforms, letting agents or any other means unless properties are registered. It must also publicly record the number of days, management of complaints, compliance and enforcement and required fire and safety measures. The new regulatory framework introduces some fire safety regulations and standards for STRA, however some aspects are ambiguous, need clarification or qualification, and it needs to be supported with a user friendly guide. A requirement needs to be added for an annual inspection by a suitably qualified person to attest that the fire safety standard requirements are compliant.

Attached are responses to the questions in the Discussion Paper raising some of these and other potential issues with the new regulatory framework in more detail.

Should you wish to speak with a Council officer about the above, please contact Andrew Thomas, Executive Manager Development, on 9265 9333 or at [athomas@cityofsydney.nsw.gov.au](mailto:athomas@cityofsydney.nsw.gov.au)

Yours sincerely,



**Graham Jahn AM**  
**Director**  
City Planning | Development | Transport



4 September 2019

Reference: DWS2374094  
Contact person: Des Schroder

Att: Director, Housing and Infrastructure Policy  
NSW Department of Planning, Industry and Environment  
GPO Box 39  
SYDNEY NSW 2000

Dear Sir/Madam

Thank you for the opportunity for Clarence Valley Council to make a submission on the Short-term Rental Accommodation (STRA) reforms.

In summary, the main issue that Council is concerned about is the cost to Council to enforce the on-ground compliance and thinks all participants should have compulsory registration and fees collected. This fee collection should be administered through the Department of Fair Trading (not industry) and pass on at least \$200 of this fee to Council per STRA for compliance. Council believes in urban areas of the Clarence Valley the flood lot compliance certificate can be waived and is concerned about how regulation of the fire controls will be done and how pool compliance is ignored. Over four bedrooms or more Council thinks up to three off-street carparks need to be provided for an STRA to operate.

Council made the following resolution at its August Council meeting:

*That:*

1. *Council note the release of 'A new regulatory framework' for Short-term Rental Accommodation and acknowledges this is inline with Council's resolution 14.131/18 and that the Government has adopted the 180 night threshold requested by Council for the coastal villages.*
2. *Council provide feedback to the public exhibition period of the Short-term Rental Accommodation Reform that includes the following points:*
  - i. *Council is provided with income from fees through cost recovery as outlined on page 14 of the Discussion Paper to undertake compliance activity for STRA's. These fees should be enough to at least fund a full-time officer to undertake this activity (\$100,000 equating to approximately \$200 per STRA currently in the Council area, if STRA grows the fees should allow for extra compliance officers).*
  - ii. *To ensure that STRA can contribute to cost recovery, there should be compulsory registration with the Department of Fair Trading of business' undertaking STRA and it should be compulsory for not only industry booking platforms and real estate agents, but also individual owners, to provide the components suggested for a successful register on page 16 of the Discussion Paper. These records need to be made available to Council for its compliance role.*
  - iii. *The Code calls for complying development certificates to certify that flood lots (the areas mapped for Yamba and part of Iluka) are low risk. Council should request that the urban zones are exempted for our Council area as there is a low flood risk and suitable warning of any likely major flood event.*

- This will reduce Council's workload requests by existing and potential STRA operators to provide complying development certificates.*
- iv. The operation of STRA's bring an extra risk from non-compliant pools, the Code has not considered this issue and it needs to be clear. This could potentially be included with fire compliance inspections; again it is unclear whether these will be required.*
  - v. The draft SEPP provisions are silent on provision of car parking for STRA. Council should request that a provision be included in the exempt and complying provisions for no host present requiring on-site parking to be provided for STRA of no less than three (3) car spaces where the dwelling contains four (4) bedrooms or more.*

As outlined in the summary above, the package effectively meets the requirements outlined by Council except under point 3 it appears it is the intention that local councils will undertake the on-ground compliance activities for the Code and inspections regarding the Fire Safety Standard, although the Department of Fair Trading will administer the Code and registration through a possible fee arrangement. Council needs to be resourced through an appropriate compliance fee from those undertaking STRA to fund compliance officers. At present there are at least 350; more likely over 500 STRA's in the Clarence Valley, hence, a fee of around \$200 would generate about \$100,000 enough for a full-time compliance officer and with a car.

These fees can only be collected if a registration system is put in place and this should be required for all STRA's (not only hosting organisations) and the fees paid to the Department of Fair Trading and Council's compliance component made available to Council.

In addition, Council may need to implement a new fee for STRA fire inspections by the building surveyors. The Code is silent on whether an inspection is necessary and it does not mention pool compliance.

Where the host is not present, the draft SEPP provides that exempt development is only applicable where the lot is not a flood control lot. A flood control lot being a lot to which flood related development controls apply. This would result in the majority of dwellings within the Council area being let for STRA requiring a complying development certificate prior to operating. There have been numerous flood studies completed by Council with the majority of the urban zones considered to be of low flood risk. Most recently constructed dwellings are required to comply with Council's flood related development controls and there is suitable warning of any likely major flood event. As the SEPP will apply to the whole of the Council area, it is considered that the rural zones are at higher risk than the urban zones.

Council would appreciate consideration of the above issues.

Yours faithfully



**Ashley Lindsay**  
**General Manager**

17 September 2019

Att: Director, Housing and Infrastructure Policy  
NSW Department of Planning, Industry and Environment  
GPO Box 39  
SYDNEY NSW 2000

Dear Sir/Madam

### **Short-term Rental Accommodation Submission**

We would like to thank the Department of Planning, Industry and Environment (DPIE) for the opportunity to provide comment on the short-term rental accommodation (STRA) draft code, draft amendment regulations and STRA property register. Eurobodalla Shire Council (Council) recognizes the complexity regarding the policy review and welcomes clarity for STRA in New South Wales (NSW).

Council has considered all aspects of the proposed framework and would like to focus its submission on the following key points:

- Council supports the government approach to providing a framework for STRA, however, the framework and regulations should support local planning and regulatory responses which reflect the specific contexts of each community. The one size fits all approach strips away our ability to determine the appropriateness or otherwise of STRA in specific zones or areas should Council wish to do so in the future.
- Most of the residential land in Eurobodalla is mapped bushfire prone land and a minor amount is on flood control lots. The implications of this being the requirement for development consent for most non-hosted STRA pursuant to the State Environmental Planning Policy (Short Term Rental Accommodation) 2019.
- Eurobodalla supports the proposed industry led, funded and managed property registration system and the administration and enforcement of the code of conduct. This is consistent with the Eurobodalla Destination Action Plan 2018-2023, which identified the need for some sort of framework to encourage responsible holiday-letting practices to minimise potential visitor impacts.



## **Background**

Eurobodalla is located on the South Coast of NSW, approximately 280 km south of Sydney and 140 km east of Canberra. Our Shire covers an area of 3,422 sq. km, much of which is covered by National Parks and State Forests. Eurobodalla has a population of 38,117, which is predominantly concentrated along the coast and population growth is forecast to reach 44,000 by 2036. Our tourism industry is valued at over \$370 million each year with the accommodation and food services sector contributing the highest of any sector to the Eurobodalla economy.

Eurobodalla has a large volume of second homes, 31% of homes in our Shire are not permanently occupied, and 38% of property owners in our Shire have their main address outside of the Local Government Area.

Council participated in the 2018 research project led by Professor Nicole Gurran, Chair of Urban and Regional Planning and Policy on the 'Planning response to short term holiday rentals platforms'. The research project was commissioned by the Australian Coastal Councils Association and identified that State governments need to help councils by setting baseline standards for short term rentals in residential areas and clarify the definition and use of short-term rental accommodation.

The report recommends that the NSW Government supports local planning and regulatory responses which reflect the specific contexts of each community and ensure that online platforms share data and help ensure local requirements are met. For Eurobodalla this would enable balancing the local neighbourhood impacts with the emerging STRA sector. The report identifies Eurobodalla Airbnb listings to be 2% of our total housing stock as of 2018 but these numbers are expected to grow as the interest to invest in holiday homes grows for investors who have been priced out of capital city markets.

Anecdotally and in limited localities, Eurobodalla is experiencing some local neighbourhood impacts from short-term rental accommodation in the form of properties used as holiday homes and operated by absent owners.

### **1. Need to consider local context**

Council is very supportive of the proposed framework and the issue of STRA is currently not causing any major problems for our Shire compared to other coastal holiday destinations. This is not expected to continue as the predicted growth in this form of accommodation eventuates. Council recognises the importance of this growing accommodation sector, as more and more travellers choose this over traditional forms of accommodation. Research indicates that only 1 in 5 regional visitors now spend a night in a motel.

In this regard, Eurobodalla will not be nominating to lower the threshold for days stayed and will review this in 12 months' time in-line with the NSW Government's review of the STRA framework and regulations.

To maximise the opportunities that STRA may offer and to minimise risks, councils need the ability to carefully consider the characteristics of their local communities and existing/potential tourism demand. The proposed framework and the proposed SEPP in its current form, limits the ability for Council to carefully consider the circumstances in which holiday accommodation requires consent. Council recommends that amendments be made so that the framework provides a baseline only for regulating STRA within residential housing. It is proposed the provisions be amended so that they can be adopted or adjusted depending on specific circumstances. The opportunity for councils to restrict the activity to certain localities or zones beyond which planning consent may be required, preserving residential amenity and neighbourhoods, needs to be enabled.

## **2. Limitations of the framework**

The introduction of the STRA planning framework raises several concerns for Council's Development Services area, as the majority of our coastal villages are set on bushfire prone land and approval will be required under the proposed State Environmental Planning Policy (SEPP) and regulations.

The number of Air BnB listed properties as of June 2018 was 475. This does not account for properties potentially listed on other STRA platforms as well as those managed by local property management companies.

Under the proposed SEPP, approvals will be required in the form of a Complying Development Certificate (CDC) up to Bushfire Attack Level (BAL) 29 and or a Development Application (DA) that will be considered as a 100B application under the NSW Rural Fire Services Act.

Major concerns with this include the following:

- Significant upgrading of dwellings will be required to comply under the Planning for Bushfire Protection and Australian Standard AS3959
- The lack of clear process for considering and establishing existing use rights
- Lack of clarity around notification processes
- The likely compliance attention required by Council to ensure length of stay, number of beds/guests, etc., are not exceeded, will stretch current resourcing levels
- Compliance around neighbourhood amenity issues and the interface between Council's role and the exclusion register process
- Dwellings that are at an age that have not considered under the Planning for Bushfire Protection or AS3959, could trigger other requirements such as the Biodiversity Conservation Act 2018.

Eurobodalla Local Environmental Plan 2013 (ELEP) contains Clause 6.15 – see below:

#### **6.15 Short-term rental accommodation**

- (1) The objective of this clause is to enable the temporary use of dwellings as short-term rental accommodation for tourists and visitors without requiring development consent.
- (2) Despite any other provision of this Plan, development consent is not required for the temporary use of a dwelling as short-term tourist and visitor accommodation (except bed and breakfast accommodation).
- (3) In this clause, ***short-term tourist and visitor accommodation*** is tourist and visitor accommodation that is used as such for a maximum period of 45 consecutive days in any 12-month period.

This clause currently removes the requirement for consent for short-term tourist accommodation. The proposed SEPP will create a potential conflict with this clause and remove the flexibility required to facilitate this land use.

The time frame given for the ‘staged approach’ of implementation is not appropriate and will lead to industry and participant confusion and apply extra pressure on local councils to offer guidance and direction. The ‘staged approach’ of implementation coincides with the peak tourist season and Christmas school holidays.

Subject to consideration of the matters raised in this submission Eurobodalla supports the ‘whole of approach’ to implementation.

### **3. Code of Conduct**

Eurobodalla supports the Code of Conduct and believes the general obligations are adequate and the complaints process important. However, as previously stated, the matter of compliance and enforcement in relation to complaints needs further consideration.

Eurobodalla strongly supports an industry led, funded and managed registration system and the administration and enforcement of the Code of Conduct. Local councils should not be responsible for the cost, development or responsibility of this initiative. Access to the registration system should be granted to Council to help manage safety and amenity issues and to help monitor and strategically plan for this accommodation sector.

STRA is often undertaken in residential properties which pay a residential rate. This is despite these properties being operated on a full commercial basis. This creates an unfair advantage over other forms of tourist accommodation and doesn’t enable Council to levy appropriate charges to compensate for the demand on Council services.

There is a need to provide the opportunity to councils to address the impacts (such as waste, roads, public amenities as well as visitor information services) of visitors in local areas, by setting a charge on STRA properties. We see the proposed registration system as an

opportunity impose a levy on STRA to enable some contribution to services impacted by visitors to our Shire.

In summary, Council supports the key recommendations of the framework subject to further consideration given to the matters raised above. Of most importance is our request that the staged approach not be adopted to enable time for better consideration of the impact of the SEPP on the requirements for STRA on bushfire prone land.

We trust the Department will seriously consider Council's concerns and ensure that the outcomes of our submission are communicated back to us.

Please do not hesitate to contact Liz Rankin, Divisional Manager Strategic and Sustainable Growth on (02) 4474 1326 or by email [Elizabeth.rankin@esc.nsw.gov.au](mailto:Elizabeth.rankin@esc.nsw.gov.au), if you would like to discuss any matter contained in this submission.

We look forward to your response.

Yours sincerely

A handwritten signature in purple ink, appearing to be 'LR', is positioned above the typed name.

Liz Rankin  
**Divisional Manager Strategic & Sustainable Growth**



File Ref. No: FRN19/2558  
TRIM Ref. No: D19/67635  
Contact: Assistant Commissioner Mark Whybro

25 September 2019

Director, Housing Policy  
NSW Department of Planning, Industry and Environment  
GPO Box 39  
SYDNEY NSW 2001

Dear Sir / Madam

**Re: Short Term Rental Accommodation – A new regulatory framework**

Fire and Rescue NSW (FRNSW) thanks the Department for the opportunity to provide a submission to the inquiry into Short Term Rental Accommodation (STRA) in NSW. FRNSW submission seeks to support the proposed regulatory framework, particularly in the provision of building fire safety as it relates to STRA. Answers to the discussion paper's specific questions can be found in **TAB A**.

STRA has traditionally been provided by hotels, motels, serviced apartments and bed and breakfast establishments. These have been mainly categorised as Class 3 buildings under the National Construction Code (NCC), with smaller hostels and boarding houses in Class 1b). In more recent times, however, short stay accommodation has expanded through online booking systems into residential building Classes 1a (houses) and 2 (apartments) under the NCC i.e. serviced rooms, apartments and houses.

It is acknowledged that there has always been an informal economy of STRA through the rental of shacks and caravans. However, as tourist numbers to NSW have increased over time, so too has the participation in the STRA market on both the supply and demand sides.

Despite this growth, STRA within the burgeoning sharing economy remains largely unregulated for what are considered essential fire safety features for this use class. Further, as visitor nights increase, so too does the exposure to unregulated and unmitigated risk. A policy gap in regulation is laying the foundation for an unacceptable risk to public safety. As will be discussed below, the primary concern for FRNSW is that residential classes of buildings with lower fire safety standards are being used for

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Unclassified

Page 1 of 12



STRA purposes, generating similar risk profiles to hotels, motels and serviced apartments. FRNSW recommends that the residential fire safety standards are raised and brought closer to established standards for Class 3 and Class 1b buildings.

### **Tourism trends and the changing market**

International visitor numbers to Australia have increased over recent years, with most visitors coming from China, Japan, USA, and South Korea. For various reasons, this additional demand for STRA has translated into an increase in the supply of short-term accommodation.

### **Fire safety context**

A fundamental issue for the built environment is fire safety, which provides for the safety of people within a building, occupants of adjacent structures, and emergency service personnel. However, the vulnerability of building occupants to fire risk is highly contextual and is influenced by occupant characteristics, building characteristics and location.

There is therefore a clear distinction between the vulnerability of patrons of STRA facilities compared to residents of domestic dwellings, and therefore a significant policy gap when the former is occupying residential buildings with fire safety standards designed for the latter. Compared to long term residents of apartment buildings, for instance, STRA patrons suffer from a lack of local knowledge, are unfamiliar with the building, the means of egress, and potential fire sources, as well as assembly points and other emergency procedures, and have no existing relationships with neighbours or the owners' corporations on whom they might be able to call if needed. It is for this reason that the regulatory system, by reference to the National Construction Code, rightly requires greater fire safety measures for buildings that are used for short stay accommodation when compared to buildings used for residential purposes.

Accordingly, fire safety requirements within the National Construction Code for short stay accommodation facilities (class 1b and 3 buildings) are more stringent than those required for residential buildings (class 1a and 2 respectively). These more stringent requirements should be recognised in the STRA regulatory framework.

STRA within the sharing economy is effectively the same use class as conventional short stay accommodation (visitor accommodation) because it has an identical fire safety risk profile. For this reason, FRNSW believes comparable regulatory requirements and fire safety measures should apply as for conventional visitor accommodation.

In terms of the set of fire safety standards proposed, FRNSW makes the following comments (referencing the matrix set out in the October 2018 Explanation of Intended Effect document, rather than the Discussion Paper):



Dwelling type	Recommended standard	FRNSW response
All dwellings	No more than 2 persons/bedroom or 12 persons, whichever is the lesser	Supported
	Installation of smoke alarms in each bedroom, and the smoke alarms are interconnected where there is more than one alarm	Supported
	Installation of a lighting system in hallways that is activated by the smoke alarm system	Supported, noting that the market may develop a lighting system attached directly to alarms
Dwellings in multi-unit buildings only (Dwellings in Class 2 and 4 buildings)	Entry doors should be openable from inside the dwelling without a key •	Supported
	Installation of a self-closing device and smoke seals to all edges of the door, if the door opens onto a shared corridor and entrance doorway	Supported
	Installation of a fire extinguisher and fire blanket in the kitchen	Supported
	Making an Evacuation Plan, displaying 'evacuation signage' and familiarising guests with exit system	Supported
Standalone dwellings only (Class 1a buildings)	Installation of heat alarms in single dwellings which are located above a garage. This would be required only where the garage is not accessible to the guest/s.	Supported

### Regulation

The National Construction Code sets out the minimum technical requirements in Australia (including fire safety) for new buildings and alterations/additions to existing buildings. The Code classifies buildings by their function and use: "the classification of a building or part of a building is determined by the purpose for which it is designed, constructed or adapted to be used". The fire safety measures prescribed for these building classes relate to the vulnerability of building occupants.

Residential dwellings are classified as Class 1a buildings. STRA facilities have traditionally been classified as either Class 1b or Class 3 buildings (depending on scale)

## **Overcrowding**

There is clear evidence in NSW overcrowding in residential buildings, including STRA, is a fire risk and has a negative impact on other resident's amenity in shared accommodation. The number of occupants is difficult to regulate, although a comprehensive analysis of the risks and proposed mitigations are available in the final report by the NSW Government's 'Interagency Committee on 'Overcrowding in Residential Accommodation' (October 2015). This current discussion paper is silent on how this identified risk will be enforced and who will enforce it. FRNSW therefore requires clarification as to whether its existing entry powers apply to Class 1a buildings that are occasionally rented out i.e. does the rental mean they become a shared accommodation, and therefore covered by existing legislation?

FRNSW experience on this matter is unique as there are instances where its Officers have discovered landlords' creative ways to cram people into limited space. Enforcement is even more difficult, although the Overcrowding Interagency Committee's report offers agreed and approved solutions.

## **Registration**

The proposed industry-led short-term rental accommodation property register appears to be like Private Certification in the building industry, a system which has come under increased criticism for its failure to ensure community safety and the consumer. The details of self-regulation with regards to the register relies heavily on whether the industry will closely monitor its own actions; there is also the question of disciplinary action should breaches be proven to have occurred. Historically speaking, and in the current climate regarding Private Certification, FRNSW considers self-regulation questionable.

## **Fire safety standards**

Providers of home sharing platforms such as Airbnb, Stayz, HomeAway, Flipkey, Travelling Frogs, Aura and Tripping may provide some guidance and/or rules to hosts for building fire safety and emergency response. For example, Stayz, TakeABreak and Rentahome have developed a set of guidelines for property owners and managers, 'Holiday and Short-Term Rentals Guidelines' that include requirements for:

- The fitting of smoke detectors
- Provision of fire safety information appropriate for the property and in accordance with legislation, and
- Provision of after-hours and emergency telephone numbers to guests.

Similarly, Airbnb have a set of Standards and Expectations that apply to all hosts and guests. The Airbnb website states that Airbnb have an enforcement team that responds to violations of the Standards. Safety is one these Standards which encourage all hosts to provide a:

- Working smoke and carbon monoxide detector
- Fire extinguisher



- First aid kit, and
- Completed safety card with advice on emergency contact details, including the closest hospital

For all STRA, it should be mandatory that information is available to occupants on Australia's national emergency number, Triple Zero (000).

It is acknowledged that in most instances the various providers of home sharing platforms are attempting to ensure a degree of occupant safety is provided by means of rules and guidelines. However, the fire safety measures required in STRA should match those applying to traditional short stay accommodation. FRNSW is therefore fully supportive of the specific provisions proposed in the draft Fire Safety Standard.

FRNSW research findings (see <https://www.fire.nsw.gov.au/page.php?id=9270>) recommend the installation of interconnected smoke alarms in each bedroom, living space and hallway. While the proposed Fire Safety Standard requires hard-wired devices, the current position of FRNSW and Australasian Fire and Emergency Services Authority Council (AFAC), allows long-life, sealed battery-powered smoke alarms as a means of ensuring this improvement in safety is cost-effective. This is based on manufacturers' specifications that require the entire device to be replaced every 8-10 years. Please refer to

<https://www.afac.com.au/insight/doctrine/article/current/smoke-alarms-in-residential-accommodation>

Heat alarms installed in garages and interconnected to the main dwelling are also warranted, based on FRNSW experience with household storage of flammable liquids, solvents, chemicals and the resultant potential for an increased fire fuel load. Garages may not be used as often as other parts of the dwelling, so notifying occupants of a garage fire through interconnected alarms is supported as a prudent safety measure.

As detailed in the table above, other provisions proposed in the draft Fire Safety Standard (such as: evacuation diagrams; self-closing mechanisms and fire resistance for egress doors; and portable fire extinguishers and fire blankets) are also supported by FRNSW as necessary components to improve occupant safety. Keyless locks and evacuation lighting incorporated in interconnected smoke alarms are also preferred; however, FRNSW acknowledges the cost of installation may in some cases be cost-prohibitive.

## Conclusion

NSW is experiencing growth in the number of tourists visiting the State and the supply of accommodation options for these visitors is expanding to include online home sharing platforms, recognised as part of the sharing economy. This economic growth is important for NSW and its economy.

NSW has legitimate and credible commitments through several strategic arrangements for the improvement of the regulatory environment for residential accommodation. For FRNSW, community fire safety is a priority for consideration in the regulatory environment.

Home sharing platforms have a role to play in improving the safety of guests and hosts

through the provision and enforcement of guidelines and policies that align to existing National Construction Code provisions.

The consequences of absent or inadequate fire safety systems have proven to be catastrophic. Historically, the most appropriate way to provide for fire safety outcomes has been through a regulatory approach. Indeed, where fire safety is concerned, a sound building control regime is one that does not leave things to chance and does not function on the basis that the market will self-regulate to deliver appropriate fire safety outcomes. Hence, the planning and building system is purposefully designed to avoid unnecessary regulation, whilst ensuring a level of fire safety is provided which is commensurate to the vulnerability of the site or building use.

One important part of the STRA framework must be to close the policy gap and lift fire safety standards for residential buildings used for STRA purposes. A set of appropriate standards already exists in the framework of the NCC, and this paper has outlined ways in which that structure can be used to achieve this end.

### ***Typos***

Within the draft Code of Conduct, there are two typos:

1. Page 12 S6.1.9, **section 6.3.8** should be replaced with **section 6.1.6**, and
2. Page 14, S7.1.4(d), **section 7.1.4(d)** should be replaced with **section 7.1.3(d)**.

### ***Acknowledgement***

FRNSW wishes to acknowledge the Tasmania Fire Service and the National Council for fire and emergency services, AFAC, for material used in the preparation of this submission.

I invite you to please contact Mark Whybro, FRNSW Assistant Commissioner Community Safety, on 0438 602 869 or at [Mark.Whybro@fire.nsw.gov.au](mailto:Mark.Whybro@fire.nsw.gov.au) should further information be required.

Your sincerely



Jeremy Fewtrell  
**Acting Commissioner  
Fire and Rescue NSW**

**TAB A: FRNSW Response to the 'Short Term Rental Accommodation' Inquiry – Discussion Paper Questions**

Topic	Question	Page number	FRNSW Comments
Planning instruments	1. What is your view on the form of and provisions in the STRA SEPP, Regulation and Safety Standard?	8	FRNSW supports the form and provisions in the SEPP, Regulation and Safety Standard
	2. Are there any elements of the draft instrument that are open to misinterpretation or require further clarification?	8	Nil comment
	3. What are your views on new policy elements relating to days, flood control lots and bushfire prone land?	8	FRNSW supports the provisions being proposed for these policy elements
Code: Industry participants' obligations	4. Are the general obligations for industry participants adequate? If not, what other general obligations should be considered? Why?	10	FRNSW believes the general obligations for industry participants are adequate
	5. What types of STRA information will be useful for the Secretary to collect to inform the further improvement of the Code and the STRA regulatory framework? Why?	10	Address, class of building, owner/manager contact details, maximum occupancy limit, adequacy of fire safety provisions. FRNSW would seek access to these details., to be provided to fire crews should an emergency be recorded at this address.
	6. Are the specific obligations on booking platforms, letting agents, hosts, guests and facilitators in the Code adequate? If not, what other obligations should be considered for each of these industry participants? Why?	10	FRNSW believes the obligations are adequate, with the addition of provision of safety information to include Australia's national emergency number, Triple Zero (000).
Code: Complaints	7. Is the complaints process detailed in part 6 of the Code sufficient? If not, what other matters should be considered or set out in the process? Why?	11	FRNSW believes the complaints process outlined in the Code is sufficient.

**TAB A: FRNSW Response to the ‘Short Term Rental Accommodation’ Inquiry – Discussion Paper Questions**

Topic	Question	Page number	FRNSW Comments
Code: Compliance and Enforcement	8. Are the grounds for recording a strike fair and reasonable? What other matters (if any) should the Commissioner consider when deciding whether to record a strike? Why?	11	FRNSW believes the grounds for recording a strike outlined in the Code are sufficient.
	9. What are potential ways to facilitate industry participants’ access to the exclusion register while limiting potential privacy impacts? What factors should be considered?	12	Nil comment
	10. Is the review process clear and sufficient? What other matters (if any) should be considered? Why?	12	FRNSW believes the review process outlined in the Code are sufficient.
Code: Penalty notice offences and civil penalties	11. Are the proposed penalty notice offence and civil penalty provisions appropriate? What provisions should or should not be identified as penalty notice offence and/or civil penalty provisions? Why?	13	Nil comment, noting FRNSW also has existing penalty notice provisions in the EP&A legislation
Amendment Regulation: Prescribed classes of STRA industry participant	12. Does clause 22B (1) appropriately capture end to end property management services that specifically service STRA properties? Why or why not?	13	Nil comment
	13. What other organisations or persons should be prescribed classes of STRA industry participants (if any)? Why?	13	Nil comment
Amendment Regulation: STRA industry participants	14. Is it appropriate to exclude the STRA industry participants set out in clause 22C? Why or why not?	13	FRNSW notes that the exempt industry participants are regulated by other regulation, policies and instruments

**TAB A: FRNSW Response to the 'Short Term Rental Accommodation' Inquiry – Discussion Paper Questions**

Topic	Question	Page number	FRNSW Comments
excluded from Code of Conduct	15. What other STRA operators (if any) should be excluded from being covered by the Code? Why?	13	Nil comment
Amendment Regulation: Appeals against listing on exclusion register	16. Is the appeals process clear and sufficient? What other matters (if any) should be considered? Why?	14	FRNSW believes the appeals process is clear and sufficient
Amendment Regulation: Fees and cost recovery	17. Which industry participants should contribute to the cost of administering and enforcing the Code? Why?	14	Nil comment
Amendment Regulation: Penalties	18. How should costs be apportioned across different STRA industry participants? Why?	14	Nil comment
	19. Is the proposed penalty notice offence amount appropriate? Why or why not?	14	FRNSW has the ability under the EP&A legislation to issue penalty infringement notices of \$3,000 for an individual and \$6,00 for a corporation. Consideration should be given to aligning the quantum of similar charges.
	20. How can industry be organised to develop and manage the registration system?	15	Based on its experience with building industry, FRNSW is concerned at the implications of industry self-regulation.
	21. What would be the costs to industry in establishing and maintaining the register? How would industry propose to meet these costs?	16	Nil comment
	22. What role should the Government play in developing or overseeing the register, if any?	16	The Government should play a role in overseeing regulatory compliance in the STRA industry.



**TAB A: FRNSW Response to the 'Short Term Rental Accommodation' Inquiry – Discussion Paper Questions**

Topic	Question	Page number	FRNSW Comments
	23. Are there other outcomes a register should deliver?	16	Provision of relevant, specific information to FRNSW and other emergency services to improve public safety through prevention and education activities, and situational awareness in the event of an emergency.
	24. How can the approach ensure registration applies to all STRA operators, regardless of how the property is advertised for rent?	16	Nil comment
	25. What audit and verification processes would be needed to ensure accuracy of data?	16	Appropriate powers of entry, inspection and enforcement are available to specific officers to audit and report industry compliance.
	26. Should there be separate or additional penalties for failure to register? If so, which industry participants should they be imposed on?	16	Nil comment
	27. What information should the register collect? Why?	16	Address, class of building, owner/manager contact details, maximum occupancy limit, adequacy of fire safety provisions. FRNSW would seek access to these details., to be provided to fire crews should an emergency be recorded at this address.
	28. What role should different industry participants (e.g. hosts and booking platforms) play in the registration process?	16	Nil comment
	29. What role should Government play in the registration process or providing information for the register?	16	The Government should play a role in overseeing regulatory compliance in the STRA industry.

**TAB A: FRNSW Response to the 'Short Term Rental Accommodation' Inquiry – Discussion Paper Questions**

Topic	Question	Page number	FRNSW Comments
	30. Should any information on the register be made publicly available? If so, what information could be made available and why?	17	Nil comment, noting FRNSW earlier comments; that it intends to seek approval to use STRA information to help fulfil its statutory regulatory, prevention and response obligations.
	31. Should industry be required to report registration information, including number of stays (days), to Government and/or local councils? If so, how frequently? Why?	17	Yes, with FRNSW reasons as detailed above. Frequency of reporting should be once every year.
Commencement of regulatory framework	33. How much lead time would industry need to develop and establish the proposed STRA property register? Please provide reasons.	18	Nil comment
	34. When should the STRA regulatory framework start? Please provide reasons.	18	As soon as practicable. This is an opportunity to reduce community risk through improved regulation of this industry. FRNSW can advise that fire safety issues have been identified in buildings confirmed as having been used for STRA. For example, the cladding fire at the Neo200 building, Spencer Street Melbourne in February 2019 highlighted issues with overcrowding and the adequacy of fire safety systems.
12-month review of regulatory framework	35. Do you support the proposed scope of the review? What additional considerations might be necessary?	19	Yes
	36. What data sources could the NSW Government use to inform the review? How can industry and councils assist with data collection for the review?	19	FRNSW has a number of databases containing information on the built environment and our operations within it that can be made available to regulators.

**TAB A: FRNSW Response to the 'Short Term Rental Accommodation' Inquiry – Discussion Paper Questions**



## **Observations on the new holiday letting regulations**

**By Jimmy Thomson of the Flat Chat website and newspaper column**

Both the proposed Code of Conduct and the Registry of STRA (holiday letting) premises are essential steps in allowing apartment owners and renters to regain some control over their homes.

The cavalier way in which the concept of genuine shared ownership (through such mechanisms as strata schemes) has been allowed to be undermined and damaged by entirely fake “sharing” in the commercial exploitation of empty homes, will some day be seen as the betrayal of whole communities that it is.

All the more shameful is the fact that this was perpetrated to allow a minority of individuals and one or two multinational corporations to make (literally) untold profits at the expense of people who believed they were buying and renting homes, not rooms in de facto hotels.

Meanwhile, the proven, fundamental dishonesty at the heart of the “home sharing” business is the only justification that the government needs for making the new regulations as tight and enforceable as required to restore some sanity to the sector.

Dishonesty? We are dealing with companies and individuals who use the flag of convenience of personal privacy to mask their true nature.

The great fiction that some online agencies are all about individuals letting rooms in their homes to impoverished visitors has been exploded time and again, yet it goes unchallenged by our lawmakers.

In short, we are dealing with entities that have shown themselves to be neither entirely honest nor transparent in their activities. They ignore proof that their hosts flout planning laws and strata by-laws, refusing to de-list them, despite claiming they require hosts to obey local laws.

These same agencies now expect us to believe that they should police themselves.

Based on their misleading publicity campaigns, their misrepresentation of statistics, their selective reporting and their failure to reveal the true extent and nature of their businesses, they cannot and should not be trusted.

The same applies to many of their hosts, many of whom for the past few years have knowingly flouted local council zoning and strata by-laws for their own profits. And perhaps both the agencies and their clients can start paying tax on those profits.

The proposed code of conduct and register should be allowed restore a level of honesty and decency to the holiday letting scene, especially in regard to apartment blocks. But that will only happen provided they are given teeth.

This is not about punishing genuine home-sharers. It's about deterring those who would break the rules in pursuit of profits, and that will require meaningful penalties and simple mechanisms by which the culprits can be exposed.

The registry should be a simple system, paid for via a fee to an independent, possibly commercial agency, which would provide two unique serial numbers – one for the host and one for the property.

Agencies that listed properties without having both serial numbers would be in breach. Proven breaches of the Code of Conduct would result in fines (as outlined) while the serial numbers would be blacklisted.

Further finessing of the rules could include:

1. Any breach of the Code of Conduct or failure to register should result in immediate, if temporary, suspension by the apartment and the host from all online agencies until the matter is resolved by an independent tribunal such as NCAT.
2. Owners Corporations should be allowed to charge illegal or unregistered holiday let "hosts" the full costs of investigations and tribunal actions, should it be proved they were operating illegally.
3. Illegal or unregistered holiday let hosts should be required to compensate owners' corporations by the amount they earned while they were operating illegally.
4. NCAT should be able to issue enforceable orders allowing officers and agents of the owners corporation, as well as fire safety officers, to enter apartments that they have good reason to believe are being used for illegal or unregistered short-term holiday lets, to check and gather evidence.
5. Owners and tenants of apartment who have been proved to be in breach of the code of conduct or the rules of the register, should have to inform any other strata scheme where they own or rent homes, that they have a history of ignoring or flouting the law.
6. All holiday let strata apartments should carry a 10 per cent additional fee on their levies to compensate for additional wear and tear of common property, use of facilities, additional administration costs and disruption.
7. From Day 1 of the new legislation, apartment blocks that have been given planning approval on the basis that they were not for holiday letting, should have, by default, a new by-law that reflects that status. This would protect owners who bought in on that basis. The owners corporation can remove or change the by-law by normal processes later, if they wish.

As a final observation, it's all very well for people to be excited and enthused by "disruptive" entrepreneurs. But this is an opportunity to assess who and what is being disrupted.

This is not just about noisy parties – far from it. One of the main reasons people choose to live in apartment blocks is for personal security. That is severely diminished when you don't know who your neighbours will be from one weekend to the next.

The whole strata system is based on all owners paying a fair share for the use of common property. That is disrupted by unfair “sharing” with paying guests.

And long-term tenants are having to compete with tourists if they want to stay in areas that they may have called home for decades.

It's time we stopped encouraging disruption for its own sake. This is an opportunity to apply logic and fairness to the situation before we end up worse off than the cities around the world that have already been gutted by holiday lets.

**Draft Code of Conduct for the  
Short-term Rental Accommodation Industry**

**Table of Contents**

- 1. Introduction**
- 2. Objectives**
- 3. Definitions**
- 4. Code Administration**
- 5. Rights and obligations of industry participants**
- 6. Complaints**
- 7. Compliance and Enforcement**

## 1 INTRODUCTION

Short-term rental accommodation is a long-standing practice throughout New South Wales, most commonly associated with holiday letting. Many NSW families spend part of their summers in coastal and regional communities and those communities may depend on seasonal tourism to provide a regular boost to the local economy.

Short-term rental accommodation does not involve purely commercial accommodation providers such as hotels, motels and bed and breakfast establishments. ~~It generally involves residential dwellings that may also be used by the owners for their own accommodation at times.~~

The advent of online accommodation booking services (booking platforms) has seen a significant increase in short-term rental accommodation. Booking platforms have made it much easier for letting agents and hosts to advertise and promote properties and for guests to find suitable short-term accommodation. In addition, short-term rental accommodation in residential premises is now not only used for holidays but also for business travel, emergency accommodation and special events, across a range of premises including free-standing dwellings and ~~apartment buildings~~ in urban and regional centres.

Despite the economic benefits that can flow to local economies and home owners using their property for short-term rental accommodation, there can be amenity impacts on residential neighbours resulting from inconsiderate or anti-social behaviour by some short-term rental occupants. It is important to ensure that our laws continue to support local economies while ensuring residential neighbours can enjoy the amenity of their homes without unreasonable disturbance. This code of conduct responds to this need by establishing behavioural obligations for short-term rental accommodation participants.

In recent years, there has been an increasing focus on the regulation of the short-term rental industry around the world. In June 2018, the NSW Government announced a new regulatory framework to manage short-term rental accommodation. The key elements of the framework are:

- a state-wide planning framework to achieve consistency and certainty across local planning controls
- a code of conduct to apply to online accommodation platforms, lettings agents, facilitators, hosts and guests
- changes to strata laws to allow owners corporations to adopt by-laws that prohibit non-resident lot owners from offering short term rentals.

This code of conduct applies to short-term rental accommodation industry participants.

Compliance with this code is mandatory for all short-term rental accommodation industry participants.

## 2 OBJECTIVES

The principal objectives of this code are to:

- (a) set out the rights and obligations of short-term rental accommodation industry participants
- (b) provide for resolution of disputes and complaints concerning the conduct of short-term rental accommodation industry participants
- (c) outline the compliance and enforcement approach that applies for contraventions of the code by short-term rental accommodation industry participants
- (d) facilitate the oversight of the short-term rental accommodation industry.

### 3 DEFINITIONS

**Act** means the *Fair Trading Act 1987*.

**association** and **association property** have the same meaning as in the *Community Land Management Act 1989*.

**booking platform** means a person who, in trade or commerce, provides an online booking service that enables persons to enter into short-term rental accommodation arrangements.

**by-law** means any by-law in force for a strata scheme or any by-law contained in a management statement (as defined in the *Community Land Management Act 1989*).

**Commissioner** means the Commissioner for Fair Trading in the NSW Department of Customer Service.

~~**common property**~~ has the same meaning as in the *Strata Schemes Management Act 2015*.

**community scheme** has the same meaning as in the *Community Land Development Act 1989*.

**facilitator** means the prescribed classes of short-term rental accommodation industry participants in clause 22B of the Regulations.

**guest** means a person who, pursuant to a short-term rental accommodation arrangement, is given the right to occupy the residential premises to which the arrangement relates.

**host** means a person who, pursuant to a short-term rental accommodation arrangement, gives another person the right to occupy the residential premises to which the arrangement relates.

**letting agent** means a person who carries on business as an agent to enable persons to enter into short-term rental accommodation arrangements.

**Minister** means the Minister responsible for the administration of the *Fair Trading Act 1987*.

**occupancy period** means the period for which a guest may occupy residential premises under a short-term rental accommodation arrangement.

**ordinary hours** mean 8.00am to 5.00pm every day of the week.

**planning laws** means the *Environmental Planning and Assessment Act 1979*, Environmental Planning and Assessment Regulation 2000, and any environmental planning instrument made under those laws, but excluding any development consent imposed under the *Environmental Planning and Assessment Act 1979*.

**Regulations** means the *Fair Trading Regulation 2012*.

**Secretary** means the Secretary of the Department of Customer Service.

**short-term rental accommodation** has the same meaning as in the *State Environmental Planning Policy (Short-term Rental Accommodation) 2018*.

**short-term rental accommodation arrangement** has the same meaning as in section 54A of the Act.

**short-term rental accommodation industry participant**, or ~~**industry participant**~~, has the same meaning as in section 54A of the Act.

**short-term rental accommodation premises**, or **premises**, means any residential premises located in New South Wales that are subject to a short-term rental accommodation arrangement. Where the premises are located in a strata or community scheme, the premises include the ~~common property~~ or association property in that scheme.

**strata scheme** has the same meaning as in the *Strata Schemes Development Act 2015*.

**strike** means a record of a contravention of this code made against a host, guest, or premises with respect to a host and identified as a strike.

**Tribunal** means the New South Wales Civil and Administrative Tribunal.

**visitor** means any person who, with the guest's consent, is present at the premises at any time during the occupancy period of a short-term rental accommodation arrangement.

## **4 CODE ADMINISTRATION**

### **4.1 General**

4.1.1 The Commissioner is to administer this code.

4.1.2 The Commissioner may delegate any of the functions conferred on the Commissioner by this code to a suitably qualified person, including to a suitably qualified arbitrator.

4.1.3 The Commissioner or Secretary are not subject to any action, liability, claim or demand for acts, or omissions, taken in good faith for the purpose of executing their functions under this code.

### **4.2 Funding for the code's administration**

4.2.1 Funding to administer this code is to be provided in the way prescribed in the regulations.



## **5 RIGHTS AND OBLIGATIONS OF INDUSTRY PARTICIPANTS**

### **5.1 General**

#### *Nature of obligations*

- 5.1.1 Nothing in this code affects the rights of an industry participant to also seek legal redress for any matters related to short-term rental accommodation.

#### *Obligations*

- 5.1.2 An industry participant must act honestly and in good faith in relation to:
- (a) a short-term rental accommodation arrangement
  - (b) any dealing, complaint or dispute relating to a short-term rental accommodation arrangement.
- 5.1.3 An industry participant must comply with a request made by the Commissioner to produce information relating to the operation of the short-term rental accommodation industry or this code. The Commissioner will use this information to monitor, evaluate and inform the further development of the regulatory framework for short-term rental accommodation.

This section is an offence provision under section 54C of the Act.

- 5.1.4 An industry participant must comply with any direction issued by the Commissioner under part 7.

This section is an offence provision under section 54C of the Act and a civil penalty provision under section 54D of the Act.

- 5.1.5 An industry participant must not knowingly misrepresent the identity of a person seeking to enter into, or entering into, a short-term rental accommodation arrangement, or the premises subject to a short-term rental accommodation arrangement, if the purpose of the misrepresentation is to avoid a provision of this code that applies because the person or the premises is recorded on the exclusion register.

This section is an offence provision under section 54C of the Act and a civil penalty provision under section 54D of the Act.

### **5.2 Booking platforms**

#### *Information about this code*

- 5.2.1 A booking platform must inform an industry participant using the booking platform's online booking service for short-term rental accommodation of the following matters before the participant enters into a short-term rental accommodation arrangement:
- (a) this code
  - (b) the booking platform's obligation to comply with this code.

- 5.2.2 A booking platform must ensure that a copy of this code is readily available on its website.

#### *Dispute resolution*

- 5.2.3 If a booking platform is made aware of a complaint or dispute concerning a host, guest, or premises subject to a short-term rental accommodation arrangement, the booking platform must notify the host or guest of the dispute or complaint as soon as practicable.

- 5.2.4 A booking platform must take reasonable steps to ensure that a host or guest is aware of how to lodge a complaint with the Commissioner about a guest, host or premises.

*Exclusion register*

- 5.2.5 A booking platform must ensure that:
- (a) premises are not advertised on the booking platform's online booking service for short-term rental accommodation if:
    - (i) the details of the host for the premises match the details of a person recorded on the exclusion register as an excluded host, or
    - (ii) the premises are recorded on the exclusion register as excluded premises
  - (b) a guest does not use the booking platform's online booking service to enter into a short-term rental accommodation arrangement if the guest's details match those of a person recorded on the exclusion register as an excluded guest.

This section is a civil penalty provision under section 54D of the Act.

- 5.2.6 If a booking platform is made aware that a host, guest or premises has been recorded on the exclusion register because of a contravention of this code in connection with short term rental accommodation arrangements made using the booking platform's online booking service, the booking platform must notify the relevant host or guest as soon as possible.

*Record-keeping requirements*

- 5.2.7 A booking platform must keep a record of the full particulars of each transaction involving a short-term rental accommodation arrangement that is entered into using its online booking service. The record must be:
- (a) kept for 5 years after the end of the occupancy period
  - (b) in a readily producible form.

This section is an offence provision under section 54C of the Act.

### **5.3 Letting agents**

*Information about this code*

- 5.3.1 A letting agent must inform an industry participant using the letting agent's services for short-term rental accommodation of the following matters before the participant enters into a short-term rental accommodation arrangement:
- (a) this code
  - (b) the letting agent's obligation to comply with this code.

- 5.3.2 A letting agent must ensure that a copy of this code is readily available to industry participants using the letting agent's services.

*Dispute resolution*

- 5.3.3 If a letting agent is made aware of a complaint or dispute concerning a host, guest, or premises subject to a short-term rental accommodation arrangement, the letting agent must notify the host or guest of the dispute or complaint as soon as practicable.

A letting agent must take reasonable steps to ensure that a host or guest is aware of how to lodge a complaint with the Commissioner about a guest, host or premises.

*Exclusion register*

- 5.3.4 A letting agent must not:
- (a) advertise or offer premises for short-term rental accommodation if:
    - (i) the details of the host for the premises match the details of a person recorded on the exclusion register as an excluded host, or
    - (ii) the premises are recorded on the exclusion register as excluded premises
  - (b) otherwise facilitate the host for the premises entering into a short-term rental accommodation arrangement for the premises if:
    - (i) the details of the host match the details of a person recorded on the exclusion register as an excluded host, or
    - (ii) the premises are recorded on the exclusion register as excluded premises.

This section is a civil penalty provision under section 54D of the Act.

- 5.3.5 A letting agent must not facilitate a guest entering into a short-term rental accommodation arrangement, using the letting agent's services as a letting agent, if the guest is recorded on the exclusion register as an excluded guest.
- 5.3.6 If a letting agent is made aware that a host, guest or premises has been recorded on the exclusion register as a result of a contravention of this code in connection with short term rental accommodation arrangements made using the letting agent's services, the letting agent must notify the relevant host or guest as soon as possible.

*Record-keeping requirements*

- 5.3.7 A letting agent must keep a record of the full particulars of each transaction involving a short-term rental accommodation arrangement that is entered into using the letting agent's services. The record must be kept:
- (a) for at least 5 years after the end of the occupancy period
  - (b) in a readily producible form.

This section is an offence provision under section 54C of the Act.

**5.4 Hosts**

*Hosts to act lawfully*

- 5.4.1 A host must not engage in conduct relevant to their capacity as a host that ~~contravenes~~
- (a) the criminal law
  - (b) the planning law or by-laws (if the premises are in a strata or community scheme) that apply to the premises.

*Obligations to guests and others*

- 5.4.2 A host must provide the short-term rental accommodation premises in a state that is consistent with any representations made when advertising or listing the premises for rent, or otherwise in communications made to guests.
- 5.4.3 ~~A host must hold public liability insurance~~ that is valid for the occupancy period. This insurance must cover:
- (a) the death or injury of a guest or visitor on the premises

(b) damage to or loss of a guest's or visitor's property at the premises.

5.4.4 A host, or the host's authorised representative, must be contactable within ordinary hours to manage guests, the premises, neighbourhood complaints and other issues related to use of the premises for short-term rental accommodation.

5.4.5 A host, or the host's authorised representative, must be contactable outside ordinary hours to deal with emergencies.

*Information for guests*

5.4.6 A host must give guests the contact ~~details of:~~

- (a) the host or the host's authorised representative
- (b) an emergency electrical service provider
- (c) an emergency plumbing service provider.

5.4.7 ~~A host must ensure guests have ready access to this code and any by-laws that apply to the guests.~~

*Obligations to neighbours*

5.4.8 A host must give the owners corporation for the premises (if applicable), the community association for the premises (if applicable), and the occupants of the residential premises directly neighbouring the premises subject to the short-term rental accommodation arrangement the following information:

- (a) ~~that the host is operating short-term rental accommodation on the premises~~
- (b) the contact details of the host or an authorised representative.

*Exclusion register*

5.4.9 A host who is recorded on the exclusion register is either entirely prohibited from participation in the short-term rental accommodation industry, or prohibited only in relation to specific premises as listed on the exclusion register.

This section is an offence provision under section 54C of the Act.

5.4.10 A host must not offer premises for short-term rental accommodation if the premises is recorded on the exclusion register as an excluded premises with respect to the host.

This section is an offence provision under section 54C of the Act.

5.4.11 A host must not enter into a short-term rental accommodation arrangement with a guest if the guest is recorded on the exclusion register as an excluded guest.

This section is an offence provision under section 54C of the Act.

## **5.5 Guests**

*Guests to act lawfully*

5.5.1 A guest must not engage in conduct relevant to their capacity as a guest that contravenes:

- (a) the criminal law
- (b) the planning laws or by-laws (if the premises are in a strata or community scheme) that apply to the premises
- (c) the terms of a short-term rental accommodation arrangement for the premises.

*Obligations to neighbours*

- 5.5.2 A guest must not at any time during the occupancy period:
- (a) create noise that because of its level, nature, character, or quality, or the time it is made, is likely to harm, offend, or unreasonably disrupt or interfere with the peace and comfort of neighbours and other occupants of the premises or any immediately adjoining premises
  - (b) act in a violent or threatening manner towards neighbours or other occupants of the premises or any immediately adjoining premises
  - (c) act in a manner that could reasonably be expected to cause alarm or distress to neighbours and other occupants of the premises or any immediately adjoining premises
  - (d) use or enjoy the premises in a manner, or for a purpose, that interferes unreasonably with the use or enjoyment of common property by neighbours and other occupants of the premises in a strata or community scheme
  - (e) intentionally, recklessly or negligently cause damage to premises, any common property or any other communal facilities within the immediate vicinity of the premises, or any public property in the vicinity of the premises
  - (f) intentionally, recklessly or negligently damage the personal property of neighbours or other occupants of a strata community scheme.

This section is an offence provision under section 54C of the Act.

- 5.5.3 The Commissioner may issue guidelines about what may or may not be appropriate conduct in accordance with section 5.5.2 of this code.

- 5.5.4 A guest must not copy, or knowingly retain, any ~~keys, security passes~~ or other instrument that facilitates access to the premises, after the end of the occupancy period.

This is an offence provision under section 54C of the Act.

*Responsibilities to hosts*

- 5.5.5 A guest must take reasonable care of the ~~host's premises~~ and the host's property at the premises.
- 5.5.6 A guest must notify the host or the host's representative of any dispute or complaint about a guest's or visitor's behaviour as soon as possible after the event or incident has occurred.

This section is an offence provision under section 54C of the Act.

*Exclusion register*

- 5.5.7 A guest who is recorded on the exclusion register as an excluded guest must not participate in the short-term rental accommodation industry as a guest.

This section is an offence provision under section 54C of the Act.

*Guests responsible for conduct of visitors*

- 5.5.8 A guest is responsible for the actions of visitors they invite onto the premises during the occupancy period and must ensure visitors to the premises comply with section ~~5.5.2~~ of this code as if they were a guest on the premises.

## **5.6 Facilitators**

- 5.6.1 A facilitator who acts as an authorised representative of a host, to the extent that the facilitator carries out the responsibilities of the host, is subject to sections 5.1 and 5.4 of this code as if the facilitator is the host of the short-term rental accommodation arrangement.
- 5.6.2 A facilitator who acts as an authorised representative of a letting agent, to the extent that the facilitator carries out the responsibilities of a letting agent, is subject to sections 5.1 and 5.3 of this code as if the facilitator is the letting agent for the short-term rental accommodation arrangement.
- 5.6.3 A facilitator, acting on behalf of a host must keep a record of the full particulars of each transaction involving a short-term rental accommodation arrangement the facilitator enters into on behalf of the host. The record must be kept:
- (a) for at least 5 years after the end of the occupancy period
  - (b) in a readily producible form.

This section is an offence provision under section 54C of the Act.

- 5.6.4 A host's or letting agent's use of a facilitator does not alter their obligations as set out in this code.

## 6 COMPLAINTS

### 6.1 Complaints process for alleged contraventions of this code

- 6.1.1 ~~A person~~ may lodge a complaint with the Commissioner about an alleged failure by a ~~person~~ to comply with an obligation under this code.
- 6.1.2 The Commissioner may determine the form in which a complaint must be made and the supporting information that must be submitted.
- 6.1.3 The Commissioner may obtain information relevant to a complaint from an industry participant who the Commissioner considers is likely to have access to that information.

#### *Notification of complaints*

- 6.1.4 On receiving a complaint about an industry participant, the Commissioner must give the industry participant a notice about the complaint. The notice must include:
- (a) details about the alleged code contravention as provided by the complainant
  - (b) the potential consequences if a code contravention is found
  - (c) instructions on how to provide evidence and submissions to the Commissioner
  - (d) the next steps in the process, including opportunities to appeal the outcome.
- 6.1.5 A complainant can raise a complaint with an industry participant before lodging a complaint with the Commissioner.
- 6.1.6 The Commissioner is not liable for the costs parties to the complaint may incur when dealing with the complaint.
- 6.1.7 The Commissioner must deal with a complaint fairly and as quickly as reasonably possible.

#### *Dismissing complaints*

- 6.1.8 The Commissioner may dismiss a complaint if satisfied:
- (a) the complaint is frivolous, vexatious, trivial, misconceived or without substance,
  - (b) the complaint has been previously determined under this code.
- 6.1.9 If the Commissioner is satisfied that a complaint should be dismissed under section ~~6.3.8~~, the Commissioner must issue a written notice to the complainant. The notice must include the reasons for the Commissioner's decision.

#### *Evidence*

- 6.1.10 The Commissioner is to consider any submissions and/or evidence provided by the complainant and the participant who is the subject of the complaint before making a decision on the complaint.
- 6.1.11 The Commissioner must allow all parties to a complaint a period of at least 14 days to submit any relevant information for the Commissioner's consideration before making a decision on the complaint.
- 6.1.12 In making a decision, the Commissioner may take into account other representations made by any person or government agencies about the complaint.

#### *Decisions*

- 6.1.13 The Commissioner must decide, on the balance of probabilities, whether the industry participant that is the subject of the complaint contravened this code in the manner detailed in the complaint.
- 6.1.14 The Commissioner must give all parties to the complaint notice of the Commissioner's decision about the complaint. The notice must include a statement of the reasons for the Commissioner's decision.

## **6.2 Complaints involving a contravention of other laws**

### *Contraventions of the criminal law or civil penalty provisions*

- 6.2.1 If a complaint alleges a contravention of a criminal law, the Commissioner may ask the complainant to take the matter to the Police and decline to accept the complaint.
- 6.2.2 If a complaint is based on a contravention of a criminal law or a civil penalty provision that is not administered by the Minister, the Commissioner may only accept the complaint if the complaint is accompanied by a finding of a court that there has been a contravention of the criminal law or civil penalty provision. Such a finding is, for the purposes of dealing with the complaint, conclusive evidence of the contravention.

### *Contraventions of planning laws*

- 6.2.3 If a complaint includes an allegation of a contravention of planning law, the Commissioner may ask the complainant to take the matter to the relevant local council and decline to accept the complaint.
- 6.2.4 If a complaint is based on a contravention of planning law, the Commissioner may only accept the complaint if it is accompanied by evidence of completed enforcement action by a council under the *Environmental Planning and Assessment Act 1979*, *Local Government Act 1993* or *Protection of the Environment Operations Act 1997*. Such a finding is, for the purposes of dealing with the complaint, conclusive evidence of the contravention.

### *Contraventions of by-laws*

- 6.2.5 If a complaint is based on a contravention of a by-law of a strata scheme or community scheme, the Commissioner may only accept the complaint if the Tribunal has already made orders for a financial penalty for the contravention of the by-law. Such a finding is, for the purposes of dealing with the complaint, conclusive evidence of the contravention.



## 7 COMPLIANCE AND ENFORCEMENT

### 7.1 Disciplinary action

- 7.1.1 Where the Commissioner finds that an industry participant has contravened this code, the Commissioner may:
- (a) issue a **warning notice** informing the participant that the participant has been found to have contravened this code and must, in the future, comply with the code or face disciplinary action,
  - (b) issue a **direction** to the participant requiring the participant to act or stop acting in a manner relevant to their participation in the short-term rental accommodation industry. Without limitation, the direction may:
    - i. specify a minimum or maximum occupancy period for any short-term rental accommodation arrangement involving the participant
    - ii. specify a maximum number of visitors that can enter the short-term rental accommodation premises or common areas at any one time
    - iii. restrict the participant's use of common property or association property
    - iv. prohibit the participant engaging in certain behaviour
    - v. impose other conditions on the participant when they participate in short-term rental accommodation.
  - (c) record a **strike** against a host, a host with reference to specific premises, or guest, or
  - (d) record a host, a host in relation to specific premises, or a guest on the **exclusion register** as an excluded host or guest under section 7.2.
- 7.1.2 Any direction the Commissioner issues will be void to the extent it is inconsistent with any planning laws or by-laws.
- 7.1.3 If the Commissioner is satisfied that a host or guest has contravened this code, the Commissioner can record a strike for the following reasons:
- (a) failure to comply with an ~~obligation to a neighbour~~, and the failure is not minor
  - (b) failure to comply with obligations under section 5.4.2
  - (c) failure to comply with host insurance obligations and the failure is not minor,
  - (d) where there has been a serious contravention of this code,
  - (e) where the Commissioner is otherwise satisfied that it is appropriate to do so.
- 7.1.4 For the purposes of section 7.1.4(d), the Commissioner may decide that a series of minor failures by an industry participant to comply with the code constitutes a serious contravention for which a strike may be recorded.
- 7.1.5 The Commissioner may take any other disciplinary action the Commissioner considers appropriate in all the circumstances.
- 7.1.6 The Commissioner may only take disciplinary action against an industry participant after affording the industry participant procedural fairness in relation to a complaint.
- 7.1.7 If the Commissioner decides to take disciplinary action against an industry participant, the Commissioner must provide a brief statement of reasons to the participant which informs the participant that they may apply for a Secretary review of the decision.
- 7.1.8 Where an industry participant has been subject to other regulatory action for a breach of criminal laws, by-laws, or planning laws that is also a contravention of this code, the

Commissioner may only take disciplinary action against that participant for that contravention if it is necessary to protect the public or this code's integrity.

## **7.2 Exclusion register**

- 7.2.1 The Commissioner must keep and administer an exclusion register.
- 7.2.2 The Commissioner is to make the ability to search the exclusion register publicly available on the internet and ensure it is updated in real time to the extent possible.
- 7.2.3 The Commissioner may record on the exclusion register either a host, a host in relation to particular premises, or a guest.
- 7.2.4 The Commissioner must record on the exclusion register for five years:
- (a) the guest as an excluded guest where the guest has had two strikes recorded against them in a two-year period
  - (b) the premises as excluded premises where a host in relation to those premises has had two strikes recorded against them in a two-year period
  - (c) the host as an excluded host where a host has had two strikes recorded against them, not with respect to specified premises, in a two-year period.
- 7.2.5 The Commissioner must also record a host or a guest on the exclusion register if the Commissioner is satisfied:
- (a) the person has been charged with a criminal offence and it is in the public interest to record the person on the exclusion register as an excluded host or guest until the criminal proceedings are determined, or
  - (b) the person has been convicted of an offence and it is in the public interest to record the person on the exclusion register for a specified period or indefinitely.
- 7.2.6 The exclusion register must record:
- (a) for an excluded host or guest—their name and any other of their details that the Commissioner considers necessary to identify them
  - (b) for excluded premises—the address of the premises and the name of the host who incurred the strikes with respect to the premises
  - (c) any other details about an excluded host, guest or premises the Commissioner considers appropriate.
- 7.2.7 Before the Commissioner records a host, guest or premises on the exclusion register, the Commissioner must take reasonable steps to notify the relevant host, guest or premises' host of:
- (a) the Commissioner's intention to record the host, guest or premises on the exclusion register
  - (b) the period for which the record will remain on the exclusion register.
- 7.2.8 The Commissioner must promptly remove any false, erroneous or misleading information about a host, a guest or premises, from the exclusion register.
- 7.2.9 A premises owner may apply to the Commissioner for the removal of a premises from the exclusion register. The Commissioner is to remove the premises from the exclusion register if the Commissioner is satisfied:
- (a) the owner is not the host against whom the strikes with respect to the premises were incurred and the host against whom the strikes with respect to the

premises were incurred no longer has any direct or indirect interest in the premises, or

- (b) where the premises were excluded for a breach of planning laws, that breach has been rectified or otherwise resolved.

7.2.10 Despite any other clause of this code, a booking platform, letting agent or host is not required to cancel any short-term rental accommodation arrangement involving a host or premises recorded on the exclusion register where:

- a) the arrangement was made before the date (the record date) on which the host or premises was recorded on the exclusion register, and
- b) the occupancy period starts within one month of the record date.

### **7.3 Secretary review of disciplinary action**

- 7.3.1 Appeals against the Commissioner's decision to record a guest, host or host's premises on the exclusion register are covered in the Regulations.
- 7.3.2 An industry participant who has received a warning notice, direction, or strike against their name or in relation to premises may apply to the Secretary for a review of the Commissioner's decision.
- 7.3.3 An industry participant may apply for a review within 21 days of receiving notice of the disciplinary action from the Commissioner.
- 7.3.4 The Secretary may determine the form in which a review application must be made.
- 7.3.5 A review application may include submissions to the Secretary about why the Commissioner's decision should be changed or overturned.
- 7.3.6 The Secretary must decide a review application within 28 days.
- 7.3.7 The Secretary is to notify the applicant of the Secretary's decision and the reasons for the decision.
- 7.3.8 The Secretary may decide to impose alternative or additional disciplinary action on the applicant as a result of the review.

As a landlord and participant in the Short-Term Rental Accommodation (STRA) Industry I wanted to provide my feedback on the Government's proposed regulations.

I am deeply concerned that the NSW Government's proposed short-term rental accommodation (STRA) rules will make it harder and more expensive for me to share my home and support my local community. I understand that the Government has made commitments to support "fair short-term rental accommodation (STRA) regulation" and that the review of the Industry is in responses to the negative impact on community's amenity, namely party houses.

Short-Term Rental Accommodation is an important Australian holiday tradition embedded into the fabric of the Australian culture and is at risk because of the abuse of a few who negatively impact neighbourhood and community amenity such as Guests holding anti-social events like 'Party Houses' and as a result of platforms that promote features like 'Instant Book' which assists bookings for 'Party Houses'.

I ask that the Government be mindful that Platforms have created features like 'Instant Book' with no consequence, Guest's have used 'Instant book' for anti-social behaviour such as hosting a party, hens or buck event suffers no consequence (as they change email address or other identify obfuscation to avoid identify detection) however this burden becomes the property owner and letting agent's responsibility. There must be fair and equitable responsibility and consequences suffered by all parties including Platform and Guest.

The STRA Industry is a significant contributor to the NSW economy and helps home-owners to pay the mortgage and bills, to share their spaces with guests so that they can enjoy and participate with other communities and importantly is a recognised financial driver of regional areas where Tourism dollars are spread throughout the local community such as the local butcher, local café, local tourist attraction and the fishmonger. Over regulation and mis-appropriating responsibility and limiting consequences on Guests and Platforms puts this economic driver at risk. The draft Code and STRA Regulation unfairly places considerable burden on the letting manager and property owner.

Generally, I support the Government's approach, however parts of the current proposals are unfair and fall short of the Government's commitments.

Specifically, I want to comment on the following:

### **1) STRA Planning Policy Instruments**

a) I strongly oppose the exemption of properties where a host is present.

i. Firstly there is no way to monitor and manage this process and confirm that there is a host present which will result in the creation of a loop hole.

ii. By expressly exempting these properties the government is not addressing the scope that the STRA Review sought to review and address namely concerns about the housing affordability, availability and the impact on amenity. If there is to be credibility and fairness then all elements with potential to impact the housing affordability, availability and the impact on amenity by the STRA Industry needs to be included.

b) I oppose the requirement for costly complying development permits. This expensive permit will make hosting out of reach for most people who will be forced to pay hundreds or thousands of dollars for a permit to simply share their home. This is a significant barrier to home sharing who share their home for a few months (cumulative) a year and will make hosting uneconomical which will end up making holidays across NSW more expensive.

c) We are opposed to the potential of day limits in regional areas as determined by local council. Day caps for holiday rentals not only put the economic uplift associated with the tourism sector at risk, but also fails to address the the most consistently cited concern about the industry, namely the impact on amenity.

d) The proposed 21-day cap is limiting and not reflective of the mobile workforce. It is only in rare cases where an employer can afford a consecutive 21 day booking for accommodation to carry out work. Typically, it is Monday to Friday (5 days) and occurring in several blocks. We recommended that accumulative bookings from the same company is the best measure and is managed by Company name and or Guest name.

There are very few guests who have the means to rent STRA for a period of five days several times a year. Typically this represents a corporate/work booking.

e) We do not support limiting the number of guests allowed in a bedroom in its current form. This proposal is particularly problematic for people with close supervision needs, for example babies who sleep in cots, very young children who still sleep with their parents and people with special needs.

We argue for the current short-term rental code, which has worked well for eight years, to prevail on this matter. The current rules allow for two adults per bedroom, plus two for the household i.e. a two-bedroom property is allowed six people.

For properties that are specifically designed to cater for larger groups than what the above rule would allow, we believe that owners should have the power to apply to their local council for development approval to use their property as a short-term rental and cater a higher number of guests.

f) Options need to be provided to the Host/Letting agent to enforce code and/or terminate the occupation of a guest where a code violation is occurring. An example is where community amenity is being negatively impacted such as a party event is occurring the Letting agent needs authority to protect the amenity and terminate violation in the form of a legal and immediate eviction where the financial loss is borne by the Guest in the form of loss of occupation and associated rent paid and the cost of carrying out such a termination.

g) We support a regulatory approach that provides the best balance for consumer safety, community amenity and the contribution of the sector to the economy. For the NSW approach to work properly, it must treat all properties equally - whether hosted or un-hosted, primary or secondary.

h) We believe that 'Terms of Use' and associated agreements used by all participant, including but not limited to; Terms and Conditions, License to occupy, STRA Agreement etc should specifically discourage party houses including the use for bucks, hens events. The strict prohibition of the use of the premise by a Guest for the purpose of holding a party, hens or bucks events should be codified.

Its is our recommendation that platforms (as primary booking agent) should be mandated to ensure this is communicated to each guest and that each guest is required to agree and accept this prior to making a booking and when creating an account.

When a guest is found to have contravened this an automatic strike is recorded.

i) Concerning Jurisdiction. Consumer complaints are currently dealt with under the NSW Civil and Administrative Tribunal (NCAT) along with any residential tenancy issues. The establishment of the STRA complaint process sits outside existing established processes

meaning that a complaint (matter) could potential be lodge both with NCAT and the STRA Commissioner regarding the same matter and although within the purview of the same responsible office (Commissioner of Fair Trading) different processes and approaches can be applied. It is our recommendation that 'double jeopardy' can occur and can be avoided where the STRA Complaints process is recognised as sole avenue.

j) Whilst there is a definition of Guest given, it needs to include all guests staying at the property despite not being listed as the guest who made the booking and all guests details should be captured during the booking process to avoid violation avoidance.

## **2) Environmental Planning and Assessment (STRA) Regulation 2019**

I oppose the unprecedented requirements to introduce red tape to make costly alterations to my home before hosting, such as expensive lighting systems. Both South Australia and Tasmania state clearly that hosting is an ancillary use of an approved residential dwelling – for the vast majority of hosts, this means there are no requirements to alter a home to be compliant with regulations. Put simply, if my house is approved to be safe for me and my family to live in, it's safe for my guests.

However I recognise the importance of consumer safety and I support the NSW Government streamlining safety regulations which:

- i. Respect the ancillary use of my home for home sharing
- ii. Mandate smoke alarms – either battery operated or hard-wired

## **3) STRA Property Register**

**Registration of all holiday rentals** – We are supportive of compulsory and simple registration for all properties listed on a short-term rental accommodation platform. When implemented correctly in other parts of the world, the registration of holiday rentals has proven to be a low-cost and effective way of informing the development of sensible rules for our growing sector.

In South Australia there are no fees and no registration or licensing system, allowing the home sharing economy to thrive. We would agree to a no cost registration and licensing system.

**Code of Conduct** – the core elements that the regulations and code is seeking to address is; housing affordability, availability and the impact on amenity. With specific regards to impact

on amenity it is the abuse of the STRA Industry by guests who hold parties, hens and bucks events that negatively impact on communities.

It is our view that booking platforms that provide features such as true 'Instant Book' enables a culture of guest abuse as these features are for the direct financial benefit of the Platform but remove all interaction with the guest from the host and Industry participant as the booking is completed within the booking Platform and the Host/letting agent/industry participant has no recourse to qualify or vet the guest as all Guest details and communication with Guest is controlled by the Booking platform in a 'Closed Loop Communication' process.

These features are in-fact mandated by Platforms and Letting Agents are penalised by the Platform if they a) do not accept this booking type b) do not accept this type of booking by negatively weighted listing results. A host/ Industry participant that offers and accepts true 'Instant Booking' is given a higher favourable weighting listing result by Platforms in how the booking platform algorithmically represents its search engine results.

True Instant booking occurs via both Airbnb and Booking.com, they are the offending platforms. Stayz/Homeaway offer "Instant Booking" which is in-fact an instant reservation where the host/letting agent/industry participant still has full access to Guest information, ability to communicate with guest to vet and qualify and is not penalised (yet) for not offering or accepting "Instant Booking" requests.

On this basis we believe true 'Instant Book' features should not be available within any Platform and should be mandated by the STRA Code and Regulation.

**Industry participants Obligations** - I support the Code of Conduct which overall is reasonable and representative of the home sharing community and provides strong protections for hosts and guests from vexatious or frivolous complaints. I ask that the Government amend the Code to require all letting activities to be conducted only by Licensed Real estate agents and that the use of independently audited Trust Accounts be mandatory to ensure protections for guests, host's and landlords is preserved. This provides consumer protections that are already well established and accepted and extends safe guards such as financial management through the use of Trust Accounts, professional insurance such as Professional Indemnity for Real Estate and a well established and robust regulatory framework.

**Guest Definition** – A guest booking is typically made in one name only, yet a premise may sleep more than one person. The overwhelming majority of STRA premises sleep greater than one person though only one person, the primary Guest details are captured.



It is our belief and recommendation that all persons staying at the property are required to provide adequate identification at time of booking & managed by the Platform to satisfy the Registry to avoid:

- Identity Obfuscation and
- Rorting of the strike/exclusion registry.

When a member of a group booking e.g Primary Guest is found to have violated the Code they can simple either obfuscate their name OR ask another member of the group booking to make a different booking in their name to avoid detection. This way all members of the group booking who participated in the violation are not being held accountable for their actions

**Code Definition** – The Government via the STRA Code of Conduct and Regulation seeks to address the community and neighbourhood amenity however definitions of community and neighbourhood amenity need to be established. What is considered and defined as reduced community amenity, is it a Party, hence of bucks event?

We strongly believe that a events such as party, hence of bucks need to be defined as inappropriate and included as prohibited events within the Code and that all parties that participate, arrange, hold and or market such events should be held accountable

**Complaint registration** – We believe that the cost of lodging a complaint by all parties to be set at \$150 or half the maximum actual fee of providing the service as determined by the Commissioner or whatever is the lessor. This financial hurdle is to discourage frivolous and vexatious complaints.

**Strikes** – The proposed ‘two strikes within two years’ for both Guest and host/letting agent/industry participant is unfair and burdensome and clearly weighted in the favour of the Guest. A guest typically books short term holiday accommodation only once per annum however a host/letting agent/industry participant facilitates a multiplier of 700X. That is, a typical host/letting agent/industry participant facilitates approx. 700 – 1100 guest bookings per annum and therefore the applied percentage exposure to one (1) strike pa is greater than that of a Guest.

Therefore, it our recommendation that the limit should be:

- Guest - two strikes within two years.
- Host/letting agent/industry participant - five strikes within two years.

When a complaint is upheld and the source of the guest booking is found to be a certain platform in five (5) or more occasions within a one year period the platform is penalised by \$100,000 each instance commencing five and more. Up until ten instances within a one year period and then the platform is added to the exclusion register for five year period.

**Strikes, nature of complaint** – The proposal for a complaint to be valid because of ‘misrepresentation of the state of the STRA premise’ is vague and open to abuse. Within the current Real estate regulation there exist definition and example of how this is treated for residential properties and we believe these should be adopted as they are already industry wide accepted with an established regulatory framework.

Additionally we believe that a complaint should be found valid and a strike recorded when the published, communicated and accepted Terms and Conditions of the letting have been accepted by a Guest and not followed. With special attention to where and when instances of parties, hens and bucks events have been expressly banned by the host/letting agent/industry participant are found to occur as the host has contravened the accepted Terms and Conditions.

**Complaints** – The current proposal of registering a complaint is open to abuse by serial complainants as there is no recourse of consequence for a person who acts vexatiously or mischievous intent to frustrate the normal operations of a small business.

We propose that when two complaints within a two-year period are found not to be upheld by the commissioner then the complainant should be treated and recorded as vexatious and not to be relied upon.

**Supporting Evidence** – to avoid vexatious and unsubstantiated complaints it is our submission that each complaint:

a) Must be accompanied by supporting evidence including but not limited to:

- Was the defendant informed of the code violation,
- Was the defendant given opportunity to resolve the matter,
- Documentary evidence, photos, videos, Statutory Declaratio, security company report, police and or council ranger report

*In the instance where a community amenity is being negatively impacted on such as a party event is occurring (existing draft code unfairly and solely holds letting agent/property owner responsible)*

b) The Burden of Proof needs to be on the complainant

**Exclusion Register** – The burden of being registered on the exclusion registry exempts Platforms from consequence and unfairly lays responsibility directly at the feet of those with lack of resources to argue their case. Currently there exists no provision for Platforms to be subject to complaint, review and added to the Exclusion Register, there needs to be.

There must be consequences for Platforms and we propose that if complaints are upheld and are to be found to have occurred via the use of a certain platform then that platform needs to be held accountable.

We suggest that in the instance of ten (10) complaints are valid and upheld by the commissioner within a one year period then the Platform shall be equally listed on the registry and equally not permitted to participate within the STRA industry for five years.

**Exclusion Register** – Fees and cost recovery should be recovered by all participants including guests and should be self-funded by way of penalties and fines incurred by Industry participants. This avoids any revenue raised via penalties not being rolled up into general consolidated revenue by Government but go directly to the area of industry (Tourism) that needs support.

Additionally, the mechanisms for costs recovery by appropriation according to; number of premises, number of days, STRA revenue and upheld complaints does not apply a provision for Platforms.

Platforms generate hundreds of Millions of dollars each year within NSW STRA Industry and should a) pay proportionately and b) should face consequences and penalties proportionate to their revenue and market dominance.

**Penalties** - When guests are found to be in violation of Code and penalties are applied they need to be applied to all parties who were present during the occupation. The current proposed amount should apply to each Guest equally. Penalties need to be applied to all guests who stayed at the property during the instance of violation and not solely borne by the guest who made the booking.

This financial deterrent will assist in meeting the aims of the Regulation and Code namely reducing the negative community impact on neighbour amenity.

**Register Data Collection and Management** - How will data be recoded and stored? What type of data will be captured and used to identify participants?

### **Classes of Industry Participant –**

Please include ChaMello Pty Ltd operating as Emerald + Aqua (ABN: 47602 114 643). Emerald + Aqua operates similarly to organisations listed in the code such as MadeComfy, Hey Tom and AirSorted.

### **Property & Complaint Register**

It is our view that Platforms need to automatically check each guest before taking a booking against the register.

To avoid guest identity obfuscation a minimum:

- Full name
- Driver license details
- Full address
- Email address
- Mobile phone number and
- Date of Birth

is provided as mandatory.

The reason for all of these details is it is very easy to change an email address, insert a middle name or initial to avoid identity matching. Additionally, this will also removed the risk of incorrectly identifying the wrong Sarah Jane or Robert Smith.

**STRA Regulatory and Code Commencement** – The changes proposed are significant and costly, they represent complex adjustment just as the national economy is poised for a recession.

Typically the height of business activity for the STRA Industry commences from the October long weekend through mid-March we recommend that any commencement begin after that

period. The ideal period is after the Financial year has concluded so therefore beginning of September.

Both the Government and STRA industry need considerable time to design and implement education and awareness initiatives with several audiences:

- General Publish – Guests
- Letting Agents
- Hosts
- Property Owners
- Industry participants, and
- Platforms

Regarding the changes. Furthermore, those carrying the burden of the proposed changes, the Property Owners and Letting Agents need time to finance and organise the complex compliance.

Furthermore micro and small businesses, the backbone to the NSW economy that act as Letting Agents need to finance and support the training of staff, update websites, legal agreements, systems and processes need to be reviewed and updated to reflect the changes and new obligations of parties. This is not insignificant and for micro and small businesses represents a significant financial hardship.

Given these factors we believe a staged approach that provides time for necessary changes to occur and for the phasing in of different components being:

- 1) Stage 1 September 2021 Register Commences
- 2) Stage 2 September 2022 Code of Conduct Commences
- 3) Stage 3 September 2023 Review of Regulation and Code commences
- 4) Stage 4 May 2024 Review of Regulation and Code complete
- 5) Stage 5 July 2024 Review of Regulation and Code findings released
- 6) Stage 6 September 2024 Review of Regulation and Code findings adopted

This phased in approach also neatly address how to apply changes to future accommodation that is booked prior to commencement. Typically accommodation is booked up to 18 months in advance, there can not be two systems/two processes and or two different legal treatment applied to bookings based on Commencement date. A timely staged approach ensures that there is the right approach for all boeing situations.

**Scope and Administration of Review-** how will the social and environment impact be measured? Will the economic benefits/impact be equally measured to quantitate disruption to the NSW economy and regional economies?

Who, where and how will the review take place? How will public comment be sought and how long will the review process take place? How will the success be measured?

As the NSW Government considers how people travel and use their homes today we respectfully submit that we don't need severe home sharing rules, overly complicated planning requirements, or expensive or complex registration systems.

It is the technology that the Platforms provides like 'Instant Book' that is abused by guest's to avoid vetting and qualification by letting agents and it is the Guests wilful anti-social behaviour that goes with limited scope of consequence. These two behaviours by the Platform and Guest is unfairly carried by the letting agent and property owner. We submit that it is these two participants (Platforms and Guests) where greater scrutiny and control should be applied.

Our communities rarely had these issues before Airbnb and Booking.com came to our shores.

Thank you for considering my submission.

Kind Regards,

## Anthony Tavella

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**From:** James Gilchrist on behalf of DPE PS STHL Mailbox  
**Sent:** Wednesday, 20 January 2021 1:32 PM  
**To:** Shevera Rodrigo  
**Subject:** FW: Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Clarence Valley

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**From:** no-reply@planning.nsw.gov.au <no-reply@planning.nsw.gov.au>  
**Sent:** Wednesday, 4 September 2019 1:01 PM  
**To:** DPE PS STHL Mailbox <STHL@planning.nsw.gov.au>; stracode@finance.nsw.gov.au  
**Subject:** Webform submission from: Have your say on short-term-rental accommodation reforms > Content

Submitted on Wed, 04/09/2019 - 12:59

Submitted by: Anonymous

Submitted values are:

### Submission Type

I am submitting on behalf of my organisation

## Name

### First name

Des

### Last name

Schroder

### Name withheld

No

## Info

### Email

[des.schroder@clarence.nsw.gov.au](mailto:des.schroder@clarence.nsw.gov.au)

### Suburb/Town & Postcode

Grafton 2460

### Submission file

[dept-of-planning,-industry-and-environment---stra-submission.pdf](#)

**Submission**

Please find attached Clarence Valley Council's submission on Short-term Rental Accommodation.

**I agree to the above statement**

Yes





NSW proposed  
short term letting  
framework 2019

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*'... a guest who comes for the weekend is not a resident.  
A short-stay visitor is not a resident.'*<sup>i</sup>

## **INTRODUCTION**

1. This is the submission to the Department of Planning and Environment and the Department of Better Regulation and Innovation on the Short-Term Rental Accommodation Framework by the the Owners Corporation Network of Australia Pty Ltd (OCN). This submission supplements the preliminary submission lodged on 10 September 2019. The OCN is an independent association of apartment owners and represents the interests of residential and community title strata schemes in NSW.
2. The OCN welcomes the release of the Draft Short-term Rental Accommodation Framework.<sup>ii</sup> We also appreciate the opportunity to make a fuller submission on a topic that is of the utmost importance to our members and to all strata owners and residents.
3. The OCN has made previous submissions and gave evidence to the 2016 Parliamentary Inquiry.<sup>iii</sup> We provided a submission to the Short-Term Holiday Letting Options Paper; a submission to the Department of Planning and Environment (DPE) on the Explanation of Intended Effect in 2018 (EIE) and OCN was the community representative on the Code of Conduct Advisory Committee. Entire Owners Corporations and individual apartment owners representing thousands of people have made comments and submissions.<sup>iv</sup> In the meantime, there has also been a growing resource of independent academic research on the impacts of the online rental platforms internationally and in Australia.
4. The STRA Framework de-segregates the housing and tourist accommodation markets and has serious implications for residential strata communities across NSW. It removes planning controls and does not differentiate between different markets, locations, types of residential dwellings or demographics. The state-wide “solution” contains no meaningful controls over the scale or intensity of short term letting for the protection of housing or to mitigate impacts on close residential environments. Local Councils will have no basis on which to deny approval to a large short-term letting development or limit short term letting where a neighbourhood has reached capacity. The policy proposed for NSW stands in stark contrast to WA that will deliver a state-wide register with conditions set Local Council level.
5. In addition, the EIE clearly stated that dwellings approved under the Affordable Rental Housing SEPP 2009 (SEPP No 70 Affordable Housing (Revised Schemes)) would not be permitted to be

used for STRA. This has not been carried through to the Draft STRA SEPP and undermines the core objectives of this State policy for affordable housing.

6. The majority of residential strata owners are still unaware that such a significant change to the planning system and residential strata model has been proposed and is being prepared for implementation. In November 2018 and April 2019, OCN recommended that DPE conduct information sessions or workshops to explain the proposed new regulatory STRA Framework.

## Planning Issues

7. NSW is implementing Visitor Economy Taskforce's recommendation to double overnight visitor expenditure in NSW by 2020.<sup>v</sup> The forecast is for visitors to spend more than 146 million nights in Sydney by 2024-25 (alone).
8. On September 2019, the Government said that: "...one of the factors that we are considering is just the size of the economy. It is about \$31 billion, I think, in terms of value in 2016. The other side, which you would obviously be across, is just the impact it is having in terms of creating jobs, actually supporting tourism, amongst others. You have got to think about the wide spectrum rather than just noise with the next-door neighbour. (Mr King, Hansard Budget Estimates 9 September 2019).
9. According to Austrade the "sharing economy" helps to: "... address gaps in supply during periods of high demand and the competitive pricing and diversity of options opens up travel to more Australians and overseas visitors".<sup>vi</sup>
10. The intention of the STRA SEPP is to declare the use of residential dwellings for short term letting by tourists and visitors to be "exempt development", even in the close confines of a residential strata community in residential flat buildings designed, approved and occupied by resident owners and long-term tenants. It is our submission that STRA is not a "minor impact" and an exercise of executive power declaring it to be so may well be *ultra vires* the principal Act. It is self-evident that in the residential strata environment, STRA is not a "minor impact". Tourism is not an objective of the *Strata Schemes Management Act 2015* (NSW).
11. The only protection that any residential strata scheme will have is a by-law to prohibit a non-resident owner from converting a residential apartment to the tourist market and visitor market.<sup>vii</sup> As 25% of the organised vote of absent landlords can defeat the adoption of such a by law, many of the most vulnerable residents will be forced to live with transient occupants accessing their building and using their common property assets. In a small scheme this means that just one or two investors can control the direction of the entire apartment building.

12. The residential strata model is based on residential living, shared property and democratic governance. In its present form the STRA SEPP will generate more conflict and extra costs borne by the entire Owners Corporation.<sup>viii</sup>
13. In April 2019, the OCN wrote to the Minister for Planning to raise concerns that:
- i. there will be no limit to the number of apartments in a single building or scheme that can be converted to STRA by a single or multiple “Hosts”;
  - ii. STRA businesses will be permitted to operate dispersed among resident owners and tenants;
  - iii. there will be no threshold that would trigger a “change of use”;
  - iv. there will be nothing to stop an entire scheme being taken over by stealth; and
  - v. the clear legal authority to adopt a by law passed by the Parliament in August 2018 is necessary and important. It will be necessary to protect residents from investors for whom the dwelling is not their principal place of residence. But it will not be available to some of the most vulnerable residents because an organised minority of 25% can prevent such a by-law being adopted.

### Removing residential protections

14. Our concern has been elevated further with the release of the Draft SEPP.
15. The proposal to declare STRA to be “exempt development” removes all planning controls that protect residential neighbourhoods. Thousands of apartment dwellers living in mixed use and commercial zones, like the CBD and Pyrmont, rely on their development consent condition that explicitly prohibits short term letting to stop their homes turning into quasi-hotels.
16. In residential zones the STRA SEPP means there will be no control over the scale, intensity, or spatial distribution of short term letting among residents. The conversion of housing to tourist accommodation hollows out residential neighbourhoods and in the strata environment the impacts are acute. The Local Council will have no mechanism to moderate the scale, intensity, or spatial distribution of STRA.
- **Un-hosted STRA should not be classified as “exempt development”.**

### Development application for full time STRA

17. In 2018 the Explanation of Intended Effect (EIE) expressed the clear commitment that 180 days would be the maximum permitted Un-Hosted STRA in the Greater Sydney Metropolitan Area (GSMA). This is clearly not now the case. The 180 days applies only to the “exempt (or complying) development” pathway. A person will be able to apply for consent to conduct Un-Hosted STRA for 365 days a year. The DPE also confirmed to a Local Council workshop held on 5 November 2018 that there was no intention of making provision for a DA. However, the effect of the Draft SEPP is to make STRA a defined use, permissible and therefore a DA can be lodged and Local Council will be obliged to consider it. This change of position is not explained or justified in the Discussion Paper.

18. It enables a commercial operator to overcome the STRA Framework. In the strata context a DA requires the consent of the Owners Corporation.<sup>ix</sup> In reality, the competing interests of investors, commercial operators and residents within a single scheme is intense, unrelenting, distressing and expensive. The possibility of a DA for full time STRA for one or more apartments in a residential building is totally unacceptable.<sup>x</sup>

- **There must be an absolute cap on STRA and no possibility of DA for full time Un-Hosted STRA in a residential flat building.**

### Twenty - one day loophole

19. The Discussion Paper now also reveals that, in addition to the 180 days, Un-hosted lets for 21 consecutive days or more will not be subject to the cap at all. This is an entirely new category of STRA. It effectively removes the cap, which is the clear goal of the “industry”. The 21 day + loophole has been put forward on the dubious grounds that longer STRA causes less noise and nuisance to neighbours but there are far wider and more sinister implications. The 21 day + loophole:

- i. encourages landlords to abandon residential tenancies in favour of STRA;
- ii. makes monitoring impossible and strata management more difficult;
- iii. undermines data analysis or any meaningful profile of the industry;
- iv. gives the “corporate letting” industry free access to all residential apartment buildings in all zones (including residential zones). This will enable them to evade the existing NSW, “serviced apartments” rules. Illegal short term letting in residential schemes is already being advertised as “corporate” but is, in fact, occurring on a short-term letting basis for 2 – 4 days.

- v. increases the overall volume of STRA occurring among residents because it adds unlimited 21 day + lets to the “maximum” of 180 days in effect removing the cap;
  - vi. complicates the implementation of the by law, which turns on the concept of “principal place of residence”.
20. This new 21 day + loophole has not been credibly justified or explained.
21. The definition of short-term rental accommodation in the draft STRA SEPP means an existing dwelling— (a) that is lawfully used by the owner, tenant or permanent resident of the dwelling (the host) to provide accommodation on a commercial basis for a **temporary or short-term period**, with or without the host residing on the premises during that period. This new language introduces a new concept into the STRA Framework. The definition of short-term rental accommodation arrangement in the Fair-Trading Act means a commercial arrangement for giving a person the right to occupy residential premises for **a period of not more than 3 months at any one time**.
22. This retro-fitting of a new unreportable and uncapped 21 day + period illustrates demonstrates gaps in the policy development process that resulted in a decision that the state-wide policy is appropriate. If there are grounds for creating a new category, there is a public policy imperative to consider all the implications and what, if any, the appropriate response should be. This new category undermines the entire Framework. It should be withdrawn.
- **The OCN position is that the 21-day loophole must be removed.**

### 180 days excessive

23. The Government is already well aware that the 180-day cap is excessive by world standards. Day caps are intended to be an economic lever to drive apartments back to the residential market. Throughout the entire policy process, the OCN, the Tenants Union, the City of Sydney, and other metropolitan Local Councils like Inner West, and regional Local Councils like Tweed Heads, have all said the cap must be lowered to 90 or 60 days.
- **To function as a “home sharing” instrument there should be a lower cap, at least 90 day, and preferably 60 and restricted to the principal home in Sydney.**
  - **In areas out of Sydney, Local Councils should have flexibility to set lower caps and apply precinct-based development controls to manage competing housing and tourist requirements.**



24. The pressure from industry to remove caps is unrelenting and will continue because the policy is state-wide – it cannot differentiate between different markets, types of dwellings, location, demographics or local conditions and residential as opposed to tourism objectives. It makes no distinction between a rural property in a regional area, a coastal town house complex, or apartments in a single high-rise apartment building in Kings Cross.
25. Declaring of STRA to an “exempt” development under the current settings would be a serious mistake and a mistake that will be almost impossible to rectify. The State Government needs to give very serious consideration to all the consequences of the policy before it ‘legislates’ to convert residential homes into holiday flats and houses and apartments into a quasi-boarding houses and hostels. There are numerous unintended consequences but these are foreseeable.

### Un-related Parties

26. The EIE stated that the intention of the STRA SEPP was that a residential dwelling could not be used for STRA for un-related parties. This has not been followed through into the draft SEPP. So, if this is correct, it is entirely possible for a person in either a free-standing home or strata townhouse to conduct commercial STRA with 2 persons per bedroom in multiple bedrooms – hosted or un-hosted. Indeed, this could be conducted even from an apartment or multiple apartments. As there is no DA required there is no opportunity for any neighbour or local residents or affected businesses to express a view or objection to this commercial activity.
27. If it proceeds it will undermine the existing controls on boarding houses and hostels and is being permitted regardless of the local conditions or the attributes of the house or apartment itself. It is extraordinary that this would be permitted without development consent in any zone. It is completely unacceptable that this would be permitted in a residential strata community, with nothing more than notice to the Owners Corporation. The Owners Corporation is bound together in shared ownership of common property and collective legal and mutual social obligations.

### Summary of Recommendations

- Where the host is not present, short term letting must never be classed as exempt development.
- The OCN position is that the 21-day loophole must be removed.
- To function as a “home sharing” instrument there should be a lower cap to no more than 90 days, and preferably 60 and restricted to the principal home in Sydney.
- In areas out of Sydney, Local Councils should have flexibility to set lower caps and apply precinct-based development controls to manage competing housing and tourist requirements.

- Residential strata schemes in mixed use and commercial zones with express prohibitions on short term letting must have their development consent conditions preserved.

## SCALE OF SHORT TERM LETTING

28. The number of apartments available for short term letting has been growing dramatically but remains underestimated in most public debate. The fragmentation of the “market” and the growth of the self-styled entrepreneur “Host” plus the illegal sub-letting of apartments is not well understood and difficult to track. In this hyper-competitive environment, Sydney is an important market globally. This is just one the many reasons why a comprehensive, cost effective, Register is needed. That is why companies, like Airbnb, invest so much money on promotion, internet saturation and lobbying for less or no regulation and oppose sensible standards in the public interest.<sup>xi</sup>

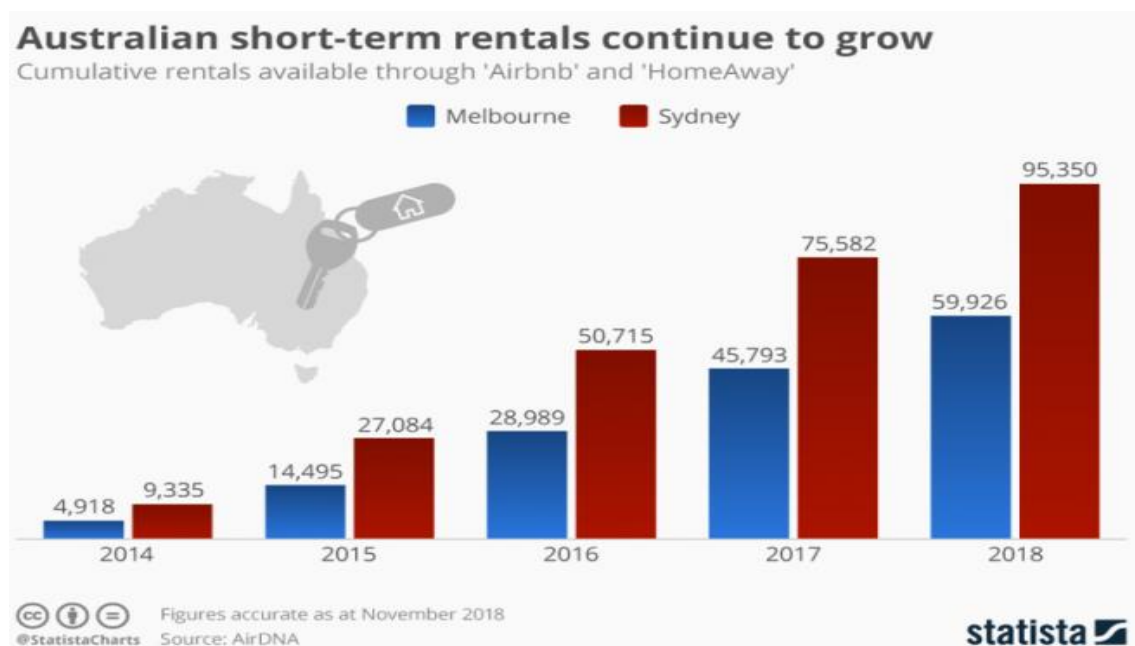
29. In 2018, the Australian Housing Urban Research Institute published the chart below showing that there were just over 20,000 Airbnb listings in Sydney and just under 20,000 listings in Melbourne.

**Figure 1: Airbnb listings for Sydney and Melbourne (Aug 2015–Feb 2018)**



Source: authors, based on analysis of AirDNA.co data

30. The Statista analysis below estimates that in fact short-term letting is more than four times as large in Sydney and more than three times as large in Melbourne.



31. This simple graph illustrates the extent to which the focus on Airbnb distorts the understanding of the public, bureaucrats and politicians about the impacts of online rental brokers. There are dozens of platforms operating in Australia and overseas and innumerable licensed and unlicensed “agents” turning apartments into short term rentals. This fragmenting market includes a cadre of get rich quick ‘professional tenants’ who illegally sublet multiple apartments or now co-host with landlords’ using multiple residential tenancies for multiple apartments across multiple buildings. The figures belie the impacts for the people who live in the localities and in the residential schemes in which this conversion is taking place. “The biggest losers are the people who live in apartments and younger and vulnerable residents who are unable to afford a home and are stuck in an increasingly insecure housing market.”

32. In 2017, Professor Nicole Gurrán, University of Sydney, published an initial and conservative estimate of potential loss of 6000 apartments to Airbnb (alone).<sup>xii</sup> This is equivalent to removing about 9 apartment buildings the size of Sydney’s World Tower from the residential market. In some locations the number of listings for STRA is five times that of residential rental vacancies.<sup>xiii</sup>

33. In 2018, the Australian Housing Urban Research Institute (AHRUI) found that over 10% of housing in some suburbs is listed on the Airbnb platform and more than 40 per cent of listings are for Hosts who have more than one listing. Some ‘hosts’ identified across both Sydney and Melbourne had over 120 properties suggesting the high presence of property management companies and commercialised activity. The report also debunked Airbnb’s long held claim that the majority of its

hosts use the platform as an economic lifeline to cover basic costs such as rent and groceries, rather than purely for profit.<sup>xiv</sup> That claim is a fallacy.

34. The economic analysis from the University of Sydney and the University of NSW shows that the short term rental market is already distorting the rental market.<sup>xv</sup> In March 2019, new modelling from the Reserve Bank of Australia (RBA) also showed that Airbnb is having a definite effect on rental prices despite the company's assertions its business model doesn't affect Australia's housing market. The University of Sydney Professor Peter Phibbs said "... the "sharp link" between rents and vacancies rates – highlighted by Monday's RBA report – demonstrated that home-share services like Airbnb are influencing the housing market". The RBA report found that vacancy rates are the "strongest predictor" of rents. Professor Phibbs said, that "...while that in itself seems "pretty obvious", it also shows the conversion of long-term rental stock into Airbnb-style tourist accommodation is reducing rental stock, and subsequently reducing vacancy rates".<sup>xvi</sup>
35. In the Sydney Greater Metropolitan Area (SGMA) over 62% of residential properties are listed for entire houses and apartments. That figure is considerably higher in key locations attractive to tourists and visitors. For brevity we mention just two:
- (i) In the Eastern Suburbs local government areas of Woollahra, Randwick and Waverley, at the end of 2018, there were a total of more than 10,300<sup>xvii</sup> homes or 9 per cent<sup>xviii</sup> of all dwellings listed on Airbnb alone. Of these, 65 per cent<sup>xix</sup> are for un-hosted properties – that is, where entire homes or apartments are rented. The average un-hosted Airbnb property in the Eastern Suburbs is rented for a staggering number of days each year, 118 in Randwick, 146 in Woollahra and 241 in Waverley.<sup>xx</sup>
  - (ii) In the Northern Beaches there are now 4786<sup>xxi</sup> homes or 5 per cent<sup>xxii</sup> of all dwellings listed on Airbnb, of which approximately 80 per cent<sup>xxiii</sup> are un-hosted properties – that is, where entire homes or apartments are rented. The average un-hosted Airbnb property on the Northern Beaches is rented for a staggering 245 days each year.<sup>xxiv</sup>
36. In September 2018, Professor Nicole Gurr et al said that: "Without a basis for regulating short term holiday rental accommodation within residential properties, there is a strong risk that well designed and located apartments and townhouses will become holiday rental rather than permanent residences. This will exacerbate rental affordability pressures and also increase the risk of conflict in relation to residential and tourism uses in certain housing markets".<sup>xxv</sup>
37. As noted above, there are thousands of apartment dwellers living in mixed use and commercial zones like the CBD, Darling Harbour, North Sydney, St Leonards, Pyrmont and locations like Sydney Olympic Park (to name a few). These apartment communities often rely on a development

consent condition that explicitly prohibits short term letting to stop their homes being turned into quasi-hotels. Such conditions are not uniformly applied across LGAs, however, because “serviced apartment” rules make it clear that short term letting is an impermissible use and these illegal uses can be shut down. In popular locations like Manly, Coogee and Bondi, Local Councils have managed these incompatible land uses through the Local Environment Plan and approving a mix of accommodation providers to service those locations while protecting residential objectives. The STRA SEPP removes strategic planning capacity from all Local Councils in every part of the NSW.

38. The New York City Council recently uncovered a \$20M(US) business that had been operating 133 apartments via the Airbnb platform who had profited from 76,000 illegal lets. If the proposed STRA SEPP is implemented in NSW such rapacious operations will be entirely legal unless the Owners Corporation can pass a by-law preventing it.
39. In another example, in Portland, where Airbnb has a ‘one host one property’ policy, the short-term rental ordinance does not apply to landlords in commercial-zoned areas, if they file for a relatively routine change in occupancy to allow hotel-style uses in their buildings. This is how one Airbnb Host, can list over 500 apartments in different US cities.
40. In NSW there will be no limits and it will be the most vulnerable residents in the most affected areas and buildings who will be least able to get a by law adopted because an organised vote of 25% of owners can prevent such a by-law being passed. In many buildings a single landlord will control the vote.
41. The stated aim of the STRA SEPP is to support “home sharing” activity (cl.3). It is the OCN’s submission that, in its current form, the STRA SEPP is not about “home sharing”. It will facilitate more commercial STRA and enable it to spread because under the proposal STRA:
  - (i) is not restricted to the principal home that would have created natural limits;
  - (ii) will encourage investors to divest from permanent tenancies for more lucrative STRA;
  - (iii) provides no protection for residents if 25 % or more of absent investors vote against adopting a by law to prevent short term letting by absent landlords; and
  - (iv) lacks control over the intensity, turnover or spatial distribution of the land use in any zones, including residential zones and residential strata schemes for very dubious results.
42. The economic benefits of Airbnb and other platforms businesses are overstated and do not take into account the externalised cost to the community. Much of the favourable research is commissioned by Airbnb: “In regard to zoning regulations, there is no empirical evidence that the net benefits of Airbnb introduction and expansion are so large that policymakers should reverse long-standing regulatory decisions simply to accommodate the rise of a single company” Josh Bevans, Economic Policy Institute, January 30, 2019.<sup>xxvi</sup>

## IMPACT ON RESIDENTIAL STRATA COMMUNITIES

### Development Consent Conditions and Existing Apartment Buildings

43. The proposed STRA SEPP does not contain any express override of existing conditions of development consent that prohibit short term letting.<sup>xxvii</sup> However, the rules of interpretation mean that the specified exempt activity (STRA) will render such conditions null and void.<sup>xxviii</sup> The Discussion Paper makes no mention of this. The Draft SEPP does contain a note that states that specifying the development as “exempt development” does not authorise the contravention or any condition of development consent (cl 9 note 2). However, the content of that note is not given effect by any provision in the Draft SEPP. To protect residential buildings in high density locations with such conditions there must be an express clause to the effect of Note 2, not just a note. Unless the STRA SEPP is amended it will take the lid off all these residential apartment buildings and allow un-Hosted STRA to expand.

- **Amend the SEPP to preserve the existing development consent conditions.**

### New Apartment Buildings in Key Locations

44. Local and foreign developers (who may have approval to sell up to 100% overseas) are unlikely to include a “no short term letting by law” in the original by laws, so it should not be surprising that new apartments in key areas, are going straight to the “Airbnb market”.<sup>xxix</sup> Foreign investors, in particular, are concentrated in high density dwellings located in inner city areas of Sydney and Melbourne.<sup>xxx</sup> The off the plan purchaser has no way of knowing the ownership profile of the building or the business intention of investor owners. At the micro level this imposes a distressing burden on innocent purchasers who find they have bought into a quasi-hotel. It will be hard for them to ever establish a residential culture or community environment. The fact is that ordinary people rarely want to move into an apartment building with “Airbnb” in it, especially un-hosted STRA.

45. This lack of transparency violates the right of consumers to know and to exercise consumer power in the market. In the future, it will be those buildings with a “no short term letting” by law that will retain their value. This is the experience in the USA. There is already a silent displacement of both tenants and apartment owners moving to escape this nuisance and this will increase.

### Mixed Use Schemes

46. In developments that are approved for mixed use (e.g. retail, residential and serviced apartments) the conversion to STRA has the potential to disrupt the entire economic model. For example, the development consent conditions for the Opera Residences in Sydney building, includes approval

for residential apartments on specific floors segregated from the serviced apartment segment of the scheme. The residential floors are for permanent residents and the conditions include a prohibition on short term letting.<sup>xxxii</sup> The protection will be removed by the STRA SEPP. Similarly, a development on the Central Coast consists of residential dwellings, a golf course, and a hotel. It has extensive sporting facilities managed by the community association. The scheme of 260 lots estimates it has 60 international investors with potential for short term letting. The interdependency between the hotel business, the golf course and property values within the estate are important. There has been no consideration as to how to make adjustments to compensate commercial operators or other resident owners within the same development.

## Residential Schemes

47. The introduction of STRA into residential strata communities brings extra costs of concierge services, security, wear and tear on lifts, gyms, other utility areas, and administration. Extra management costs will be borne by owner/occupiers and investors with residential tenants who will be subsidising the business models of those running STRA businesses significantly.
48. The vast majority of residents do not have any concierge, building manager or security services. The design of residential complexes is such that there may be multiple entrances, private homes face onto lobby areas and there can be multiple car park entrances. It is common for lift access from a secure residents' car park to take people directly to residents' floors. There is no separate lobby and no way of controlling access as people pass keys and security fobs. The Code of Conduct cannot effectively address what is one of the major issues – security.
49. It is the residents who are left to manage the building with fewer people willing and able to volunteer for the Executive Committee, cope with people they don't know in their car parks, their corridors and their pools and pick up the mess. It is these people who are living with the parties on balconies, family holidays in their pool, weekend visitors dominating the gymnasium, and increasing the wear and tear and damage on the common property. The majority of schemes are less than 20 lots. There is no strata agent or services are limited and periodic. In mid-size schemes of 50 lots building manager are usually part-time. These apartment buildings are not hotels.

## Community Tiered Developments

50. In community tiered developments, where a single estate community contains several strata schemes, residents are now faced with the prospect that one scheme may adopt a by-law but not all them. Each of the schemes pays levies based on unit entitlement to the community association, which is responsible for managing the common property facilities. It would be unconscionable for

property owners to be forced to subsidise another scheme and wear the social and economic imposts, especially when they have clearly voted against STRA. This has already happened on one such estate adjacent to the harbour and with high value facilities in North Sydney.

### Not a minor impact in residential strata communities

51. OCN maintains that STRA is not a “minor impact” and un-hosted STRA should never be an “exempt development”. The cumulative impact of multiple STRA operating 180 days (more with the proposed 21 day + loophole) is not a “minor impact” on that community. If STRA is on average a 4-night stay, there will be 45 changeovers in a single apartment (based on 180 days). In a residential scheme of 300 apartments where 10% convert to STRA, that is 1350 (30 x 45) changeovers. In a small block of 4 units, 2 lots produce on average 90 (2 x 45) change overs. As a “changeover” means one party leaves and another arrives, this results in 180 (2 x 90) movements of families, and luggage. That is a significant increase in internal traffic, wear and tear and costs to the entire Owners Corporation. It is added traffic moving in and out of car parks and it is a considerable increase in complete strangers in facilities, like the resident’s pool.
52. These “Guests” also bring their own Visitors to the property and frequently arrive with more people than the property was booked for. This is not uncommon in traditional tourist accommodation properties, but they have onsite management and Guest check in. They can also manage Guest behaviour. The use of apartments for “Airbnb style letting” frequently relies on “self-check in” and there is no control over who or how many people actually arrive. In one instance, a scheme reported 10 people entering their “secure” building in Coogee. In one CBD scheme several apartments were booked and the “Guest” conducted her wedding reception in the residents’ function room.
53. The lack of limits on the number of apartments that can be used for STRA in a single residential building is a significant flaw in the policy. There are buildings in central Melbourne where 80% of the apartments are on the “Airbnb market”. In smaller buildings in Sydney, there is 50% conversion and more. This is no different from the experience of cities like London.
54. The relaxation of housing laws in London has led to a STRA boom causing housing distress. In a residential apartment block near Marble Arch, one in five of its 530 apartments is now being used for short-term rentals.<sup>xxxii</sup> The 90-day limit has failed because there was no registration system and the Council has been forced to rely on Airbnb, which is becoming increasingly irrelevant as the market fragments. This is not “residential use” of the apartment building. It is disaggregated commercial use of a residential flat building by multiple absent investors and agents with no regard for the residents.



55. In contrast, for example, in the North Sydney LGA, residents are currently protected from STRA by the LEP. The North Sydney Council has actively defended residents' interests in dealing with short term letting in residential apartment buildings. If STRA is declared "exempt" there will be no Local Council oversight. It is the very existence of the LEP that has enabled residential strata schemes to keep the lid on STRA because they are able to rely on the fact that STRA is illegal. It is often sufficient to promote the LEP and this avoids personal conflict. This protection is being removed and, in some cases, the entire building will soon be converted to STRA.

56. In NSW, "serviced apartments" are prohibited in most residential zones in which apartment buildings are permissible. In mixed use zones "serviced apartments" may be permitted subject to conditions that require segregation onto a different floor, an on-site manager and medium-to-high rise building must have two lifts. Even the Complying Development Standards for a 'Bed and Breakfast' in zones where B & B is permitted require that if the "dwelling house" is subject to the *Strata Schemes Management Act 2015* (NSW) or the *Community Land Management Act 1989* (NSW), it must have the prior approval of the owners corporation, or the community, precinct or neighbourhood association.<sup>xxxiii</sup>

57. None of these considerations apply to STRA. The townhouse entrepreneur can open a B&B with no planning permission with 2 "Guests" per bedroom at a time. A single "Host" with multiple lots or multiple Hosts can operate STRA businesses among residents. The Code of Conduct requires nothing more than that the "Host" inform the Owners Corporation. No conditions apply.

### Status of the "STRA Guest"

58. The status of the "Guest" has been raised by the industry and by OCN. This matter remains unresolved. In a hotel, motel or licensed B&B there is onsite management and it is clear the person is a licensee and their contract can be cancelled and they can be asked to leave. In the residential environment, if the Guest has "exclusive possession", they are a common law tenant. It would require an order from the Supreme Court to evict them. The police will not evict without a court order. This leaves Hosts and owners corporations in an untenable situation.

- **The status of the "STRA Guest" should be legislated as a licensee.**
- **The Owners Corporation must have the authority to fine the Host/Guest directly.**

## Strata Fees and Charges

59. If the STRA SEPP proceeds there must also be a clear legal authority granted to Owners Corporations to levy fees and charges to ensure that costs incurred are paid for by the Host and not the Owners Corporation. This has been accepted by the courts in the USA, and should apply here.

- **Owners Corporations must have clear legal authority to levy fees and charges to ensure that the costs of STRA are paid for by the Host and not the Owners Corporation.**

## Local Council Rates

60. Finally, competitive neutrality requires businesses competing with each other to be treated in a similar way. If residential rates are applied to residential land that is competing with licensed approved private accommodation providers who are incurring higher costs, they may withdraw from the market. If private providers reduce or withdraw their services that would be detrimental to the LGAs and it would also undermine the tourism objectives of Government. It is counter-productive to the Government objectives to ignore this issue. If a residential apartment (s) (or other dwelling) is used exclusively for tourist and visitor accommodation, it would seem reasonable to rate those properties as a business.

- **Local Councils should be able to rate a dwelling used exclusively for STRA as a type of business.**

## Summary of Recommendations

- The legal status of the STRA Guest must be legislated to be a licensee, and put on the same basis as hotel Guest.
- The Owners Corporation should have the legal authority to fine the Host and the Guest directly.
- The Owners Corporations should have clear legal authority to levy additional fees and charges and ensure costs are allocated back to the owners and permanent tenants conducting STRA.
- OCN recommends that Local Councils should be able to rate a dwelling used exclusively for short term letting as a business sub-category.

## **FIRE SAFETY**

61. To be an exempt development clause 9 (2)(c) of the Policy relevantly provides that if the dwelling is classified under the Building Code of Australia as class 1b or class 2 – 9:

- (i) the dwelling must have a current fire safety certificate or fire safety statement, or
- (ii) no fire safety measures are currently implemented, required or proposed for the dwelling.

62. In addition to these thresholds, there are proposed Fire Safety Standards specific to short term rental accommodation. The object of the FSS Regulation is to prohibit a dwelling from being used for the purpose of short-term rental accommodation unless the dwelling complies with certain fire safety and evacuation controls.

63. The controls apply in addition to any other requirements that apply to the dwelling under Part 9 (Fire safety and matters concerning the Building Code of Australia) of the Environmental Planning and Assessment Regulation 2000. The prohibition is prescribed both as an offence against the Regulation (attracting a maximum penalty of \$110,000) and a penalty notice offence (with a penalty amount of \$1,500 for an individual and \$3,000 for a corporation).

64. If a dwelling is within a residential scheme located on bush fire prone land it will require a complying certificate. This will mean that residential strata schemes in bush fire prone areas will have the benefit of a compliance inspection.

### Complying Development STRA Class 2 Buildings

65. The OCN supports the additional mandatory Fire Safety Standards (FSS). No un-hosted STRA should be “exempt development”. If the STRA Framework is to be implemented without development consent, then for a dwelling within a residential strata scheme to be used for STRA purposes should be a “complying” not an “exempt development”. This will be the only way that the Local Council is able to check that a specific dwelling complies with the mandatory FSS. The fire safety standards are mandatory and important to the entire resident population in a Class 2 building.

- **If the use of a dwelling within a Class 2 building for STRA is to proceed it must at the very least be a “complying development” with inspection by Local Council or a private certifier.**

66. The Owners Corporation has limited powers to inspect. It may-be unable to establish whether:

- (i) the mandatory FSS are met;
- (ii) upgrade work has damaged the common property;

- (iii) any work interferes with the building's fire safety system;
- (iv) the work has been carried out by a qualified person; or
- (v) any assessment of the work has been performed by a qualified certifier.<sup>xxxiv</sup>

67. The mandatory FSS help serve an important public safety objective. It is not voluntary and it should not be left to self-regulation by a fragmented "industry" of amateur "Hosts", unlicensed agents, property or a tick box on an online platform.

68. The mandatory FSS also have serious implications for the Owners Corporations. If Government policy engages the rights and legal obligations of all the proprietors, it must be clear that:

- (i) The cost of any work falls on the Owner or "Host" and not the Owners Corporation.
- (ii) The work must be carried out by a qualified person.
- (iii) If work involves the common property, the Owner must have the permission of the Owners Corporation to perform that work;
- (iv) If the Owners Corporation does not give permission for that work to be carried out, then an individual who conducts STRA will be committing an offence.

69. It should be made clear that:

- **The "Host" must not carry out or cause to be carried out any work on the common property without the consent of the Owners' Corporation; and**
- **The Host must not carry out or cause to be carried out any work that interferes with part of the fire safety system of the building.**
- **The work must be carried out by a qualified person.**

70. It will need to be spelt out who bears the cost and how the FSS obligation inter-act with the Owners Corporation's obligations under the EPA Regulations and SSM Act. For example, smoke and heat alarms are a statutory fire safety measure and may be part of the common property fire safety schedule of the building or be required as a result of a fires safety order. In this case, it is the responsibility of the Owners Corporation to maintain them. Fire doors are also common property and the responsibility of the Owners' Corporation.

71. There are instances where the (annual) fire safety schedule may include EPA requirements for smoke detectors in apartments, which are the owner's responsibility and not common property. In this case STRA upgrades will be the host/ owner's responsibility.

72. It is also the responsibility of the Owners Corporation to arrange for the buildings annual fire safety inspection. Section 123 requires the owners corporation to ensure access is provided, within a period or at a time specified, to the common property and, if so specified, in the notice to some or all of the lots in the strata scheme. Maximum penalty: 20 penalty units. It is a defence if the owners corporation can prove the owner of the lot refused to grant access. In schemes without the benefit of professional services, this is a significant burden on ordinary residents and, where, short term letting is occurring it is necessary for the annual fire inspection to include those dwellings.

- **There must be an obligation on the owner of the lot or, if the Host is a tenant, that access is granted.**

73. Further, elsewhere EPA Regulations specify that the responsibility falls on the 'owner of a dwelling within a class 2 building' or 'owner of a building' in relation to particular fire safety requirements. The proposed new 186W provides that (1) A dwelling must not be used for the purpose of short-term rental accommodation unless it complies with the requirements of Short-term Rental Accommodation Fire Safety Standard approved by the Secretary and published on the Department's website, as in force from time to time.

74. The penalties for use of a Lot in breach of the STRA FSS apply to an individual or a 'corporation'. There should be no possibility that an Owners Corporation could be held liable for the use of a Lot that does not meet the FSS. This should be clarified because without this clarification Owners Corporations (i.e. other owners) will be exposed to liability. The Owners Corporation should be expressly excluded from the definition of "corporation" for the purpose of the STRA FSS. It also necessary to prevent vulnerable resident owners from being taken advantage of and misled into funding fire safety upgrades under a spurious risk of prosecution.

- **The Owners Corporation should be expressly excluded from the definition of "corporation" for the purpose of the STRA FSS regulation.**
- **There must be clear legal authority that, if the Owners Corporation incurs costs, those costs are to be recovered from the Lot Owner or Permanent Tenant.**
- **The inspection of dwellings used for STRA should be mandated as part of the annual fire inspection.**

75. The Owners Corporation must be notified of the intention to conduct short term letting and it would assist if a note to that effect were inserted into the regulation. It should also be made clear by use of a note that the "Host" must not:

- (i) carry out or cause to be carried out any work on the common property without the consent of the Owners' Corporation;

- (ii) carry out or cause to be carried out any work that interferes with part of the fire safety system of the building.

76. The only way to prevent thousands of non-compliant and illegal apartments in Class 2 Buildings being used for STRA is to make it mandatory that there is compliance with fire safety standards.

- **It must be an offence for a corporation or individual to list, book or facilitate the use of the dwelling for STRA that does not comply with the fire safety regulations and standards**

### Fire Orders and Fires Safety System Upgrades

77. As STRA increases the risk to all residents, it is also more likely that a Local Council will issue a fire order that the building be upgraded in terms of fire safety and that will be a cost to the entire owners' corporation. This is not a "minor impact" on the building or the other owners, especially those on fixed or lower incomes. The cost of fires safety upgrades can be considerable. For example, in an 8 storey, 4 per floor, 32 lot apartment building in Neutral Bay overlooking the harbour the Owners Corporation had to spend almost \$1m upgrading the fire safety system to meet Class 2 standards. The upgrade took several years.

78. This will be the fate of many Owners Corporations if they are forced to upgrade the entire building because of the increased risks created by the presence of STRA. The widespread problem of defects in fire safety systems in new buildings and the many older buildings mean that thousands of apartment buildings in NSW are likely to be unsuitable for use for STRA purposes.

### Summary of Recommendations

- The use of a dwelling within a Class 2 building should, at the very least, be a "complying development" with inspection by Local Council or a private certifier before a dwelling is registered on the NSW STRA Register.
- It should be made clear that the "Host" must not carry out or cause to be carried out any work on the common property without the consent of the Owners' Corporation; and that the Host must not carry out or cause to be carried out any work that interferes with part of the fire safety system of the building.
- The work must be carried out by a qualified person.

- The Owners Corporation should be expressly excluded from the definition of “corporation” for the purpose of the STRA FSS regulation.
- There must be clear legal authority that, if the Owners Corporation incurs costs, those costs are to be recovered from the lot owner or permanent tenant Host.
- The inspection of dwellings used for STRA should be mandated as part of the annual fire inspection. To be effective the obligation to grant access must be imposed directly on the owner of the lot or the tenant who is the Host.
- It must be an offence for a corporation or individual to be involved with the listing, booking or facilitating the use of the dwelling for STRA that does not comply with the fire safety regulations and standards

## **THE NSW STRA REGISTER**

### Data, Planning and Demographics

79. The Government’s commitment to a STRA Register is welcomed. However, for several reasons, OCN will not support an ‘industry led’ register. Firstly, the State has significant data integrity requirements and the value and importance of this data set(s) must not be underestimated. Secondly, across the world, agreements and systems that rely on one or two major global platform companies have failed because of the fragmented nature of the market and behaviour of industry participants. This is a serious consideration. The STRA SEPP is intended to legalise a disaggregated informal sector but it will also enable the new market to expand and to fragment and diversify even more. The state-wide registration system must have credibility and should not institutionalise the disproportionate power of global online business into the regulatory framework.

80. The DPE and ABS hold detailed housing, demographic, community and economic data relied on for private sector investment decisions by public authorities for strategic planning. In order to tax and regularise this market, government, demographers, planners and regulatory authorities will need to know: the location, spatial distribution, volume and intensity of STRA. The regulatory authorities all need to capture and store the identity of the “Host” and address of the dwelling. More granular information is needed if the industry is to be properly controlled and profiled.

81. If the STRA Register is incomplete or unreliable it weakens the reliability of other data sets. For example, unlicensed “professional tenants” are currently invisible but take thousands of dwellings off the market in the guise of residential tenancies. This “get rich quick strategy” is being taught on a significant scale and does not appear in Rental Bond Board data. The issue is not one of “privacy”

or “private property rights” - identification and registration is routine in virtually all aspects of life: property title, taxation, liquor licensing, driving licences, development consents and so forth.

82. This issue is a global one. There is serious international concern that internet platform businesses are facilitating a black-market in goods and services.<sup>xxxv</sup> The Register will support efforts by Australian Federal and State agencies to assess income tax, and apply land tax and capital gains tax more accurately. This includes identifying dwellings owned by foreign non-residents who become liable for an annual vacancy fee if their investment property is let for less periods of less than 30 days.

### Failed Systems

83. Poor systems and lack of enforcement in places like New York and London have led to thousands of illegal apartments remaining listed on online platform giants like Booking.com, Expedia, and Airbnb. In Paris, licensing and fining the platforms, like Airbnb, for listing unlicensed properties has been more successful. In London, like Venice and Barcelona, the failure to track the growth of STRA has resulted in significant pressure on the housing market.<sup>xxxvi</sup> The cooperation of Airbnb to block bookings above 90 days in London, has failed. In fact, that cooperation has been a dysfunctional response as Hosts change platforms to avoid limits or delist and re-list under a different name. In the UK the announcement of 23 September 2019 that Airbnb will now start sharing identity information with council authorities to help with enforcement is simply irrelevant to the overall task.<sup>xxxvii</sup> It is unlikely to be accepted by London or elsewhere because it has been shown to fail in other jurisdictions. It keeps the platform companies in control of the data.

84. International experience is that once one platform cooperates, others are slow to follow because they benefit commercially from the illegal activity. With more and more platforms coming into the market and the rise of aggregators, cooperation with platforms is becoming less useful and less likely. The Report of the WA Inquiry *Levelling the Playing Field; Managing the impact of the rapid increase of Short-Term Rentals in Western Australia* published on 26 September 2019. It recommended that Government examine how best to design a registration system to meet all data, compliance and enforcement requirements, this includes cross portfolio consideration and Local Councils. The Report of the Inquiry contains useful discussion.<sup>xxxviii</sup>

### Focus on Hosts not Platforms

85. The focus on companies like Airbnb and Expedia and the fragmentation of the market means that dozens of platforms and agents go unnoticed. For example, the platform Misterb&b has over 300,000 hosts globally and, apparently, in some parts of Sydney rivals Airbnb.<sup>xxxix</sup> The focus must be on the Hosts, and this is why Berlin has been more successful in managing STRA.



86. The effectiveness of the NSW STRA Register will depend on whether:

- (i) the Register is friendly public facing and easy to use;
- (ii) it is supported by clear mandatory obligation on Hosts to register;
- (iii) there are penalties for listing or using an unregistered dwelling for STRA purposes;
- (iv) the administrator has the technical skill and capacity to identify unregistered premises; and
- (v) an obligation on industry participants to (i) clearly display the unique ID; and: not to list, book or facilitate an unregistered dwelling.

### Public Agency or Digital Economy Solution

87. If the NSW STRA Register is outsourced it must not be administered by an industry stakeholder with a commercial interest in the short-term letting industry. In the USA, the company Host Compliance based in San Francisco provides online registration, monitoring, compliance and complaints hotline services for US councils and governments. This market solution is the digital economy evolving and responding to the regulatory challenges of the digital environment. This appears to be a better “fit for purpose”: <https://hostcompliance.com/features/#platform-overview>.

88. In Australia, a similar business <https://www.bnbguard.com.au/> has been operating in this space. It is data rich and uses sophisticated technology to monitor dozens of platforms. It already provides monitoring and compliance services and a register to clients in NSW, Victoria and Queensland.<sup>xi</sup>

### Host Obligation to Register as a Planning Requirement

89. It should be mandatory for Hosts to be registered before a dwelling is used for STRA purposes. To make this compliance tool effective the obligation to register should be part of the general planning requirement (Part 2 SEPP STRA) or a specific development control (Part 3). This would make it absolutely clear to everyone that conducting STRA in unregistered premises is illegal and penalties apply.

90. This would remove the waste of public money spent chasing unregistered properties to prove whether or not it in fact being used for short term letting. The requirement to register the premises AND not to list an unregistered-premises means that the listing of an unregistered dwelling would itself is evidence *per se* of non-compliance. This is a far cheaper and easier approach for everyone - including the Hosts. The Register should be self-sufficient and this approach would also make this easier to achieve and be at a low cost for everyone if it is “all in” – that is - every Host and premises must be on the Register. The NSW Government has advanced spatial data information and e-planning systems and the approach proposed in this instance appears to be significantly out of step with registers and data collection standards in NSW.

## Types of Information

91. Information the Host should identify includes: Tax file number, Address of premises, Name and Address of Host; Type of dwelling, Strata Scheme Number, type of hosting; number of rooms; swimming pool; public liability insurance; platforms on which the property is listed; days of availability; nights of occupation under STRA (at the time of annual renewal). It is common to upload documents such as proof of identity and ownership or consent, and, if the property is used for Un-Hosted STRA, to identify whether it self-managed, the agent or facilitator and the 24-hour emergency number.
92. It is essential that Local Councils and the NSW Fire and Rescue can log-in to the system and that the Australian Tax office and NSW State Revenue can data match. This data is an important addition to the housing, tourism and demographic data utilised by various NSW agencies. The ability to generate disaggregated data report is invaluable to government, owners' corporations, local council and the industry.

## Platform obligation not to list unregistered dwelling

93. Platforms and agents (licensed or unlicensed) must not list an unregistered residential dwelling for STRA and significant penalty that accumulates based on days listed. The international experience shows that without such an obligation Platforms will continue to list thousands of illegal apartments. Apart from the violation of planning and strata law, the travelling public is entitled to rely on a listing as a representation that the dwelling is safe and the STRA is lawful. In a country like Australia, international travellers expect a base line level of regulatory compliance and safety. Residential strata schemes are also entitled to expect that no apartment will be listed in violation of a by law. The register must prompt the Host to ensure they have notified the Owners Corporation and their neighbour. This will avoid unnecessary conflict between residents and tourists or other visitors.
94. The STRA customer is entitled to know and to rely on the fact that for premises and hosts to be compliant with the law they must comply with fire safety standards and be on the STRA Register.

## Summary of Recommendations

- It should be mandatory for Hosts to be registered before a dwelling is used for STRA purposes. To make this compliance tool effective the obligation to register should be part of the general planning requirement (Part 2 SEPP STRA) or a specific development control (Part 3).

- There must be a clear obligation not to use an unregistered residential dwelling for STRA and this should be backed up with a penalty that accumulates based on days listed.
- Platforms and agents (licensed or unlicensed) must not list an unregistered residential dwelling for STRA and this should be backed up with a significant penalty that accumulates based on days listed.

## CODE OF CONDUCT

95. OCN has participated in all Code of Conduct advisory committee meetings and it has provided the Government with extensive substantive comments, proposals and advice. The Code of Conduct does not regulate the rights and obligations between the parties. It is limited primarily to “party houses”. The platform companies have no obligations and the Hosts are not responsible for the conduct of their Guests. The Commissioner for Fair Trading has no powers to investigate a matter and no additional powers of inspection in relation to matters under complaint. The Code of Conduct should have been developed in closer consultation with Local Council to ensure that these regulatory framework mesh properly.

96. The requirement to have an NCAT order if the basis of a complaint is breach of a by-law will create confusion for strata managers, strata lawyers, and residential strata communities. There will need to be considerable resources put into education. In any event, the Code of Conduct is not designed to address the systemic pattern of violations of privacy and security or provide a means to ameliorate the social and economic impacts on a residential environment. The following comments are necessarily brief.

### Promoting compliance with the “no short term letting” by law

97. The commercial motive to ignore or dispute by laws is high and without a stronger legal framework to reinforce the protection for residential strata schemes, the entire burden of policing compliance with fall heavily on owners corporations. There needs to be a mechanism that reduces the risk of violations of the “no short term letting” by law. It should not be possible to register a strata property that is part of the scheme that has a “no short term letting” by law.

98. The Code includes a general exhortation to comply with planning, criminal and by laws but this is not sufficient to address the issue. There needs to be obligation that applies to industry participants not to register, offer, list, advertise or use a residential dwelling within a residential strata scheme for the purposes of STRA in breach of a ‘no short term letting’ by law.

- **Industry participants must have an obligation not to register, offer, list, advertise residential dwelling for the purposes of STRA in breach of a ‘no short term letting’ by law.**

### Responsibility of the Host for their STRA business

99. Hosts must have responsibility for the impact of their STRA business on owners and residents within the scheme on a day to day basis and not only in the most extreme cases. In particular, Host must be capable of being held responsible for the theft, loss, or damage to the common property; and theft, loss or damage to the property of residents, caused by the Host’s Guest.

100. It is common for Guests, who are unfamiliar with the strata environment, to cause damage to common property often resulting in damage to another residents’ property. This can range from negligent events (towels left in basins that flood floors) to deliberate acts of wilful damage (breaking locks or doors) or reckless damage to lift panels with bikes, and blocking sewer systems with disposable wipe and so forth. The Owners Corporation that has the strict legal duty to repair and maintain the common property, and this becomes increasingly urgent when it impacts on others.

- **The Host must bare the cost of repair of damage to common property and to compensate a resident or Owners Corporation who has suffered theft, loss or damage to their personal property as a result of the actions of their Guest.**

### Public liability insurance

101. Section 5.4.3 requires the Host to have public liability insurance (PLI). The failure to have PLI could attract a strike. To record a strike the breach must not be “minor”. Theoretically, the lack of PLI could ultimately result in a person being excluded from the industry but this highly unlikely. If there are sound public policy reasons for requiring a host to hold PLI, the system needs to be designed to promote and ensure compliance up front. The obligation needs to be backed up with a penalty. The proof of PLI should be part of the Register.

- **There should be a penalty for failing to have public liability insurance.**

### Power to order production of information in specific cases

102. The Commissioner has the power to “request” an industry participant to produce information “relating to the STRA industry” or “this code” and OCN has been informed that it is not the intention of the Commissioner to investigate individual cases as such. The Commissioner should have a clear power to order production of information in relation to a specific dwelling or specific Guest and

a specific transaction. This is necessary to support the complaint function of the Commissioner and is a common feature of analogous bodies, such as the Ombudsman. In many instances, a complainant will not have and will not be able to discover the precise details of, for example, the identity of the Guest. The ability of an aggrieved person or strata scheme to lodge a comprehensible complaint that satisfies the threshold set by the Commissioner, must not be frustrated by lack of information.

- **There should be a clear power to order production of information in relation to a specific dwelling or specific Guest and a specific transaction.**

## Directions

103. The OCN has consistently said that the by-laws of a strata scheme prevail over the Code of Conduct. The Code expressly states that the directions of the Commissioner are not to be inconsistent with by laws. However, the Commissioner needs to be able to impose conditions that are more restrictive than by laws that apply to all residents.

- **The Commissioner must be able to impose conditions that are more restrictive than by laws that apply to all residents.**

## Extraterritorial reach of the code – “guest’

104. The application of the Code to an international Guest is fraught with evidential, procedural and enforcement problems. To date, OCN has seen no evidence that Australia is a party to any international or bilateral treaty on mutual assistance in civil matters; the enforcement of money judgements; or consumer affairs agreement(s) that would enable this code to be effectively applied to an international guest who has left the Australian territory and resident in a foreign jurisdiction. This aspect of the code needs further public explanation for people to have confidence in the Code.

## Public Safety

105. There is a serious question as to whether any person who is on the Sex Offender Register or has criminal record for domestic violence, drug use, or assault should be able to participate in the industry at all. It requires more than mere reliance on Platforms to ‘verify’ the Host’s identity or ad hoc reviews by consumers to address this issue. There should be some threshold entry requirements or an administrative process for checking police records. There is also a case for data matching listings with police records and consumer reviews and obtaining the ‘red flag’ data from platforms like Airbnb.<sup>xii</sup>

## Racial and Other Forms of Discrimination

106. The anti-discrimination laws need to be assessed and plain English information made available on how these laws apply to this industry. Section 20 of the *Anti-Discrimination Act 1977 (NSW)* makes it unlawful to deny a person accommodation on the grounds race. This prohibition does not apply when the accommodation is in a private home if the principal or a near relative intends to continue residing in the premises. It should be clarified whether the prohibition applies when the Host is not Present.

## Conclusion

107. In its current form, the proposed STRA Framework for NSW will remove residential protections and override significant housing policy objectives. It is not sufficiently flexible to take account of the social and economic impacts in specific localities and this is especially acute in the residential strata environment. The NSW STRA Framework takes no account of the cumulative impacts of multiple dwellings within a single apartment building being used for STRA dispersed among residents. There is no mechanism to stop an apartment building being taken over by stealth and no threshold that would trigger a “change of use”. The only protection that residential strata communities have is the possibility of a by law to protect them from absentee landlords turning their home into a tourist accommodation facility. As an organised 25 % of the vote can defeat the by law, thousands of the most vulnerable residents will be forced to live with transient holidaymakers and visitors who provide a lucrative income stream for the people who do not live there.

108. There should be no un-hosted STRA classified as an “exempt development”. There must be a clear legal authority for an Owners Corporation to allocate costs to the Host and Hosts must be responsible for the conduct of their Guest(s). The STRA Framework must not commence until there is a STRA Register. That Register must not be led or controlled by the STRA industry as suggested. It is crucial that the Register is administered by an independent entity and is part of the compliance and enforcement system of NSW.

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## APPENDIX 1 INTERNATIONAL EXPERIENCE

The Australian research is consistent with international research on this topic. In 2017 researchers at the University of California, Los Angeles, looked at rents and home prices in the 100 largest metro areas in the U.S. between 2012 and 2016. They found that a 10% increase in Airbnb listings leads to a 0.39% increase in rents and a 0.64% increase in house prices. “That may sound minuscule, but between 2012 and 2016, rents rose by about 2.2% annually [on average in the 100 areas], so a 0.39% increase in that context isn’t very small at all,” The same is true for home prices, which rose by an average of about 4.8% annually in the 100 areas in the study. The authors found a correlation of higher house prices and rental rates in neighbourhoods with fewer owner-occupiers.<sup>xliii</sup>

More recently, in April 2019, the Harvard Business Review reported that independent economic analysis shows that a 1% increase in Airbnb listings is causally associated with a 0.018% increase in rental rates and a 0.026% increase in house prices. “While these effects may seem very small, consider that Airbnb’s year-over-year average growth is about 44%”. The researchers concluded that in aggregate, the growth in “home-sharing” through Airbnb contributes to about one-fifth of the average annual increase in U.S. rents and about one-seventh of the average annual increase in U.S. housing prices.<sup>xliiii</sup> These studies tend to focus on Airbnb and, as mentioned above, is not a comprehensive survey of the short term rental market operating from residential dwellings. It tends to distort the public debate.

Leading planner and academic Professor Gurran has said that: “Voluntary and market regulation ... misses many of the traditional concerns that land use planners have about tourism accommodations, such as the opportunities to spatially cluster tourist facilities and services; the management of traffic, parking, and waste; building and urban design requirements to attenuate noise and privacy impacts; appropriate fire, safety, emergency, and disability access requirements; and likely levels of occupancy and potential overcrowding (Palombo, 2015 ).”<sup>xliiv</sup>

The international experience is that jurisdictions that try to accommodate companies like Airbnb, soon tighten regulations because liberalising their planning laws simply allows rampant STRA. In the vast majority of countries, the STRA regulations are designed and implemented at a more local level.

In Canada, Vancouver, has a similar housing culture, demography and housing issues as Sydney, has a more pro-housing approach to STRA. In Vancouver all STRAs require a license; the license number must be displayed on any listing; investor STRAs are banned; Owners corporations can ban or restrict STRAs, and can fine wrongdoers up to \$1000 a day; the city can fine up to \$1000 per offence per platform per day for not having a license or breaking the rules, with fines up to \$10,000 for repeat

offences; requires hosts to submit evidence that their property complies with local rules, including fire safety regulations.

In Los Angeles, which is one of the few cities in the world that permits 180 days, STRA is restricted to the primary home. In December 2018, LA City reduced that cap to 120 days. In Paris, the day cap is 120 days but Paris also restricts short term letting to primary home only and fines Airbnb for every illegal listing on its site.<sup>xlv</sup> The day caps in comparable European cities, in the US and Canada are all significantly lower than the 180 days proposed in NSW.

In Toronto, STL is restricted to the primary home and the Municipal Council will not grant an exemption to investors even where the Condominium Council has permitted STL.<sup>xlvi</sup> The objective of the Toronto regulation is to stabilise vertical communities and protect housing supply. Similar arrangements apply in Vancouver and Montreal.

In Chicago, the “declaratory” documents of an apartment community explicitly exclude STL and, if not, the Condominium Association can amend it themselves.<sup>xlvii</sup> In 2017, Chicago City Council established a Prohibited Buildings Register. It started with 900 buildings and 12 months later has just under 2000 apartment buildings and townhouse complexes on it.<sup>xlviii</sup> There are over 91,000 units protected as a result of the Prohibited Building Register. The Chicago regulation also puts a limit on the number of apartments in a single building that can be used for STL (where it is not prohibited).

In Boston, the Council has banned investors and tenants from using residential dwellings for STL and is instituting a registration system to protect housing supply.<sup>xlix</sup> In West Hollywood, the Council has banned STL in apartments altogether.<sup>l</sup> In San Francisco, the municipal ordinance permits STL in primary homes subject to other state or federal laws. It also expressly states that it does not confer a right to lease or sublease an apartment for short term rent where short-term use is not otherwise allowed by the homeowner association agreement or requirement, covenant, condition or restriction(s 41A.5(5)).<sup>li</sup> Typically, these bodies prohibit transient occupancy and use of residential apartment buildings. For example, “*Rule s 7.1 No Condominium shall be occupied and used except for non-transient residential purpose by the Owner, their tenants, and social guest...*” (*Portside Homeowners Association*).<sup>lii</sup>

In most comparable cities STL is restricted to primary homes in order to prevent the loss of housing to the tourist market. In North America, for example, as mentioned above, Vancouver, and Toronto, Denver, Los Angeles, New York, Washington DC, Philadelphia, Portland and San Francisco all restrict STL to the primary home.<sup>liii</sup>

Many of these cities also include a day cap as well as a primary home restriction. For example, New Orleans, Washington DC, Portland and LA also have a cap on the number of nights Un-Hosted STL can be offered. In 2015, Santa Monica banned Un-Hosted Airbnb entirely, a Host must live in the



premises during their stay, apply for a business licence and collect 14% occupancy tax that is payable to the city. The city's regulation was challenged by Airbnb, which has lost its appeal. Like Coogee and Bondi, Santa Monica is a popular beachside community.<sup>liv</sup>

In jurisdictions such as Austin<sup>lv</sup> Chicago, New Orleans, and Toronto STL there are areas/zones where short-term rentals can take place and hosts are required to obtain a licence to operate.

Most of the jurisdictions mentioned include requirements for registration and permits. Austin Texas charges all accommodation providers a \$500 licence fee and \$300 per annual renewal. New Orleans has announced a moratorium on new permits.<sup>lvi</sup>

In Europe mature cities are trying to get Airbnb back under control. Amsterdam reduced the cap from 90, to 60 and reduced its day cap to 30 from January 2019.<sup>lvii</sup> Regional cities such as Liverpool in the UK have called for 90-day caps like London as a first step in addressing a growing problem. In London Airbnb agreed to block bookings in excess of 90 days, but it is not the only platform so the measure is somewhat irrelevant. The Mayor Sadiq Kahn has declared that the failure to track the growth of STL has put significant pressure on housing market and registration and further restrictions will follow.<sup>lviii</sup> The City of Westminster identified a single building with over 100 apartments listed and has advocated a 30-day limit and a registration system.<sup>lix</sup>

In Spain, Mallorca banned Airbnb from apartments in April 2018.<sup>lx</sup> Madrid has banned the use of apartments for short term letting unless there is a separate entrance, which has taken thousands of apartments off the market. In Budapest, the uncontrolled investment in new apartments and impact on communities is now leading to restrictions.<sup>lxi</sup>

## APPENDIX 2 FIRE SAFETY RESEARCH AND EXPERIENCE

On 20 August 2019, Mr Wayne Smith, CEO National Fire Industry Association testified to the Parliamentary Inquiry on Building Regulation that in modern buildings:

... egress time for a person in a modern apartment fire with modern furniture today is about six times less than what it was in the nineties. So instead of having 17 minutes to get out of the building, you have like three minutes to get out of the building—to get out of the apartment, not the building.<sup>lxii</sup>

The latest independent research conducted by Nicole Johnston (Deakin) and Sacha Reid (Monash) also shows that in NSW over 90% of residential buildings have defects in at least one construction system affecting multiple floors, apartment and parts of the building. This research identifies water and fire safety systems as comprising the bulk of the defects, which pose potentially serious health impacts (toxic mould) and threat to life and are costly repair.<sup>lxiii</sup>

In August 2019, the NSW Parliamentary Inquiry took evidence about “alternate fire safety solutions” being certified for multi-storey residential buildings in relation to egress, fire separation and fire services. The City of Wollongong submitted that: “... these alternate solutions provided economic benefits to the Developer/Builder the maintenance costs are transferred to the end user being the strata /owners.” It is common for councils to “...issue Fire Orders on a building 12 months after the Occupation Certificate has been issued, as a result of an essential fire safety measure either not being installed or not installed correctly. This particular issue is of concern as the safety of the occupants maybe compromised as the intended Fire Safety Measures may not provide detection in the event of a fire.”

This scenario was realised in the recent fire at the "Neo 200" apartment building in Melbourne. That building is comprised of 371 apartments. The forensic review of the buildings fire safety systems after the combustible cladding fire: “... revealed that over 40% of apartments had alarms that could not be activated from either being removed or were inoperable. Over 1000 smoke/detection alarms had to be replaced. ... This example is by no means isolated to a Victorian issue; NSW has the same type of buildings with external combustible cladding.”<sup>lxiv</sup>

There has been more than one fire at the Neo2000 Spencer Street building in Melbourne. In the last cladding fire occupants were reported to have taken plastic and wrapped it around the smoke alarm to stop it activating in the case of cooking or other products of combustion in an apartment. The previous fire was caused by a towel left on an air conditioning unit.<sup>lxv</sup> OCN is informed of situations in Sydney where “Guests” have cut the wires of a smoke alarm or taken out the battery to stop it from making a noise..

The risk of fire and threat to life to all residents (not just the guest) in a Class 2 Building is significantly increased with the presence of short stay tourists and visitors. In the case of the 2014 Lacrosse cladding fire, the Melbourne Fire Brigade investigation highlighted the problem of increasing the occupancy and presence of short-term stayers: “Some individuals or companies rent apartments on long leases, furnishing them, then renting them out either short term or on a bed by bed basis. This is facilitated via the use of sites as Airbnb, Wotif and other internet sites on which owners or small operators can advertise and facilitate bookings.” Giuseppe Genco, Municipal Building Surveyor, City of Melbourne, April 2015.<sup>lxvi</sup>

The latest apartment block fire reported in a modern high rise building in the centre of Canberra City is attributed to a ‘smouldering cigarette setting fire to ‘combustible’ balcony furniture’. The fire spread to the 100 per cent polyethylene-core panels on the building and burned on both sides of a balcony partition separating two apartments.<sup>lxvii</sup> In that case, the fire broke out on the second floor, and residents were able to reach it with hoses from the ground.

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<sup>i</sup> Lord Denning MR, *Fox v Stirk & Bristol Electoral Registration Officer* [1970] 2 QB 463, 475.

<sup>ii</sup> Draft State Environmental Planning Policy (Short-term Rental Accommodation) 2019 (STRA SEPP); the draft mandatory fire safety standards that will require all dwellings used for STRA to meet additional fire safety standards; the draft Code of Conduct for the Short-Term Rental Accommodation Industry, and the Discussion Paper, which raises the possibility of an 'industry-led' Register.

<sup>iii</sup> <https://www.parliament.nsw.gov.au/ladocs/transcripts/1919/Hearing%20-%20Public%20Hearing%20No%202.pdf>

<sup>iv</sup> [http://planspolicies.planning.nsw.gov.au/index.pl?action=view\\_job&job\\_id=8525](http://planspolicies.planning.nsw.gov.au/index.pl?action=view_job&job_id=8525);

[http://planspolicies.planning.nsw.gov.au/?action=list\\_submissions&search=&job\\_id=9645&title=Website%20Submissions&type=2&page=3](http://planspolicies.planning.nsw.gov.au/?action=list_submissions&search=&job_id=9645&title=Website%20Submissions&type=2&page=3)

<sup>v</sup> The tourism industry is now about 5 per cent of the Australian economy and the long-term forecasts are for strong growth, especially in international visitor numbers. <https://www.destinationnsw.com.au/tourism/facts-and-figures/tourism-forecasts>; The total was 4 million overseas visitors to NSW and \$10.1 billion:

<https://www.destinationnsw.com.au/news-and-media/media-releases/nsw-makes-history-for-australian-tourism>

<sup>vi</sup> <https://www.destinationnsw.com.au/wp-content/uploads/2019/09/tourism-research-australia-tourism-forecast-report-2019.pdf>

<sup>vii</sup> New section 137A of the *Strata Schemes Management Act 2015* (NSW) was passed by the Parliament in August 2018. It has not commenced. The definition of short-term rental accommodation (STRA) is an agreement to occupy a residential dwelling for any period up to 3 months at a time. The by law is not part of this consultation.

<sup>viii</sup> <https://www.parliament.nsw.gov.au/ladocs/transcripts/1919/Hearing%20-%20Public%20Hearing%20No%202.pdf> ; New section 137A of the *Strata Schemes Management Act 2015* (NSW), clarifies that the Owners Corporation can adopt a by law to prohibit non-resident owners from using their Lots for short term rental accommodation purposes. This amendment has been passed by Parliament but has not yet commenced. It is not part of the current consultation.

<sup>ix</sup> [http://www.austlii.edu.au/cgi-](http://www.austlii.edu.au/cgi-bin/viewdoc/au/legis/nsw/consol_reg/epaar2000480/s49.html?context=1;query=owner;mask_path=au/legis/nsw/consol_reg/epaar2000480)

[bin/viewdoc/au/legis/nsw/consol\\_reg/epaar2000480/s49.html?context=1;query=owner;mask\\_path=au/legis/nsw/consol\\_reg/epaar2000480](bin/viewdoc/au/legis/nsw/consol_reg/epaar2000480/s49.html?context=1;query=owner;mask_path=au/legis/nsw/consol_reg/epaar2000480)

<sup>x</sup> In one scheme, which includes both commercial and residential lots, the original by laws purport to bind the Owners Corporation to sign a development application. This matter is currently before NCAT.

<sup>xi</sup> [https://www.businessinsider.com.au/airbnb-most-popular-cities-home-rental-2018-8?utm\\_source=feedly&utm\\_medium=referral&r=US&IR=T](https://www.businessinsider.com.au/airbnb-most-popular-cities-home-rental-2018-8?utm_source=feedly&utm_medium=referral&r=US&IR=T)

<sup>xii</sup> <https://www.tandfonline.com/doi/full/10.1080/01944363.2016.1249011?scroll=top&needAccess=true>

<sup>xiii</sup> <https://www.smh.com.au/business/the-economy/housing-affordability-6000-homes-removed-from-rental-market-as-landlords-turn-to-airbnb-20170816-gxxh7l.html>

<sup>xiv</sup> <https://thenewdaily.com.au/money/property/2018/11/08/tenants-turfed-out-for-tourists/>

<sup>xv</sup> <https://www.macrobusiness.com.au/2019/03/professor-airbnb-distorting-australias-rental-market/>

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- <sup>xvi</sup> <https://www.realestateview.com.au/blog/2019/03/airbnb-pressure-rent-prices/>
- <sup>xvii</sup> Inside Airbnb [www.insideairbnb.com/sydney/](http://www.insideairbnb.com/sydney/)
- <sup>xviii</sup> Community Profiles <https://profile.id.com.au/waverley>; <https://profile.id.com.au/randwick>; <https://profile.id.com.au/woollahra>
- <sup>xix</sup> Inside Airbnb [www.insideairbnb.com/sydney/](http://www.insideairbnb.com/sydney/)
- <sup>xx</sup> Inside Airbnb [www.insideairbnb.com/sydney/](http://www.insideairbnb.com/sydney/)
- <sup>xxi</sup> Inside Airbnb [www.insideairbnb.com/sydney/](http://www.insideairbnb.com/sydney/)
- <sup>xxii</sup> Northern Beaches Community Profile <https://profile.id.com.au/northern-beaches>
- <sup>xxiii</sup> Inside Airbnb [www.insideairbnb.com/sydney/](http://www.insideairbnb.com/sydney/)
- <sup>xxiv</sup> Inside Airbnb [www.insideairbnb.com/sydney/](http://www.insideairbnb.com/sydney/)
- <sup>xxv</sup> Nicole Gurrán, Yuting Zhang, Pranita Shrestha, Catherine Gilbert, Planning responses to online short-term holiday rental platforms, Research Project for Australian Coastal Councils Association Inc. September 2018, p. 4.
- <sup>xxvi</sup> <https://www.epi.org/publication/the-economic-costs-and-benefits-of-airbnb-no-reason-for-local-policymakers-to-let-airbnb-bypass-tax-or-regulatory-obligations/>
- <sup>xxvii</sup> Section 3.16 of the *Environment and Planning Assessment Act 1979* (NSW) (EPA Act) enables an environmental planning instrument to override other Acts, regulations, by laws, and covenants.
- <sup>xxviii</sup> Section 3.16 of the *Environment and Planning Assessment Act 1979* (NSW) (EPA Act) enables an environmental planning instrument to override other Acts, regulations, by laws, and covenants.
- <sup>xxix</sup> The question has been raised as to whether it is possible to do so. The issue is whether an original owner could adopt such a by law because the amendment to the Strata Schemes Management Act 2015 (NSW) was to insert new s.137A, and not to amend s 139: <https://www.holdingredlich.com/power-to-owners-corporations-to-ban-airbnb-letting>
- <sup>xxx</sup> Gauder, Houssard, Orsmond, Reserve Bank of Australia, Economic Analysis Department, *Foreign Investment in Residential Real Estate, Bulletin*, June Quarter 2014, pp.11-18.
- <sup>xxxi</sup> The approval includes restrictions on the use of the permanent residential development, on level 10 to 19. This includes that the residential lots must be used as permanent residential accommodation only and not for the purpose of a hotel, motel, serviced apartments, private hotel, boarding house, tourist accommodation or the like, other than in accordance with Sydney Local Environmental Plan 2012. If a unit contains tenants, it must be subject to a residential tenancy agreement for a term of at least three months. And, that no person can advertise or organise the use of residential apartments approved under this consent for short term accommodation or share accommodation.
- <sup>xxxii</sup> <https://news.sky.com/story/airbnb-short-term-letting-boom-puts-pressure-on-housing-and-communities-11731774>
- <sup>xxxiii</sup> Clause 4.2 State Environment Planning Policy (Exempt and Complying Codes) 2008. [http://www5.australia.gov.au/au/legis/nsw/consol\\_reg/seppacdc2008721/s4a.2.html](http://www5.australia.gov.au/au/legis/nsw/consol_reg/seppacdc2008721/s4a.2.html)
- <sup>xxxiv</sup> Section 186D of the EPA Regulations 2000 provide that no consent of the owners' corporation is required to install smoke alarms.
- <sup>xxxv</sup> The Australian Taxation Office (ATO) estimates that in 2016 there were 2 million individual taxpayers who reported rental income of \$42 billion and/or claimed rental expenses totalling \$45 billion.
- <sup>xxxvi</sup> <https://news.sky.com/story/airbnb-short-term-letting-boom-puts-pressure-on-housing-and-communities-11731774>
- <sup>xxxvii</sup> <https://www.theguardian.com/technology/2019/sep/23/airbnb-could-share-identities-of-hosts-to-prevent-illegal>
- <sup>xxxviii</sup> [http://www.parliament.wa.gov.au/parliament/commit.nsf/\(InqByName\)/Inquiry+into+Short-Stay+Accommodation#Report](http://www.parliament.wa.gov.au/parliament/commit.nsf/(InqByName)/Inquiry+into+Short-Stay+Accommodation#Report)
- <sup>xxxix</sup> [https://www.washingtonpost.com/business/niche-home-sharing-sites-roll-out-welcome-mat-for-minorities/2019/09/03/7f580f34-ce5d-11e9-a620-0a91656d7db6\\_story.html?noredirect=on](https://www.washingtonpost.com/business/niche-home-sharing-sites-roll-out-welcome-mat-for-minorities/2019/09/03/7f580f34-ce5d-11e9-a620-0a91656d7db6_story.html?noredirect=on)
- <sup>xl</sup> The company is familiar with trends in the online STRA market and understands the techniques used to avoid regulatory compliance. It is familiar with overseas development and can contribute to the policy process. It also understands, for example, how the asset renting market is diversifying (car spaces, swimming pools etc) so has potential to future proof the system and, if necessary, adapt as these types of regulatory challenges continue to evolve.
- <sup>xli</sup> In the case of Airbnb, the online review system creates data about the premises and both the host and the guest, which can work as a disincentive to honest appraisals. Online reviews are untested and there is little academic literature on the efficacy of these models to promote regulatory compliance and good practice.
- <sup>xlii</sup> <https://www.wsj.com/articles/how-airbnb-affects-home-prices-and-rents-1508724361>
- <sup>xliiii</sup> Research: When Airbnb Listings in a City Increase, So do Rent Prices, [https://hbr.org/2019/04/research-when-airbnb-listings-in-a-city-increase-so-do-rent-prices?utm\\_source=twitter&utm\\_campaign=hbr&utm\\_medium=social](https://hbr.org/2019/04/research-when-airbnb-listings-in-a-city-increase-so-do-rent-prices?utm_source=twitter&utm_campaign=hbr&utm_medium=social)
- <sup>xliv</sup> <https://www.tandfonline.com/doi/pdf/10.1080/01944363.2016.1249011>
- <sup>xlv</sup> <https://www.travelandleisure.com/hotels-resorts/vacation-rentals/paris-suing-airbnb>
- <sup>xlvi</sup> <http://www.lashcondolaw.com/city-of-toronto-releases-reports-recommending-short-term-rental-regulations/>; <https://www.toronto.ca/legdocs/mmis/2017/pg/bgrd/backgroundfile-108276.pdf>
- <sup>xlvii</sup> <https://www.condolawwatch.com/2018/08/another-victory-for-condominium-associations/>
- <sup>xlviii</sup> <https://data.cityofchicago.org/Buildings/House-Share-Prohibited-Buildings-List/7bzs-jsvj/data>; <https://www.chicagobusiness.com/commercial-real-estate/airbnb-scofflaws-stay-one-step-ahead-city>; <https://www.dnainfo.com/chicago/2017/01/13/loop/airbnb-home-share-banned-michele-smith-shared-housing-ordinance>
- <sup>xlix</sup> <https://boston.curbed.com/2018/6/13/17460760/boston-airbnb-regulations-what-are-rules>;
- <sup>l</sup> <https://boston.curbed.com/2018/6/13/17460760/boston-airbnb-regulations-what-are-rules>;

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- <sup>li</sup> [http://library.amlegal.com/nxt/gateway.dll/California/administrative/chapter41aresidentialunitconversionandde?f=templates\\$fn=default.htm\\$3.0\\$vid=amlegal:sanfrancisco\\_ca\\$anc=JD\\_Chapter41A](http://library.amlegal.com/nxt/gateway.dll/California/administrative/chapter41aresidentialunitconversionandde?f=templates$fn=default.htm$3.0$vid=amlegal:sanfrancisco_ca$anc=JD_Chapter41A)
- <sup>lii</sup> <https://portsidehoa.com/association-documents>
- <sup>liii</sup> <https://www.nolo.com/legal-encyclopedia/overview-airbnb-law-san-francisco.html>
- <sup>liv</sup> <https://www.californialandusedevelopmentlaw.com/wp-content/uploads/sites/7/2019/03/Homeaway.com-v.-City-of-Santa-Monica.pdf>
- <sup>lv</sup> <https://www.austintexas.gov/str>
- <sup>lvi</sup> [https://www.nola.com/politics/2018/05/short-term\\_rentals\\_council.html](https://www.nola.com/politics/2018/05/short-term_rentals_council.html)
- <sup>lvii</sup> <https://www.trtworld.com/europe/amsterdam-to-curb-airbnb-rentals-to-30-days-a-year-14099>
- <sup>lviii</sup> <https://news.sky.com/story/airbnb-short-term-letting-boom-puts-pressure-on-housing-and-communities-11731774>
- <sup>lix</sup> <https://www.bbc.com/news/uk-politics-42633271>
- <sup>lx</sup> <https://www.cntraveler.com/galleries/2016-06-22/places-with-strict-airbnb-laws>
- <sup>lxi</sup> <https://dailynewshungary.com/the-airbnb-fever-in-pest-is-over/>
- <sup>lxii</sup> <https://www.parliament.nsw.gov.au/lcdocs/transcripts/2194/Public%20Accountability%20Committee%20Tuesday%2027%20August%202019%20-%20UNCORRECTED.pdf>
- <sup>lxiii</sup> Examination of Building Defects in Residential Multi-Owned Properties Johnston Sacha Reid Deakin and Griffith Universities 2019
- <sup>lxiv</sup> Submission 153 Wollongong City Council
- <sup>lxv</sup> <https://www.theage.com.au/national/victoria/same-as-grenfell-tower-cladding-fears-as-fire-rips-through-melbourne-cbd-apartment-building-20190204-p50vgl.html>
- <sup>lxvi</sup> <https://www.melbourne.vic.gov.au/sitecollectiondocuments/mbs-report-lacrosse-fire.pdf>
- <sup>lxvii</sup> <https://www.afr.com/property/residential/combustible-cladding-ignited-in-canberra-apartments-fire-20190820-p52j15>



The Director  
Housing and Infrastructure Policy  
NSW Department of Planning, Industry and  
Environment

10 September 2019

Ref No: D03653185

Dear Sir/Madam

**Re: Short-term Rental Accommodation Reforms**

Randwick City Council thanks the NSW Department of Planning, Industry and Environment, and the NSW Department of Customer Service for the opportunity to make this submission in regard to the suite of proposed reforms to bring about the legislative framework for the use of residential premises for the purpose of providing short-term rental accommodation (STRA).

The following information is provided having regard to the matters outlined in the Discussion Paper titled "*Short-Term Rental Accommodation – A new regulatory framework*" dated August 2019, the suite of draft documents that make up the total reform package and Council's previous submissions made to Government as these reforms have developed.

**DRAFT - State Environmental Planning Policy (Short-term Rental Accommodation) 2019 (Proposed SEPP)**

Council supports the Proposed SEPP being a 'standalone' instrument as opposed to amending the Exempt and Complying Development Codes SEPP. Given that this type of *development* will be carried out, in the main, by 'mum and dad' property owners, simplified access to the particular planning controls contained in a single subject EPI is preferable. The following comments are provided in respect to the Proposed SEPP. This could include a short easy to understand explanatory guide including step-by-step instructions and where to get help.

The following specific comments are provided in respect to the Proposed SEPP:

Clause 9(2)(c)(i) should make it explicit that the 'building' in which *the dwelling* is situated in is the subject of a current *fire safety certificate* (FSC) or an *annual fire safety statement* (AFSS). For example, it is unlikely that an individual *dwelling* within a Class 2 residential flat building would or could be capable of being the subject a FSC or AFSS. The entire *essential fire safety measure* certification regime contained at Part 9 of the *Environmental Planning and Assessment Regulation 2000*, relates to the "whole building" and not elements of the building (such as a *dwelling* within the building) viewed in isolation. For this purpose the Proposed SEPP should replicate clause 1.16(2) of the General requirements for exempt development consent contained in the Exempt and Complying Development Codes SEPP.

The provisions of the Proposed SEPP in respect to the use of premises for STRA on a *flood control lot* seems overly restrictive and onerous. It is Council officers' view that guests in STRA are at no greater in an area subject to periodic flooding than occupants of other types of residential accommodation such as *boarding houses* and various classes of *tourist and visitor accommodation*. These provisions should be simplified or removed.



The proposal to exclude any bookings that are for a period of 21 consecutive days or more for non-hosted STRA (clauses 12(2) and 13(2) of the Proposed SEPP) is not supported. Council officers are of the view that there is no correlation between the period of short-term accommodation and a reduction in amenity impacts. It has been Council's experience that guest behaviour has the dominant impact on "amenity". This is influenced more by the number, type and make-up of "guest" and their activities rather than the length of stay. Council is not aware of any evidence, empirical, anecdotal or otherwise, that supports the proposition that there is some nexus between amenity impacts and duration of stay. It is suggested that the 21 consecutive day period should be removed and reconsidered if necessary after the first 12 month review of the new policy framework when data and outcomes are available.

### **Affordable housing supply**

The proposed policy framework has not addressed or referenced the impacts of short-term lettings on the supply of long term rental accommodation and specifically affordable accommodation. This is a key matter raised in Council's previous submission. In inner coastal areas such as Randwick City, there has been a significant increase in the number of short-term holiday rentals in recent years (facilitated by on line platforms) and it is necessary that reliable data be readily accessible to assist in monitoring the long term housing market and affordable housing impacts. The continuing decline in housing affordability and the need for more affordable rental housing are critical housing challenges for the LGA. Randwick City's high land values, coupled with significant numbers of students, key workers and an aging population makes the delivery of affordable rental housing a priority for the area. To assist in mitigating the impacts on affordable housing (as previously suggested in Council's submission), a local levy on on-line short-term rentals collected at the time of booking should be introduced and applied to council's affordable housing schemes. Council will also be seeking a reduction in the maximum number of days that non-hosted residential premises can be used for short-term rental accommodation to 90 days instead of the proposed 180 days per annum. This mitigates the housing losses whilst providing a more balanced approach recognising the local economic, tourism and social benefits of short-term rental accommodation.

### **DRAFT - Code of Conduct for the Short-term Rental Accommodation Industry (Draft Code)**

Council supports the Draft Code for the purpose of setting out participant responsibilities and enforcement of the new framework.

To ensure the effective of the Code, it is important that it recognises the enforcement role of Local Government. The Draft Code should contain a provision, similar to that contained in clause 5.1.3, which compels an industry participant to provide, upon request, information in respect to a residential premises to which a *short-term rental accommodation arrangement* applies to the council of the area in which the premises is situated. This information may include (but not limited to) the following details:

- a) property details (e.g. registered proprietors, address, etc)
- b) copies/details of any short-term rental accommodation arrangement
- c) the number of days that the premises has been used to provide STRA in any given period
- d) contact details of the *host* as defined by the Draft Code

Failure to provide a council with this information should be an offence for the purpose of s. 54C of the *Fair Trading Act 1987*.

### **DRAFT - Fair Trading Amendment (Code of Conduct for Short-term Rental Accommodation Industry) Regulation 2019 (Draft Fair Trading Reg)**

Council supports the Draft Fair Trading Reg as drafted. Consideration should be given to create a specific provision which would permit a council authorised officer to issue a penalty notice in

respect to an offence against s. 54C of the *Fair trading Act 1987* in circumstance where the offence is committed for not providing information requested by a council (see above). It is noted that for the purpose of issuing penalty notices s. 67(7) of the *Fair Trading Act 1987* permits the Secretary (the Commissioner for Fair Trading) to appoint authorised officers. The Secretary, upon request from a council, may considered appointing certain council officers as *authorised officers* for the purpose of issuing penalty notices for specific offences against s. 54C of the *Fair Trading Act 1987*.

In addition to defining a *short-term rental accommodation arrangement* as provided for in s. 54A of the *Fair Trading Act 1987*, it is the view of Council officers' that a prescribed standard form should be developed and included in a Schedule to the *Regulation* (e.g. the Standard form residential tenancy agreement is prescribed in Schedule 1 of the *Residential Tenancies Regulation 2010*). This would bring uniformity to the agreement at the same time better protecting each party's rights, assist in resolving disputes and eliminate ambiguity.

#### **DRAFT - Environmental Planning and Assessment Amendment (Short-term Rental Accommodation) Regulation 2019 (Draft EP&A Reg)**

The DRAFT EP&A Reg is supported, including the creation of an offence against the Regulation for conducting STRA absent of complying with the *short-term accommodation fire safety standard*. However, it is Council officers' view that the Draft Short-term Rental Accommodation Fire Safety Standard requires amendments to its current drafting (see below).

#### **DRAFT - Short-term Rental Accommodation Fire Safety Standard (Draft Standard)**

It is Council's view that there are aspects of the Draft Standard that are confusing and poorly drafted.

It is Council officers' opinion that the starting point for the provision of STRA in Class 2 – 9 buildings is that these buildings must be the subject of a current FSS or an AFSS. In respect to the Section 5 – Dwellings in a Class 2 building and Class 4 part of building of the Draft Standard, these provisions are confusing and do not distinguish between what measures are required within the sole occupancy unit (the *dwelling*) and the rest of the building. For example, when one reads 5.1.1(a) (iv) does this mean that in a Class 2 building that has one or more levels of basement parking that the parking areas require smoke alarms to be installed?

Similarly, for the purpose of 5.2.1 is the evacuation lighting required in the corridors and hallways of the whole building or just the corridors or hallways in the sole occupancy unit? As such, it is necessary that the Draft Standard be redrafting to clearly distinguish what fire safety measures are required to be installed within the sole occupancy unit being used for STRA and what fire safety measures are required for the rest of the building.

In summary, the STRA fire safety provisions to be provided in a dwelling/sole occupancy unit that is providing STRA must stand alone from the existing fire safety measures in the remainder of the building which are the responsibility of the owners of the building (e.g. owners corporation).

Council generally agrees with the requirements contained within Section 4 – Class 1a Dwellings of the Draft Standard. However, in certain Class 1a building configurations such as a *semi-detached dwelling*, 4.1.2 of the Draft standard could potentially effect a garage on a separate allotment. This provision of the Draft Standard should be amended to replicate the National Construction Code in that the provision only relates to a garage below a dwelling that it is not associated with.

#### **Proposed Register**

It is Council's position that a Register, with statutory registration requirements, is imperative to the effective operation of the entire STRA regulatory framework. Council agrees with the



proposition contained in the *Discussion Paper* that an industry-led STRA register would be the most effective method to develop and maintain the Register. This is particularly the case as an essential operational requirement that the information be kept on the Register be in “real-time”. The Registered should be made readily accessible to Local Government in real time.

Council also agrees with *Discussion Paper* as to the type of information/data that is to be contained in the Register. In this regard, it is essential that the Register reflects, in real-time, the number of days used and number of guests accommodated at a premises otherwise enforcement of the Proposed SEPP requirements will be virtually impossible. The register should also indicate whether the premises is *hosted* or *non-hosted*.

A further considerations should be the introduction of an offence for failure of a *host* or *letting agent* to register a premises prior to using the premises for STRA. A separate offence should also be created for carrying out STRA absent of a STRA arrangement.

### **Commencement**

Council supports the staged implementation option for the reasons outlined in the *Discussion Paper*. This will allow for stakeholders to develop and implement the various processes in place required by the new STRA framework. It is important the industry participants are supported by Government through this process. It is particularly important that the development of the STRA Proper Registered is developed in close consultation with Local Government.

Given that the centrepiece to the effectiveness of the whole STRA framework will be a well-designed property Register, Council suggests that a “STRA Register Development Group”, including representatives from Local Government, be established which brings together all relevant stakeholders. This will ensure that the design and implementation of the Register caters for all the prospective ‘users’ of the Register. This group could also serve to determine the parameters for what information contained on the Register should be accessible to the public and set any necessary reporting requirements.

### **Review**

Council supports the proposed Government review of the STRA regulatory framework 12 months after all the policy elements have commence, including the scope of the review as proposed by the *Discussion Paper*. It is envisaged that conducting the review 12 months after commencement will have given sufficient time to assess whether or not the policy elements of the regulatory framework are meeting their objectives. As the *Discussion Paper* also points out, the review should be a ‘whole of industry’ review and should include including the Strata Community Association. This will provide the relevant information from government, local and state, and all industry participants and relevant industry peak bodies.

In addition to the proposed review, a further longer term review should be undertaken to assess the social impacts of the STRA policy framework, particularly the impacts on housing affordability, long-term renter displacement and neighbourhood character change.

I trust that due consideration will be given to this submission.

Should you require further information in respect to any aspect of this submission, please do not hesitate to contact me on 9093 6947, Monday to Friday during business hours.

Yours faithfully



**Roman Wesezczynski**

Acting Director – City Planning

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**DRAFT – Not Endorsed by Council.**

File: 27521E

Director Housing and Infrastructure Policy  
NSW Department of Planning, Industry & Environment  
GPO Box 39  
SYDNEY NSW 2000

Via email: [sth@planning.nsw.gov.au](mailto:sth@planning.nsw.gov.au)

Dear Sir/Madam

**SUBMISSION**  
**Short Term Rental Accommodation (STRA)**  
**Proposed New Regulatory Framework**

Council appreciates the opportunity to provide further detailed comment on this important matter. The matter was reported to Council on XXXX and it was resolved that:

XXXX

Council has consistently held the view that any regulatory framework in this regard should essentially have a 'light touch', be clear and workable and not place an excessive additional administrative or compliance burden on Council, if possible.

The need for certainty in this regard is also acknowledged and the NSW Government is encouraged to bring this matter to a timely conclusion to remove the current uncertainty regarding the permissibility or otherwise of STRA.

**Opening Comments**

As stressed in our November 2018 submission (copy attached), holiday homes/STRA have been and continue to be an important feature of tourism in Shoalhaven for a long time. They are a critical element of regional tourism.

Given this important role, Council was the first to clarify the legal status of this form of accommodation through an LEP amendment that was gazetted thirteen years ago in 2006. Through this the short term rental of a residential dwelling does not need development consent/approval. Council has also continued to play an active and ongoing role in research, advocacy and regulatory changes related to this form of accommodation.

It is noted that a number of the points raised in our previous submission have been addressed in the revised package and this is greatly appreciated. The opportunity to review and comment on the overall package is also welcomed and appreciated.

The revised package contains five pieces of interrelated legislation/policy/guidance to review and is more extensive than the previous version. Given this a longer timeframe to review and comment would have been appreciated. If Councils really are one of the NSW Government's key planning partners, we need to be given comment periods that enable matters to be considered and reported to the elected Council. As such, in the future please consider minimum comment periods of six to eight weeks for planning reforms of this nature.

### **Tourism Role/Importance**

The short-term holiday letting industry is extremely important to Shoalhaven. With limited larger-scale hotels to service the accommodation needs, the success of the tourism industry relies on the availability of holiday rental accommodation throughout the City.

Shoalhaven is currently the most visited Local Government Area in NSW, outside Sydney CBD. The industry supports over 6,000 jobs and generates \$853 million annually in visitor spend. Recent research shows that visitor nights have increased by 7% for year ending December 2018, showing a trend in people staying longer in the region. Approximately 60% of domestic overnight visitors to the City stay in what could be termed to be short term rental accommodation or holiday homes.

### **Overall Package**

The release of the overall package for review and comment is beneficial and provides an opportunity to see how it all fits together.

There is still however an overriding concern that the components of the package may not work well together and may be difficult to follow/understand. It is essential that the regulatory framework works and is 'user friendly'. Thus, the indication in the material that there will be a 12 month review period once the package comes in is strongly supported. This will provide a critical opportunity to adjust anything that is not working as intended or respond to any unforeseen outcomes.

How the package interrelates and works with other pieces of NSW and Commonwealth legislation is also important, for example the Building Code of Australia. It is hoped that this has been given due consideration and there will not be unintended or unexpected consequences.

### **Proposed SEPP – General Comments**

The proposal for another standalone SEPP is a potential concern. This can be avoided by including the proposed provisions in the Codes SEPP. This would avoid a standalone SEPP and thus help manage the number of planning documents and potential for complex interactions between documents. The Standard LEP Instrument

should also be used, as it was originally intended to be, to also achieve relevant outcomes

The proposal to remove the relevant STRA clauses for relevant Environmental Planning Instruments, including Shoalhaven's, was something that we requested should the reforms eventuate and as such this aspect of the SEPP is supported.

It now appears that there is the ability to opt to map areas where you want to specifically enable STRA (verses where you do not). If this is the case, this is a welcome addition as it may assist Council manage emerging 'hot spots' in the future. Confirmation of this interpretation would be appreciated. If this is the case it provides an avenue for local exemptions where evidence demonstrates unacceptable social or environmental impacts (e.g. sewage capacity) and there is a need to control sensitive locations and limit or even possibly prohibit STRA.

*Link with Part 9 of EP&A Regulation* – There is a concern that this link will get lost in the detail as it is only included as a 'note' (Refer Part 3 - notes under the heading on page 7). It is suggested that it really needs to be part of Clauses 11 and 13. There is also a need for these services to be installed by a competent person and for a final fire safety certificate to be submitted to Council and NSW Fire and Rescue prior to the use operating. This could be included in the EP&A Regulation amendments.

The requirements for ongoing annual certification also need to be included as a 'note' to this requirement in the draft SEPP. This will result in a change in the Fire Safety standards under the EP&A Regulation.

### **STRA Definition**

The establishment of a consistent definition for 'short-term rental accommodation' is welcomed.

Removing *rural workers' dwellings* and *secondary dwellings* from the STRA definition should be considered to protect the original intent of permitting these types of dwellings, e.g. supporting a rural workforce and providing accommodation options for an older population. These original intents could be undermined, and this may not be considered appropriate.

Detached rooms should also not be allowed to be used for STRA.

There is also a need to refine the STRA definition to remove any potential ambiguity around a host residing **on** or **in premises** or **property**. Is the intent to describe a dwelling in which the host resides or a property containing two dwellings in one of which the host resides?

### **Existing Use Rights**

Given the current circumstance in Shoalhaven, it is assumed that Clause 15(2) of the draft SEPP covers potential 'existing use rights' as raised in our November 2018 submission.

Council welcomes the clarification that this clause provides. It will also potentially assist with a transition period for existing STRA for the components that do require attention, this will help facilitate a smooth transition for existing operators and reduce any sharp downturn in accommodation availability.

Irrespective, there are still some issues that need to be clearly considered and addressed. Specifically, are 'existing use' premises still added to the register and is there a need for them to install the essential fire safety measures. This needs clarity.

In this regard it may be appropriate to consider adding similar wording to Section 16 of the Boarding Houses Act to provide a time period whereby relevant matters are sorted. Perhaps the wording of 15(2) could be adjusted to read as follows (or similar):

*(2) Development that was commenced before the commencement of this Policy and that was, immediately before that commencement, exempt development in accordance with an environmental planning instrument that was amended by this Policy may continue provided the following is completed within a period of **XX** months from the commencement of this Policy:*

- (a) The premises are to be included on the State STRA register; and*
- (b) Compliance with the fire safety standards identified in Division 7X of the Environmental Planning and Assessment Regulation 2000.*

**Note:-** *Compliance with 2(b) above will require the submission of a fire safety certificate from a competent person to the Local Council and the NSW Fire and Rescue once the services have been installed. There will also be requirements for ongoing annual certification of these essential fire safety measures.*

## **Development Application Pathway**

There needs to be a development application pathway for existing dwellings that cannot be considered as either 'exempt' or 'complying' development.

For example, given the potential extent and affectation within Shoalhaven, a development application pathway may be appropriate or necessary for situations when a location is considered to be above BAL40 or is a 'flood control lot' that cannot be considered under the complying development pathway. This has the potential to affect large parts of our City, including a range of existing urban areas.

Consideration should be given to adding the STRA definition to the Dictionary in the Standard LEP Instrument and then allowing Councils to consider where they may wish to separately make the use permissible with development consent through their LEP's.

Where a development application is required then the Department should consider a Model DCP as part of the Standard DCP process to assist in this circumstance.

## **Exempt and Complying Provisions**

Whilst the proposed capping of the number of guests is generally accepted and understood, what happens in a situation where a dwelling (as approved) is capable of accommodating more than 12 guests? Perhaps it would be reasonable to also allow a dwelling to be occupied up to approved bed capacity in the original development approval for the building?

## **Number of Days**

As outlined in our submission dated 19<sup>th</sup> November 2018, Council has resolved to initially accept the general permissibility under the reforms of 365 days per year.

Any reduction of allowable days would push accommodation into the peak season and leave the off-peak and shoulder season short on accommodation. This would impact negatively on the growth of a year-round industry in Shoalhaven. The traditional winter and shoulder seasons now make up around 70% of the total annual visitors to Shoalhaven, evening out seasonality and helping provide year-round jobs and income for local businesses.

It is still assumed that even though a Council does not opt now to set/select a number of days between 180 and 365 that it will still potentially be possible to amend the number of days in the SEPP at a later point via their LEP. This will provide the option of starting with the State-wide maximum of 365, but possibly reduce the number of days later should issues emerge. Confirmation in this regard would be appreciated.

There still does not seem to be anything in the package when a Council wants to consider reducing the number of days to between 365 and 180 re justification and why a particular number is selected – this could lead to unintended economic consequences for example if it is not soundly based.

## **Bushfire Provisions**

It is acknowledged that the bushfire prone land aspect of the proposed reforms has been strengthened when compared with the November 2018 version.

The need for this is acknowledged, however given the extent of the Shoalhaven that is mapped as 'bushfire prone' the proposed provisions and their requirements could affect a considerable part of the City, including within some established urban areas. There is also a concern that whilst people will readily be able to work out whether a property is mapped a 'bushfire prone', it will not be as easy to identify whether a property is identified as BAL40 without an individual assessment. This has the potential to create problems and concerns moving forward, particularly for people making decisions to buy into the area.

There does not currently appear to be a pathway to approve the use on land >BAL40. This may impact significantly on the ability to use the proposed provisions in Shoalhaven. Consideration should be given to a development application pathway for properties >BAL40.

Clauses 13 (e), (f), (g) and (h) of the draft SEPP relate to 'bushfire prone land'. The format of these clauses should be reworded to improve their function/use. Alternatively, they could be treated the same as the proposed provisions for 'flood control lots' and be given a separate clause number altogether:

**x. Requirements for complying development on bushfire prone land.**

- (a) Does not apply to dwellings assessed as BAL-40 and BAL-FZ; and
- (b) same as 13(f)
- (c) same as 13(g)
- (d) same as 13(h)

If this approach is accepted, the requirements of current draft Clauses 13(d) and 13(i) would also need to change to refer people to these new Clauses.

If the bushfire wording is not reformatted as suggested above, then consideration still needs to be given to the wording of draft Clause 13(e) which currently indicates that "no part of the lot on which the dwelling is situated..." This wording is not consistent with other legislation which refers to "bushfire prone land" and could have a significant impact on a range of properties/situations in our City, for example large rural lots that are only partially 'bushfire prone'. The 'bushfire prone land' definition actually relates to where the dwelling is located on a lot and therefore should be used in preference and to ensure consistency. The wording should also be changed to exclude dwellings assessed as BAL-40 and BAL-FZ (see above).

### **Flood prone Land Provisions**

This is a significant change and inclusion from the November 2018 version of the proposed framework. Given the nature of Shoalhaven proposing 'complying' development when land is flood prone could have a significant impact locally. Further consideration should be given to this aspect, specifically is it really a major risk or not, noting that at least most new dwellings, particularly in urban areas, would have been approved with flood risk in mind? The usability of the currently proposed Clause 14 is also questioned.

The terminology in the draft SEPP needs to be consistent with the Standard LEP Instrument and the NSW Floodplain Development Manual otherwise there will be confusion in the development industry and the community as to the meaning of this clause. For example, is the use of the term 'flood control lots' consistent?

Our interpretation of Clause 14 of this draft SEPP is that STRA would not be allowed in areas affected by the 1% AEP flood event, regardless of the hydraulic hazard category. This is more restrictive than Chapter G9 Development on Flood Prone Land of the existing Shoalhaven DCP2014 that allows development in these areas provided appropriate development controls are implemented.

It is understood that the provisions in the draft SEPP would not apply to existing properties in Shoalhaven that are used for STRA now (due to existing use rights) but would only apply to new developments (intended for this use) or existing developments (to be converted to STRA) after the policy is implemented. From a flood risk management point of view, there is logic behind this approach as tourists/visitors will not always be aware of the flood risk at a rental property and this makes it easier for the SES during flood events.

The practical implication of this for Shoalhaven is that new developments (or existing development converted to STRA) within a 1% AEP flood extent that are intended to be used as short-term accommodation would not be permitted. There are a lot of flood prone areas within Shoalhaven and high demand for STRA, so any new developments intended to be used for short-term accommodation would need to be outside these areas. Council would need to make applicants aware of this for developments in flood prone areas so they would know that their property could not be converted to short-term accommodation in the future. This could be covered off on flood certificates for that Council issues.

Alternatively, development consent could be required in appropriate circumstances for STRA on flood control lots where 'complying' development cannot be pursued to:

- a. recognises concerns with certifiers/engineer's ability to access and use available flood risk information, and
- b. avoids defining "refuge" as appropriate refuges differ with flood behaviour e.g. refuge in place v's evacuation centre.

Strongly suggest that this aspect of the proposed reforms is given further detailed consideration in consultation with relevant bodies, including Councils, to ensure that it is workable.

### **Code of Conduct**

The proposal for a Code of Conduct is generally supported as it is in everyone's interest for STRA to be a 'good neighbour'. Give the contribution that STRA makes to our local area and its tourism economy, this is something that Council has consistently promoted and encouraged in our area through our provisions and material related to STRA.

The key to the strength of the proposed code will however be the proposed registration system and how problematic premises or owners/operators are managed and handled. Further detailed comments on these aspects are provided below. There is also a need to ensure that tenants are aware of the Code and commit to it as part of the lease.

### **Proposed Registration System**

The proposal for all STRA's (irrespective of platform) to be on a single register is generally supported. This could run much the same as the requirements under the



Swimming Pools Act. However there needs to be some link or tie to this in the proposed SEPP. There could also be nominal registration fee for properties and operating a penalty for operating a premise without first registering it on the State-wide register (this is similar to the Swimming Pool Act requirements).

The general register will provide certainty/information to the community. However, the suggestion of an industry led register or self-registration is not supported. The register needs to be led by the NSW Government, possibly through NSW Fair Trading. Again, this could be undertaken similar to the current Swimming Pool Act requirements.

The proposed STRA register should include the following detail for each property:

- (a) The address of the STRA
- (b) Local Government area where the STRA is located
- (c) Name of the STRA
- (d) Name of the owner
- (e) 24 hour contact details of the owner and any agent.
- (f) The number of bedrooms and the maximum number of people
- (g) Number of days occupied in any calendar year
- (h) How to lodge a complaint
- (i) Installed essential fire safety measures.

The issue of 'insurance' should also be considered as part of the register.

It is essential that both the registration scheme and exclusion register are tied together, and information is shared (open access) and jointly utilised.

### **Exclusion Register**

Generally individual problematic properties have been an issue in our area. The proposed exclusion register is a good approach and will potentially play a key role in managing these properties in association with the Code of Conduct in the future. There are however significant questions about the realities of this functioning successfully. For example:

- How will the exclusion register carry over platforms (it should)? If a property is excluded from one platform can it operate on another (should not be an option)? How does the register link platforms?
- If the property sells, does this create a clean slate or does the exclusion continue for the new owners? How would this be managed / disclosed at the time of sale?
- The nature of the online booking industry is all about instant booking and payment. Is the check done for blacklisted guests through the platform at the time of booking? If not, refunds will be required if the guest turns out to be blacklisted. How are different email addresses / names at the time of booking dealt with in the system?

- How will possible vexatious neighbours actually be handled? Some neighbours can be very persistent and vary considerably in what they consider a breach to be. This could create a significant amount of work (possibly for Council) in the investigation period.

It is noted that planning complaints can trigger action under the Code of Conduct and inclusion on this register. Depending on the nature and veracity of a complaint this approach is logical and is supported. It should also be clarified whether a valid planning complaint amounts to a 'strike'?

Also question whether breaches of other existing Acts, such as the POEO Act, should also be considered as a 'strike' depending on their nature? This would also possibly be the expected and logical outcome.

## **Compliance**

The compliance pathways and obligations related to the overall framework still need some clarity as it is likely that Councils will be expected to play a role, either directly or by default. This could be a significant additional compliance burden for Council given the extent of STRA in Shoalhaven.

## **Fire Safety Standards**

The inclusion of general first safety standards for STRA is supported as no one wants to see a fire in a STRA resulting in injury or death. This would have a huge impact on the industry generally and this form of tourist accommodation is important to Shoalhaven as outlined earlier.

The current proposed standards need to be amended to require the installation of fire and smoke alarms by a competent person and that a final fire safety certificate is submitted to Council and NSW Fire and Rescue. This needs to be included even though the building will remain as a dwelling (Class 1a). The requirements that came in during 2005 for dwellings to be upgraded with a hard wired appliance or 10 year batteries once the existing smoke alarm batteries fail has not really worked. As such there should not be a reliance on a similar system for STRA's given that it relates to with the safety of unrelated or unfamiliar people to the building.

The Environmental Planning and Assessment Regulation should also be amendment to include STRA's as requiring annual certification and this should be relatively easy to accommodate given that there will now be a definition for STRA's. Most Councils have fire safety programmes that deal with the annual certification of essential fire safety measures and STRA's could be incorporated with the ability for a nominal fee (possibly also linked to the registration system).

## **DCP Provisions**

Council currently has a DCP Chapter that supports and is linked to our current LEP Clause on STRA. This DCP Chapter can be viewed on the internet at:

<http://dcp2014.shoalhaven.nsw.gov.au/sites/dcp2014.shoalhaven.nsw.gov.au/files/Chapter%20G16.pdf>

Some clarity is required in this regard, specifically what happens to our DCP if the reforms come in and does it still play a role? Related to this, it is suggested that where a development application is required in the future for STRA that the Department should consider Model DCP provisions for Councils to possibly be utilised or adjusted as part of the proposed Standard DCP process.

## **Concluding Comments**

The opportunity again to comment on the proposed reforms is welcomed. It is stressed that there needs to be a continued dialogue with Local Government to ensure the final provisions are workable and do not raise any unexpected issues.

It is requested that this matter be drawn to a conclusion in a timely manner given the uncertainty it has created around STRA and that clear advisory material be issued regarding the final controls to ensure there is broader community awareness of the new system. This also needed to recognise situations like Shoalhaven where 'existing use rights' and the provisions of Clause 15(2) of the draft SEPP comes into play.

Should you require further information about this matter, please contact Gordon Clark, Section Manager – Strategic Planning on (02) 4429 3355.

Regards

**Gordon Clark**  
**Section Manager – Strategic Planning**

11 September 2019

**Director, Housing and Infrastructure Policy**

NSW Department of Planning, Industry and Environment  
GPO Box 39  
SYDNEY NSW 2001

To whom it may concern

**RE: Short Term Rental Accommodation: Submission from Singleton Council**

I refer to the current suite of documents on exhibition for the introduction of a policy framework around the regulation of short term rental accommodation. The Department is currently seeking feedback on the suite of documents until the 11<sup>th</sup> September 2019. Singleton Council appreciates the opportunity to review and provide feedback to the Department on a significant, currently unregulated, land use type.

Short Term Rental Accommodation is an important aspect of tourist and visitor accommodation in the Singleton Local Government Area. Whilst it is difficult to ascertain the value added to the local economy by STRA, tourism within the Singleton LGA, and by association, visitor accommodation, contributes around \$147 million dollars to the NSW economy and accounts for approximately 738 jobs in the LGA. As such, the development of a robust and transparent planning and regulatory framework that supports the tourism industry and incorporates STRA is critical.

**Feedback on the STRA SEPP, Regulation and Safety Standard**

To that end, Singleton Council provides in principle support for the suite of documents, in particular:

- The proposed adoption of a stand alone State Environmental Planning Policy that enables STRA providers, who are often not conversant in the technical aspects of the development assessment process, to have line of sight to the requirements and obligations for compliance.
- Clarity regarding the standards required for STRA in flood zones.
- Clarity regarding the standards for STRA on bushfire prone land, and in particular, prevention of development of STRA on bushfire prone land with a >BAL40 risk rating.
- Amendment to the Regulations to include clarity around visitor safety requirements, and in particular, fire safety standards.

Whilst Council has not to date nominated different permissibility, and particularly days thresholds, across the LGA, the implementation of the suite of STRA

documents is likely to have an impact on STRA development in the LGA, potentially positively and negatively. As such, Council would seek opportunity to review the implications following an implementation period, and propose adjustments to days thresholds in the future, should this be required.

I would like to thank the Department for the opportunity to provide comment on the suite of documents supporting regulation of the STRA industry. Should you have any questions or comments, please contact Mary-Anne Crawford, Manager Development and Environmental Services on 02 6578 7290.

Yours faithfully

A handwritten signature in black ink, appearing to be 'Mary-Anne Crawford', with a long, sweeping underline.

Mary-Anne Crawford  
**Manager Development and Environmental Services**

# Submission

## Explanation of Intended Effect: Short-term Rental Accommodation Planning Framework



**November 2018**

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## 1. Introduction

Tourism Accommodation Australia (NSW) welcomes the opportunity to make a submission to the *Department of Planning and Environment, responding to the Explanation of Intended Effect: Short-term Rental Accommodation (STRA) Planning Framework (EIE)*. This submission will address the proposed amendments by the Department to introduce the state-wide planning framework for STRA.

TAA (NSW) is the peak industry association representing hotels, motels and serviced apartments in New South Wales' \$8.0 billion accommodation sector (\$2.7 billion direct GVA; \$5.3 billion flow-on). TAA (NSW) is focused on, and committed to, the future development and growth of the accommodation sector within NSW's vibrant tourism and hospitality industries.

### 1.1 Contribution of Accommodation Sector to the NSW Economy

NSW's accommodation sector supported 57,329 full-time equivalent jobs in 2016-17, (26,300 through direct employment and a further 31,029 through flow-on impacts). This accounts for 21.9% of jobs supported by NSW's tourism industry and 1.8% of employment throughout NSW. Employment in the accommodation sector contributed \$3.5 billion to household incomes throughout NSW, and the sector contributed \$416.8 million in taxation revenue during 2015-16.<sup>1</sup>

## 2. Land use definition of Short Term Rental Accommodation (STRA)

In previous submissions we have pointed to the fact that there is no single definition for STRA. The growth of digital platforms (ie. Airbnb; HomeAway; Stayz etcetera) has increased the permissibility, lowered the cost and improved the accessibility of residential accommodation for short term letting to the visitor market.

Under current planning controls tourist and visitor accommodation is not allowed in residential zones and residential and tourist accommodation in the same building must be on separate floors accessed by separate lifts.

We support a new definition for short-term rentals and a consistent approach across NSW. We agree with the approach outlined in the EIE, of premises being classified as 'exempt' development where they meet certain requirements, such as limiting the number of days they can be let in a year and ensuring that they have in place the insurances and fire and safety provisions. If STRA does not meet the requirements it would not be permitted in residential buildings.

In our previous submissions we pointed to the need to distinguish between the different types of uses. We supported STRA in primary residences, where its purpose is to offset costs, not engage in the visitor economy, take housing off the long term market and compete with regulated 'tourist and visitor accommodation'.

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<sup>1</sup> AEC Group, 2017, *Economic Contribution of the Tourism Accommodation Sector in New South Wales*



Hosted Accommodation:	All hosted stays in primary residences, typically involving the private or shared short-term letting of a spare room.
Shared Accommodation:	Primary residences let un-hosted for a maximum total of ninety nights per year, typically while the residents are temporarily absent.

The use of investment residential properties (where the host is not present), as commercial STRA, falls outside the above uses.

In the Standard Instrument Order 2006 all forms of ‘tourist and visitor accommodation’ are regarded as a “development” and therefore require planning permission. If ‘tourist and visitor accommodation’ is to occur within an existing dwelling, hosts must seek a “change of use” permission. Therefore the proposed definition of STRA as ‘the commercial use of an existing residential dwelling’ together with that commercial use being for 180 days, leaves ‘short term rental accommodation’ being a permitted use with little regulatory controls other than the proposed ‘Code of Conduct’. This is largely self- regulation with no commitment to state or local government registration or oversight.

We support the definition of STRA with some modifications, only if it pertains to primary residences in metropolitan areas. This is to ensure, that if it sits outside the controls that apply to ‘tourist and visitor accommodation’, there is clear recognition that the commercial short-term rental accommodation usage is secondary.

We therefore propose the following amendment:

“the commercial use of an existing residential dwelling, either wholly or partially, for the purposes of short-term rental accommodation, but does not include tourist and visitor accommodation. In metropolitan areas the ‘existing residential dwelling’ to be a primary residence only.”

We support the proposed definition on the condition that “tourist and visitor accommodation” is also defined within the Standard Instrument Order 2006, as a building or place that provides temporary or short-term accommodation on a commercial basis, and includes any of the following: (a) backpackers accommodation, (b) bed and breakfast accommodation, (c) hotel or motel accommodation and (d) serviced apartments.

### **Serviced Apartments**

Within the ‘Serviced Apartment’ category TAA together with other industry associations (AAoA, AFTA and TTF) include “**apartment-hotels and/or strata-titled hotels**”. These are a *residential property* where the *short term rental accommodation industry participant* has entered into an agreement with the Owners Corporation to operate the business of letting lots in the building from the common property of the building (management rights) and has a form of onsite presence by way of a resident manager and reception located within the relevant building.

- “**management contract**” means a letting/management appointment or lease between a building/lot owner and the short term rental accommodation industry participant with the purpose of undertaking short term accommodation operations within the relevant building/lot allowing the short term rental accommodation industry participant to effect control over the guest(s) in that building/lot.

- **“residential property”** means a residential property compliant with the following criteria:
  - i. Acceptable fire safety measures consistent with the operation of short term rental accommodation for commercial purposes;
  - ii. Minimum insurance coverage of \$20 million for public liability;
  - iii. Employment arrangements that comply with Fair Work legislation, applicable awards and/or enterprise agreements/individual agreements etcetera.
  - iv. Clearly articulated emergency contacts and procedures

Management Rights operators are required to be licensed and must abide by greater controls and regulations.

**Recommendation 1**

*That the definition is amended to ensure that it recognises that if STRA sits outside the planning controls for ‘tourist and visitor accommodation’ it recognises the need to limit STRA to primary residence only in metropolitan areas.*

*“the commercial use of an existing residential dwelling, either wholly or partially, for the purposes of short-term rental accommodation, but does not include tourist and visitor accommodation. In metropolitan areas the ‘existing residential dwelling’ to be a primary residence only.”*

**Recommendation 2**

*That “apartment-hotels and/or strata-titled hotels” are included in the Serviced Apartment category and are therefore included in ‘tourist and visitor accommodation’ and not the subject of the EIE.*

**3.0 Proposed amendments to the State Environmental Planning Policy (Exempt and Complying Development Codes) 2008**

**3.1 Development Approval Pathways**

As outlined in 2.0 above, in our submission to the Options paper, TAA supported the following as Exempt development:

- a. Hosted accommodation. The short-term letting of rooms in any property where the host is present;
- b. Shared accommodation, where a property used for short-term letting retains its function as a primary residence. The most objective way of ensuring a property retains its function as a primary residence is through a threshold on the number of days per year it can be short-term let.

As outlined in our previous submissions our preference would be to limit STRA to primary residences only in metropolitan areas – Sydney, Newcastle and Wollongong.

This is in keeping with the trend overseas where New York, San Francisco, Washington, New Orleans, Miami, Boston, Charleston, Ireland, Vancouver, San Diego and Maine are among the jurisdictions which specify registration and primary residence only in cities (Please refer Appendix 1).

We do not support the limit of 180 days per year for properties in metropolitan areas whether it applies to a primary or secondary residence. At that point our modelling<sup>2</sup> shows that it becomes more attractive to put a property on the short term rental market, thus taking residential property off the long term rental market and competing directly with ‘tourist and visitor accommodation’ without the controls.

SA2	# Active Entire Home Listings	Average Nightly Airbnb Price for Entire	Median Weekly Rent	Annual Rent	Number of Nights Needed to Earn More on Airbnb than Renting Long	90	120	150	180
Coogee	780	\$ 313	\$ 585	\$ 30,420	97	-\$ 2,250	\$ 7,140	\$ 16,530	\$ 25,920
Manly	1239	\$ 320	\$ 650	\$ 33,800	106	-\$ 5,000	\$ 4,600	\$ 14,200	\$ 23,800
Sydney/Haymarket/The Rocks	1136	\$ 285	\$ 725	\$ 37,700	132	-\$ 12,050	-\$ 3,500	\$ 5,050	\$ 13,600
Potts Point/Woolloomooloo	1001	\$ 210	\$ 500	\$ 26,000	124	-\$ 7,100	-\$ 800	\$ 5,500	\$ 11,800
Newtown/Camperdown/Darlington	415	\$ 194	\$ 500	\$ 26,000	134	-\$ 8,540	-\$ 2,720	\$ 3,100	\$ 8,920
Redfern/Chippendale	575	\$ 210	\$ 540	\$ 28,080	134	-\$ 9,180	-\$ 2,880	\$ 3,420	\$ 9,720
Balmain	285	\$ 341	\$ 600	\$ 31,200	91	-\$ 510	\$ 9,720	\$ 19,950	\$ 30,180
Surry Hills	792	\$ 230	\$ 550	\$ 28,600	124	-\$ 7,900	-\$ 1,000	\$ 5,900	\$ 12,800
Darlinghurst	763	\$ 239	\$ 560	\$ 29,120	122	-\$ 7,610	-\$ 440	\$ 6,730	\$ 13,900
Avalon/Palm Beach	515	\$ 698	\$ 650	\$ 33,800	48	\$ 29,020	\$ 49,960	\$ 70,900	\$ 91,840
Maroubra	305	\$ 243	\$ 540	\$ 28,080	116	-\$ 6,210	\$ 1,080	\$ 8,370	\$ 15,660
Bondi/Tamarama/Bronte	1054	\$ 324	\$ 627	\$ 32,604	101	-\$ 3,444	\$ 6,276	\$ 15,996	\$ 25,716
Bondi Beach/North Bondi	1862	\$ 305	\$ 640	\$ 33,280	109	-\$ 5,830	\$ 3,320	\$ 12,470	\$ 21,620
Drummoyne/Rodd Point	56	\$ 258	\$ 560	\$ 29,120	113	-\$ 5,941	\$ 1,785	\$ 9,511	\$ 17,237
Five Dock/Abbotsford	36	\$ 213	\$ 550	\$ 28,600	134	-\$ 9,458	-\$ 3,077	\$ 3,304	\$ 9,684
Concord/Mortlake/Cabarita	51	\$ 175	\$ 570	\$ 29,640	169	-\$ 13,846	-\$ 8,581	-\$ 3,317	\$ 1,948
Concord West/Rhodes	138	\$ 187	\$ 590	\$ 30,680	164	-\$ 13,872	-\$ 8,269	-\$ 2,666	\$ 2,937

In the recently released Australian Housing and Urban Research Institute paper (AHURI), the authors noted ‘that while the new NSW regulatory regime adopts a limit of 180 days, we have chosen 90 days as the threshold. This is consistent with approaches taken in other parts of the world and represents a period of time that is considered to be the maximum period that long-term occupants could vacate their property without having to seek alternative long-term accommodation themselves.’.

Consistent with our modelling, their research shows that in Sydney - Darlinghurst, Manly and the eastern beach suburbs of Bondi, Tamarama, Bronte, Coogee - are areas of high concentration of commercial Airbnb listings<sup>3</sup>. Areas including and immediately surrounding the Sydney CBD form a second cluster.

The *Short-term Holiday Letting in NSW Options Paper* (the Options Paper) agrees that short-term letting ‘is acceptable in a residence up to a point that it becomes a more intensive commercial type of use.’<sup>4</sup>

Although TAA would support a lower threshold than 90 days, the New South Wales *Residential Tenancies Act 2010* provides an existing distinction of 3 months.

As Gurran and Phibbs point out in their 2016 report, ‘change of use’ permission is currently required for tourist and visitor accommodation. Recognising this, a considerable number of submissions to the Options Paper, were received from planners pointing to the fact that ‘Occasionally renting a home while the occupants are away would not constitute a change of use from residential to tourism accommodation (Richardson, 2015) and should not usually require special permission. Nor

<sup>2</sup> AirDNA, May 2018 scrape data

<sup>3</sup> AHURI Final Report No. 305, p 25, October 2018

<sup>4</sup> NSW Government, 2017, *Short-term Holiday Letting in NSW: Options Paper*, p 18

would occasional periods of home sharing with paying tourists who occupy rooms or beds during certain times of the year. However, repeated listings (more than 90 days per year was a commonly cited threshold) could mean that the property is no longer being used for residential purposes (Thomas, 2015; Mather, 2015) thus violating zoning rules.'

**Recommendation 3**

*That a limited of 90 days replaces the current 180 days. At that point our modelling shows that it becomes more attractive to put a property on the short term rental market, thus taking residential property off the long term rental market and competing directly with 'tourist and visitor accommodation' without the controls.*

**3.2 The Regulatory Impact of Commercial Short-term Rental Accommodation**

The regulatory and legislative requirements imposed by Commonwealth, State and local governments upon 'tourist and visitor accommodation' but not imposed upon STRA (outlined in Appendix 2) demonstrate the unevenness of the short-term accommodation playing field. This jeopardises ongoing investment in new accommodation supply in metropolitan areas necessary to capitalise on New South Wales' strategic tourism advantages.

Regulations add costs for operators. A 2015 report commissioned by the ACCC determined that 'regulatory neutrality' is a significant issue affecting competition between traditional operators and commercial operators in the "sharing" economy, who have "fewer regulations applied to and/or enforced against them" which "affects traditional businesses' ability to compete."<sup>5</sup> Because of this, the conversion of residential property into 'commercial short-term rental accommodation' is a much more attractive investment proposition than investment in regulated accommodation product.

Equally developers preference commercial and residential development in Sydney as these uses have a much higher value than tourist and visitor accommodation on a built per metre basis on average. As a result, a potential hotel often loses out to an office or residential development which delivers a better risk adjusted financial return (capitalisation rate) to the developer. The higher realisation value for office and residential translates into a higher price that can be paid for land for these alternate uses.

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<sup>5</sup> Deloitte Access Economics, 2015, *The Sharing Economy and the Competition and Consumer Act*

The current regulation threatens to further exacerbate the above, supporting the growing use of apartments zoned for residential, as short term visitor accommodation. This has multiple impacts:

1. **Impacts NSW's competitiveness in bidding for high-yielding conventions and exhibitions**, and its ability to capitalise on the new International Convention Centre and other infrastructure investments. These large scale conferences are seeking room allotments, high quality service and access to hotel facilities.
2. **Impacts employment and training investment.** The sector directly and indirectly supported 57,329 full-time equivalent jobs in 2016-17. The sector provides extensive training for employees which contributes to the growth in service quality across the hospitality industry.
3. **Impacts taxation revenue.** The sector contributed \$416.8 million in taxation revenue and New South Wales Government payroll tax during 2015-16, equating to 17 cents/dollar of GSP directly produced by the sector.
4. **Impacts access to services in the city.** Tourist and visitor accommodation contributes extensively to the amenity of cities, investing in bars, restaurants, spas, gyms, meeting rooms and other facilities. In a city that otherwise goes to sleep at night, they provide essential services for both residents and visitors.
5. **Impacts investor confidence in the market.** NSW must be able to attract foreign and domestic capital for investment to support asset prices of existing hotel stock, fund ongoing maintenance and refurbishment and innovatively meet changing consumer demands. This will become more difficult as lower-cost commercial-residential accommodation increasingly competes against regulated hotels for investment.

To overcome the primary causes of the supply blockages, there is a need to improve the development feasibility equation for genuine 'tourist and visitor accommodation' and its ability to compete with alternate uses, through government intervention. This requires not only improved regulation of 'STRA' but measures that improve investment in 'tourist and visitor accommodation'.

TAA believes that government has a role in addressing both these challenges.

### **3.3 Exempt and Complying Development Standards**

TAA supports the intent of the 'Exempt and Complying Development Standards' as outlined in 4.2.3 of the EIE. In particular we welcome the reinforcement of safety requirements in 4.2.4, which we expect to be further reinforced within the Code of Conduct. We note the effort to protect against 'party houses' with the statement 'it is also proposed that dwellings will not be able to be let for STRA to unrelated parties at one time. Related parties would include families, partners, friends and/or colleagues'.

We would point to the fact that the inclusion of friends and/or colleagues is so broad as to negate any effort to control behaviours through this measure.

However currently neither, the EIE or other proposed measures, have any mechanism in place to control the above. There is nothing in place that identifies properties used for STRA purposes; ensures that the regulatory standards and are being met; ensures that fire safety measures have been implemented; ensures that a property is not used for un-hosted STRA in Greater Sydney or in excess of the 180-day cap or in any LGA with a day cap less than 365; or ensures that the requirements of the strata scheme are met.

#### **4.0 Additional Elements of the Government Policy**

##### **4.1 Mandatory Code of Conduct**

TAA understands work is proceeding on the Mandatory Code of Conduct. We also note that the current Code of Conduct committee largely consists of those organisations with a financial interest in ensuring that there is light touch regulation of STRA.

In previous submissions TAA has outlined that in addition to controls on fire and safety, insurances and behavioural issues, a mandatory Code of Conduct needs to include the following enforcement measures:

- Agreement to only list properties that comply with the Code of Conduct;
- Agreement to only list properties that have registered with the NSW Government, and include the registration number in any listing;
- Agreement to remove listings that have not complied with the Code of Conduct;
- Via a registration system, agreement to provide to the NSW Government property information, owner information and booking information for the purposes of data-transparency and monitoring.

Short-term letting platforms and offline property agents that do not comply with the Code of Conduct should no longer be allowed to list properties in NSW for short-term let.

Combined, these elements of a new, mandatory Code of Conduct will stop irresponsible property owners from short-term letting and provide a strategic competitive advantage to those short-term letting platforms and offline property agents that are prepared to protect the social licence of NSW's tourism industry. These measures also address some of the questions around the policing of the EIE proposed regulatory standards.

These measures take much of the administrative burden away from Government, and ensure that those companies and individuals profiting from short-term rental accommodation are committed to the industry's sustainability.

TAA maintains that a mandatory Code of Conduct is a tool that underpins enforcement of distinctions within the planning system. That a host is present during the duration of a short-term let, or that property is not short-term let in excess of the prescribed number of days per year, can be ensured through short-term letting platforms and offline property agents providing the booking information of individual properties to the NSW Government.

For effective enforcement, the Code of Conduct needs to mandate the provision of this information to the New South Wales Government. Airbnb, for example, has agreed to this in overseas jurisdictions such as San Francisco, New York and New Orleans.

Numerous jurisdictions around the world now require the registration of properties used for short-term letting (Appendix 1). Foremost among these jurisdictions are San Francisco, New Orleans, Paris, Berlin, Ireland, Miami, Barcelona, Madrid, Montreal, Portugal and Vancouver. The key learning from these cities is that the registration process should be simple, straightforward and online and that the online platforms provide listing data to government that can be checked against registration.

Compliance with registration can be ensured through a requirement that any online or offline advertisement of a property for short-term let must include that property's registration number.

The registration system should work in concert with the Code of Conduct to store the booking activity of properties used for short-term rental. This will ensure that properties are not rented out for short-term accommodation in excess of the prescribed number of nights a year unless they have received a development application consent recognising their change in use from residential to commercial.

In addition to this there needs to be a regular audit conducted around the actual growth of short-term letting and impact on housing availability and costs, with third party sites that scrape data.

One thing that has been clear from enforcement measures worldwide is that platforms resist any real oversight of short term rentals. The Code of Conduct therefore needs to include penalties both for 'hosts' and for online platforms. After years of dealing with this issue, New York has passed a bill where 'disclosure requirements' for online platforms has been increased considerably with fines of US\$1,500 per listing for non-disclosure. This is in addition to the fee of USD7500 for hosts in violation of restrictions.

#### **Recommendation 4**

*That a simple online State administered online registration system be implemented to work in concert with the Code of Conduct to store the booking activity of properties used for short-term rental. That short-term letting online platforms and offline property agents providing the booking information of individual properties to the NSW Government to be checked against host registration and that a regular audit is conducted with third party sites that scrape data.*

#### **Recommendation 5**

*TAA recommends that a mandatory, enforced Code of Conduct requires short-term letting platforms and offline property agents to only list properties that comply with the Code of Conduct; only list properties registered with the NSW Government and include the registration number in the listing and remove properties that have not complied with the Code of Conduct.*



### **Recommendation 6**

*TAA recommends based on overseas experience, that fines apply for both short term letting hosts that do not comply with the Code of Conduct or conditions of the EIE and for online platforms that do not comply with the requirement to share listings of STRA.*

## **5. Conclusion**

As outlined in this submission, TAA continues to support hosted and shared accommodation when in a primary residence.

Both the recent *AHURI* research and the *Gurran and Phibbs* research in NSW shows that STRA in metropolitan New South Wales considerably impacts on amenity and housing affordability. Our submission also briefly outlines the considerable impact on hotel investment, which has long term consequences for employment, training and tax revenue for New South Wales. Our modelling clearly shows that at the proposed 180 days in metropolitan areas, it becomes more attractive to put a property on the short term rental market, thus taking residential property off the long term rental market and competing directly with 'tourist and visitor accommodation' without the controls. We therefore support a cap of 90 days and limiting STRA to primary residences only in metropolitan areas.

A mandatory, enforced short-term letting Code of Conduct coupled with a mandatory short-term letting registration system are essential tools in monitoring the amenity impact of tourism and ensuring compliance with the planning system. It is important that short-term letting platforms and offline property agents commit to the sustainability of New South Wales' visitor economy by sharing with Government the property information, owner information and booking information of properties they advertise for short-term let.

We look forward to working with the NSW Government on a long term solution to STRA in the visitor economy.



Appendix 1	Overseas Regulations on STRA
Jurisdiction	Regulations
<p>New York <b>BANNED</b> (spare rooms are not banned) <b>PRIMARY-RESIDENCE ONLY</b></p>	<p>Short-term letting for stays less than thirty days is illegal. Advertising properties for stays of less than thirty days is also illegal. Officials <a href="#">approved</a> on August 6 2018 disclosure requirements for Airbnb to beef up its enforcement of a state law that bans rentals of less than 30 days, spurring the site to sue the city. Landlords in violation of these restrictions are liable for a USD7500 fine. Short-term letting is estimated to have reduced the affordable housing stock by 10%, accelerated gentrification to the detriment of working-class communities and increased rents. New York City’s council passed a bill requiring home-sharing companies – read: Airbnb – to hand over the names and addresses of their hosts or face fines of USD1,500 per listing. Airbnb has fought the measure, claiming it violates hosts’ privacy. The law will take effect in early 2019.</p>
<p>San Francisco <b>REGISTRATION (publicly available register)</b> <b>90 DAYS</b> <b>PRIMARY-RESIDENCE ONLY</b></p>	<p>Hosts are required to register with the City before letting their property and the register is <a href="#">publicly</a> available. Airbnb has crafted a mandatory registration system to provide the city with hosts’ names, addresses and guests’ length of stays. This system can block booking beyond the 90 day threshold, and quantify the conversion of long-term rentals into short-term rentals. Registration requirements introduced in San Francisco this year (2018) <a href="#">have reportedly dropped</a> the number of listings by close to half. Short-term letting platforms must inform hosts of their legal responsibilities to collect &amp; remit hotel taxes, only list primary residences, have insurance coverage of a minimum USD500,000, and a maximum un-hosted letting of 90 days per year. Airbnb states to have been applying a “One Host, One Home” policy in San Francisco since April 2016 to limit un-hosted short-term letting to primary residences only.</p>
<p>Washington <b>LICENCE</b> <b>90 DAYS</b> <b>PRIMARY-RESIDENCE ONLY</b></p>	<p><a href="#">Laws passed</a> in late 2018 that block property owners from using Airbnb and similar companies to rent second homes on a short-term basis. Licences are required and an agency is being established to enforce them. It limits homeowners to renting out their primary residence to 90 days in a calendar year when the host is absent. There would be no limit on short-term rentals of space in one's residence - such as a spare bedroom or basement - when the host is present.</p>

<p>New Orleans <b>LICENCE</b> <b>90 DAYS</b> <b>PRIMARY RESIDENCE ONLY</b></p>	<p>There is <a href="#">currently a moratorium</a> on issuing licenses for short-term rentals of whole houses which will be revised soon (late 2018). There is an outright ban short-term letting in the French Quarter. Listing a property in New Orleans automatically triggers the city's registration process. Airbnb calls this "Pass-Through-Registration." Un-hosted short-term letting is limited to <a href="#">90 days</a> per year. The owner-occupant shall occupy the dwelling and be present during any Short Term Rental occupancy. Short-term letting platforms collect taxes on behalf of the city, which fund an enforcement bureau. Short-term letting platforms provide the city with data on short-term rental hosts, the locations of the listings and host contact information.</p>
<p>Miami <b>PRIMARY RESIDENCE</b> <b>90 DAYS</b> <b>REGISTRATION</b></p>	<p>Short-term letting has been banned in a substantial portion of Miami. In neighbourhoods where short-term letting is legal, strict conditions have been introduced. Hosts who register can only rent out their homes for 90 days and they must live at the listed property for at least 275 days per year. Rentals for less than six months and one day are prohibited in the city unless the property is in a legally permissible zone, such as most of tourist-dense South Beach. Short-term rentals are largely <a href="#">illegal</a> in the residential areas of the city. In legal areas, hosts are required to apply for a certificate of compliance at a cost of \$250. The application form for short-term letting requires copies of the property's deed, proof of a business tax receipt from the city and Miami-Dade County, a Florida Department of Revenue Certificate of Registration for taxation purposes and a Transient Lodging License with the Florida Department of Business. Operating a vacation rental without a Certificate of Use is a violation of the County Code: 1st Offense = \$100; 2nd Offense within 24 months of 1st offense = \$1,000; 3rd Offense within 24 months of most recent of the preceding offenses as well as subsequent offenses = \$2,500. Short-term rental listings would be required to display a city-issued business tax receipt number and the resort tax certificate number. Stiff fines for illegal short-term rentals start at \$20,000 for the first violation.</p>
<p>Boston <b>PARTIAL BAN -</b> <b>PRIMARY RESIDENCE ONLY</b> <b>120 DAYS</b></p>	<p>Boston's City Council passed regulations in June 2018. <a href="#">Hosts must own and live on the property</a>. Rentals are broken down into three categories: "Limited Share Unit": a spare room or space in a residence. \$25 annual fee. "Home Share Unit": an entire primary residence. \$200 annual fee. "Owner-Adjacent Unit": a unit in a two or three-family building. Can be rented up to 120 nights a year. \$200 annual fee. Property owners who want to do short-term rentals outside the scope of the proposed ordinance can apply to get their property categorized for commercial use instead of residential use.</p>

<p>Charleston <b>LICENCE/ REGISTRATION BAN ON WHOLE HOME RENTALS PRIMARY RESIDENCE ONLY</b></p>	<p>In <a href="#">April 2018</a> Charleston City Council finalised a new set of rules that bans whole-home rentals and requires property owners to stay home whenever they host guests. Operators must obtain a special licence and list the registration number on all online advertisements and will have to present site plans to identify where guests would stay and park their cars. Operators must also own and live on the property full time. They must pay licence fees and accommodations taxes. Fines have been issued for hosts breaking the rules, usually approximately US\$1087. They also have a <a href="#">Short-Term Rental Task Force</a>. There <a href="#">continues</a> to be debate on the rules.</p>
<p>London <b>REGISTRATION 90 DAYS</b></p>	<p>London has an annual threshold of 90 days for which a property can provide un-hosted short-term letting. Beyond this threshold, planning permission is required. Airbnb enforces a day-counter in London, which blocks booking functionality on listings that have reached the 90 day limit. There is concern that Airbnb is not enforcing the day-counter.</p>
<p>Paris <b>REGISTRATION 120 DAYS</b></p>	<p>Properties can be short-term let for 120 days per year and require the written consent of landlords. Above this threshold a special licence is required. Fines of €25,000 apply to landlords who short-term let properties above this threshold without a licence. Registration is required of properties used for short-term letting. Airbnb has agreed to implement an automated day-counter to block booking functionality once the 120 day annual threshold has been reached. Airbnb is likely to face tougher measures due to the so-called ELAN (Evolution of Housing, Development and the Internet) bill, already passed by the French Senate. <a href="#">Currently</a> under examination by a House-Senate committee, the bill would introduce fines for platforms that fail to remove unregistered listings from their site.</p>
<p>Amsterdam <b>REGISTRATION 30 DAYS (IN 2019, CURRENTLY AT 60 DAYS)</b></p>	<p>Airbnb agreed to a short-term letting annual limit of 60 days. It also agreed to enforce this limit through its own automated day-counter. From October 2017, Amsterdam has begun requiring hosts to report booked dates of their guests ahead of time. This is in response to concerns that Airbnb was not enforcing the automated day-counter, and that hosts were moving across multiple short-term letting platforms to circumvent the day-limit. Fines for non-compliance are up to €20,500. Amsterdam will reduce the limit to <a href="#">30 days</a> per year from 2019.</p>

<p>Ireland LAW PASSED 90 DAYS REGISTRATION PRIMARY RESIDENCE ONLY – change of permitted use required for second properties</p>	<p>New laws will come into effect June 2019. Owners of second properties in 'high housing demand areas' (i.e. Dublin) – buy-to-lets or holiday homes - will have to apply for <a href="#">consent</a> and owner occupiers will face no further restrictions in letting individual rooms. However, owner-occupiers will have to abide by a 90-day maximum number of bookings in a year if they let their entire home.</p> <p>Where a person owns a second property and intends to rent it out in a short-term capacity, they will no longer be allowed to do so unless the property is already permitted to be used for tourism or short-term letting purposes and they complete registration. They are eligible to apply for a change of permitted use, but where demand for long-term lettings is high they are unlikely to get permission.</p>
<p>Vancouver REGISTRATION LICENCE 90 DAYS PRIMARY RESIDENCE ONLY</p>	<p>Short-term letting is banned apart from primary residences. <a href="#">Renters</a> must have approval from a landlord while homeowners that are part of a strata must ensure that short-term rentals are allowed under the strata bylaws. All hosts are required to register with the City, and have business licences displayed on their accommodation listing (which cost CAD49 a year) – the penalty for violating the law is up to CAD1,000.</p> <p>The primary residence qualification means that properties cannot be short-term let for more than 90 days per year. An official licence is required for renters who are operating on Airbnb and a business licence number must be included in listings on websites.</p>
<p>Montreal REGISTRATION 90 DAYS</p>	<p>Quebec law requires owners who frequently short-term let their properties (more than 90 days annually) to obtain the same certifications as hotels and bed &amp; breakfast operators. Fines are up to CAD100,000.</p>
<p>Toronto *POSTPONED* REGISTRATION 90 DAYS LICENCING PRIMARY RESIDENCE ONLY</p>	<p>Toronto is finalising its response to short-term letting. An appeal of new rules has been <a href="#">postponed</a> to August 26 2019, meaning home-sharing companies are continuing to operate without regulation.</p> <p>The proposed rules included requiring all short-term letting hosts to register with the City and post their registration number in all advertisements. Short-term letting platforms are required to be licenced and only list registered properties. Short-term letting is only allowed in primary residences (based around a 90 day annual threshold). Short-term letting platforms must share booking, owner and property data with the city to enable enforcement.</p>
<p>Los Angeles Drafting 120 DAYS</p>	<p>Proposed limit to number of days a host can short-term let their residence to 120 days per year.</p>

<p>Madrid <b>90 DAYS LICENCE REGISTRATION</b></p>	<p>New regulations prohibit flats being rented out for more than 90 days per year. To get a <a href="#">holiday rental licence</a> homeowners will have to prove their property has a separate entrance from the rest of the building—a condition that is in most cases impossible to fulfil. Madrid city hall in January 2018 stopped issuing new licences for tourist apartments, and only plans to resume licensing once the new system is in place. Registration has been required since 2014.</p>
<p>Portugal <b>LICENCING &amp; REGISTRATION FINES</b></p>	<p>Rules came into effect <a href="#">1 July 2017</a> that make it mandatory to show the official rental licence number of any property when advertised online. <a href="#">Further laws</a> have been proposed in the Portuguese Parliament which add restrictions to private rentals. Complainers must demonstrate how the movement of tourists ‘disturbs’ normal property users and if half of the home owners in an apartment are against an apartment being letted for holiday guests it will not be allowed.</p> <p>Town Halls are able to create ‘areas of containment’ by limiting the number of licences issued in a neighbourhood and a single owner cannot hold more than 7 licences. Any new licence must be filed with the local mayor and an inspection will occur within 30 days to verify that the property conforms to existing requirements. Fines for non-compliance with laws and regulations have also been increased to 4,000 euros for private individuals and 40,000 euros for companies.</p>
<p>Hong Kong <b>28 DAYS LICENCING</b></p>	<p>Under Hong Kong law, letting property as short-term lodgings for a period less than 28 days without a licence is illegal.</p> <p>The government bill proposes maximum fines be increased from HK\$200,000 to HK\$500,000 and prison terms lengthened from two to three years.</p> <p>The city’s Hotel and Guesthouse Accommodation Authority would also be empowered to apply for search warrants to break into and raid flats suspected of being unlicensed holiday rentals.</p>
<p>Barcelona <b>LICENCED/REGISTERED TAXATION HEAVY ENFORCEMENT &amp; FINES</b></p>	<p>A city-approved license is required, or face a court case potentially leading to a substantial fine. Short term rental in high tourist areas is not permitted under this licence. The city has stopped issuing licences and many existing licences in the most heavily toured areas will not be renewed when they expire. In <a href="#">Barcelona</a>, it used to cost €250 (£221) for a short-term rental permit. Now that such permits are no longer being issued, they change hands for up to €80,000.</p> <p>On June 1, Airbnb and the city launched a new agreement that gives Barcelona officials access to data about what’s being listed around town. Barcelona has also built a 100-man enforcement squad to track down unregistered Airbnb hosts, and fined Airbnb €600,000 last year.</p> <p>Last year, the city’s new tourism plan stipulated that vacation apartments must pay the highest rate of property tax. And since last summer, investigations by the city have already led to 1,500 unlicensed apartments being de-listed.</p>

<p>Berlin 90 DAYS LICENCING/ REGISTRATION</p>	<p>Berlin, which all but banned the service in 2016, <a href="#">reopened its market</a> in March with a 90-day annual cap on short-term rentals. Landlords will be able to apply for permits to rent a primary residence for unlimited periods and second homes for 90 days. Landlords seeking to rent out their home will only be allowed to do so if they get a general permit from their borough, even if they intend only to rent their property out for occasional short stays. Maximum penalty for breaking the rules has been multiplied by five, to a potential fine of €500,000 (\$617,000).</p>
<p>Greece REGISTRATION TAXATION</p>	<p>Greece has launched an Independent Authority for Public Revenue (AADE), an electronic registry for property owners leasing their homes for short-term accommodation purposes via online sharing platforms (<a href="http://www.aade.gr">www.aade.gr</a>). Properties/separate rooms must be listed and declared individually. By law, operators must enrol on the registry. A new law passed by Parliament in late December requires that property owners who use digital platforms to lease accommodation to tourists for short periods pay up to 45 percent in tax on their income, with the purpose of boosting state funds</p>
<p>Japan 180 DAYS REGISTRATION LICENCING</p>	<p>A law regulating the industry was introduced in June 2018, meaning owners (housing accommodation business operators), managers and brokerage site operators can rent out rooms up to 180-days, and are required to confirm the identities of their guests and register their rental properties with national and local governments. Licensing is administered at a local level. The penalty for breaking the law is one million yen and the government is authorised to inspect properties for illegal public housing. Some municipalities impose further restrictions, such as only allowing home-sharing on the weekends or during seasons.</p>
<p>San Diego *REPEALED, UNDER DEBATE* 30 DAYS LICENCING</p>	<p>The City Council brought in short-term rental regulations which would restrict short-term rentals to a primary residence only (up to 6 months a year, and requiring an annual permit costing \$949) and outlaw the rental of second homes for stays under 30 days. Three-night minimum stays were also introduced for saturated coastal areas and downtown. However, these restrictions were repealed in October and the Council continues to debate who can rent out homes for periods of less than 30 days.</p>
<p>Columbus LICENCING</p>	<p><a href="#">Council</a> passed an ordinance requiring short-term property hosts to: complete licensing and background checks; list emergency contacts for neighbours; have proper insurance, smoke detectors, fire extinguishers and an exit escape plan; purchase a business licence which must be renewed annually; and pay additional taxes and fees for administration of licences, background checks, as well as gross receipts tax. Violation of any codes results in a \$500 fine in the first instance, \$750 for a second, and \$1000 for a third violation within the preceding months 12 months.</p>

<p>South Portland, Maine  <b>BANNED (spare rooms are not banned, &amp; up to 14 days while on vacation is allowed)</b>  <b>PRIMARY RESIDENCE ONLY LICENCING</b></p>	<p>New rules require that all short-term rentals are inspected, insured and <a href="#">licensed</a> by the city.          There is a ban on un-hosted or non-owner-occupied rentals. There is a requirement that owners live in the homes that they rent to short-term visitors. However, single-family homeowners are limited to renting their homes for up to 14 days a year while they are on vacation.          These regulations were approved by a public referendum of South Portland residents. The vote was 6,375 to 5,378.</p>
<p>Norway  <b>*PROPOSED*</b>  <b>90 DAYS</b></p>	<p>Norway wants to limit owners to renting out their apartments through services like Airbnb for <a href="#">90 days</a>.</p>



## Appendix 2: Regulations on Hotels not applied to Commercial-Residential Accommodation

Development Applications	These are undertaken at considerable expense. In Sydney, it takes 51 weeks to obtain a one-stage approval and 87 weeks to get a two-stage approval. A stage two approval has direct regulatory costs of \$450,000, total regulatory costs of \$2 million and site holding costs of \$2.5 million.																
Building Code of Australia (fire safety)	Hotels are subject to extensive fire safety requirements prescribed by the Code.																
<i>Environment Planning and Assessment Act 1979 and Regulation (NSW) (fire safety)</i>	<p>Class 3 buildings (hotels) are subject to regular council fire safety inspections.</p> <p>Submit fire safety certificates, annual statements and comply with a safety schedule. Requirements can include emergency lighting, exit signs, fire doors, fire hydrant systems, sprinklers, and display orders showing exits and fire safety equipment.</p> <p>Hotels have stringent requirements for smoke alarms.</p>																
<i>Disability (Access to Premises - Buildings) Standards 2010 (Cth) (room ratio requirements)</i>	<p>In addition to making common areas accessible, the Premises Standards impose a number of access requirements on hotels, including the requirement that a proportion of rooms and facilities cater to disabled guests. The requirements are as follows:</p> <table data-bbox="724 1218 1331 1823"> <tr> <td>1 to 10 rooms</td> <td>1 accessible room</td> </tr> <tr> <td>11 to 40 rooms</td> <td>2 accessible rooms</td> </tr> <tr> <td>41 to 60 rooms</td> <td>3 accessible rooms</td> </tr> <tr> <td>61 to 80 rooms</td> <td>4 accessible rooms</td> </tr> <tr> <td>81 to 100 rooms</td> <td>5 accessible rooms</td> </tr> <tr> <td>101 to 200 rooms</td> <td>5 accessible rooms plus 1 for every 25 rooms or part thereof in excess of 100</td> </tr> <tr> <td>201 to 500 rooms</td> <td>9 accessible rooms plus 1 for every 30 rooms or part thereof in excess of 200</td> </tr> <tr> <td>More than 500 rooms</td> <td>19 accessible rooms plus 1 for every 50 rooms or part thereof in excess of 500</td> </tr> </table>	1 to 10 rooms	1 accessible room	11 to 40 rooms	2 accessible rooms	41 to 60 rooms	3 accessible rooms	61 to 80 rooms	4 accessible rooms	81 to 100 rooms	5 accessible rooms	101 to 200 rooms	5 accessible rooms plus 1 for every 25 rooms or part thereof in excess of 100	201 to 500 rooms	9 accessible rooms plus 1 for every 30 rooms or part thereof in excess of 200	More than 500 rooms	19 accessible rooms plus 1 for every 50 rooms or part thereof in excess of 500
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<i>Liquor Act 2007 &amp; Liquor Act Regulation (NSW)</i>	<p>In order to serve alcohol, hotels are required to obtain a hotel or on-premises licence. Requirements include:</p> <ul style="list-style-type: none"> <li>- Rigorous 'community impact statement' process undertaken</li> <li>- Signage and record keeping requirements</li> </ul>																



	<ul style="list-style-type: none"> <li>- Trading hour restrictions</li> <li>- Staff must be trained in RSA</li> <li>- Compliance with licence conditions</li> <li>- Payment of an annual risk-based licence fee + trading hour loading (up to \$5550)</li> </ul>
<i>Smoke Free Environment Act 2000 and Regulation (NSW)</i>	<p>Restrictions include:</p> <ul style="list-style-type: none"> <li>- Indoor smoking ban (guests cannot smoke in rooms)</li> <li>- Smoking not permitted in 'commercial outdoor dining areas'</li> <li>- Smoking not permitted within 4 metres of 'pedestrian access points'</li> </ul>
<i>Food Act 2003 (NSW); Australian New Zealand Food Standards Code</i>	<p>Hotels operating restaurants and cafes need to:</p> <ul style="list-style-type: none"> <li>- Register with council</li> <li>- Appoint a trained food safety supervisor</li> <li>- Comply with the Food Standards Code</li> <li>- Are subject to regular council inspections.</li> </ul>
<i>Innkeepers Act 1968 (NSW)</i>	Sets out signage requirements and the liabilities of 'innkeepers'.
<i>Privacy Act 1988 (Cth)</i>	Requirement to adopt a privacy policy and abide by the Australian Privacy Principles. As employers, hotels are also subject to the <i>Workplace Surveillance Act 2005 (NSW)</i> which provides privacy protections.
Employment Laws	Mandatory.
<i>Work Health and Safety Act and Regulation (NSW)</i>	Mandatory.
Compulsory Contributions to Employee's Superannuation	Mandatory.
Workers Compensation Insurance	Under NSW workers compensation legislation, every employer is required to have workers compensation insurance.
Public Liability Insurance	Contractual arrangements often specify a required minimum amount. Most hotels take out insurance to the value of \$20 million.
Payroll tax	Mandatory
Company tax	Mandatory.
GST	GST is payable on all bookings and services.
Council (business) rates	Hotels in Sydney's CBD have reported council fees of \$140,000 per year.
Other commercial fees and charges	For example, these include trade waste charges.

Council Reference: PP15/0005  
Your Reference: STRA



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20 September 2019

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NSW Department of Planning, Industry and Environment  
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Sydney NSW 2000

Dear Sir/Madam

### **Tweed Shire Council submission to the State Government Short term Rental Accommodation Planning Framework (Policy, Regulation, Code of Conduct)**

Tweed Shire Council (TSC) has played an active role in the State Government's development and consultation on a short term rental accommodation (STRA) policy framework for NSW, having made submissions previously and been engaged through the STRA council and industry workshop sessions.

TSC welcomes the opportunity to make a submission on the draft policy framework. Our submission is focussed on the exhibited material as well as providing some local Tweed Shire STRA context.

It is noted that our submission will be lodged by the closing date of 11 September, however, in accordance with the extension granted by email of 28 August 2019, a formal submission endorsed by Council will follow after their meeting of 19 September 2019. It is noted the submission may vary following Council's review.

Exhibited material includes:

1. Short-term Rental Accommodation: A new regulatory framework Discussion paper
2. Draft Code of Conduct for the Short-term Rental Accommodation Industry
3. Draft Fair Trading Amendment (Code of Conduct for Short-term Rental Accommodation Industry) Regulation 2019
4. Draft State Environmental Planning Policy (Short-term Rental Accommodation) 2019
5. Draft Environmental Planning and Assessment (Short-term Rental Accommodation) Regulation 2019 and accompanying 'Short-term Rental Fire Safety Standard'.

### **Tweed Shire Council STRA context**

Council has been providing a degree of flexibility and considering applications, which appear to be STRA, as a *serviced apartment* under the Tweed Local Environmental Plans (LEPs).

Notwithstanding a limited number of applications, the number of STRA listings has increased significantly. Whilst the following figures relate specifically to the short term rental platform AirBnB, it is noted that this is only one provider of many on the STRA market. AirBnB is referred to as there is a tracking website which provides basic numerical data. As such the figures are not provided to be a complete picture, rather to provide an indication of trends.

	October 2017	October 2018 (at the time of our previous submission)	02/09/19
Total listings Tweed Shire	369	1,091	1,202
5 being for entire home/apartment	70%	80.1%	82.2%
% being multiple listings	N/A	44.4%	48.1%
Total listings Northern Rivers	2,350	5,114	5,388

Source: <http://insideairbnb.com/>

Multiple listings are growing, indicating a trend of STRA as a business, rather than home sharing activity as it is described.

Over two years these figures represent an increase of 225% in listings within Tweed Shire. Currently 22% of the Air BnB listings are within Tweed Shire (15% in 2017), second only to Byron Shire.

As a percentage of the Northern Rivers, Tweed Shire listings are growing, a trend which is likely to continue as neighbouring Byron Shire moves to restrict short term rental accommodation.

Compliance with legislative requirements, basic amenity requirements and unauthorised STRA is having a significantly increasing impact on TSC resources. Compliance is one of our key concerns and a key focus of the TSC submission.

### **Draft State Environmental Planning Policy (Short-term Rental Accommodation) 2019**

#### Rural Workers Dwellings and Clause 9 General requirements for exempt development

Under the policy framework, STRA will be exempt development within a range of residential dwelling types, including a lawful rural workers dwelling, under the definition of *short term rental accommodation*.

Dwellings approved for rural worker's purposes are approved for a specific use and the occupants of such a dwelling are also a specific category, being a rural worker.

It is not considered appropriate that the provisions of the SEPP (STRA) 2019 override this specific dwelling type and its use as originally intended, ie. to allow accommodation provision for rural workers. How is it proposed to maintain the use as a workers dwelling if the owner can use it for short term rental accommodation?

Clause 9(2) (b) of the draft SEPP excludes certain categories of land uses from the exempt provisions it would seem logical that *rural workers dwellings* would be included in this excluded list.

### **Recommendation**

*Rural Workers dwelling be added to the list in Clause 9(2)(b) along with the other specific use dwelling types.*

### Clause 14 Requirements for complying development on flood control lots

The intent of the clause appears to be to consider risk from events exceeding design flood level through consideration of evacuation, isolation and refuge, which is to be commended and is supported. However, the wording of the clause is confusing and is considered to require clarification, as follows:

*Clause 14(2)(a) the lot must have pedestrian and vehicular access to a readily accessible refuge at a level equal to or higher than the lowest habitable floor level of the dwelling house,*

1. What defines a "refuge" and what flood immunity must it have?
2. What has to have a "level equal to or higher than the lowest habitable floor level of the dwelling house"? Does this apply to the access route or the refuge?
3. Why is "lowest habitable floor level" used? What if the house has an old, "deemed approved", habitable level (or basement) with very low flood immunity? This would set the bar very low and is of concern.

*Clause 14 (2)(b) vehicular access to the dwelling house will not be inundated by water to a level of more than 0.3m during a 1:100 ARI (average recurrent interval) flood event.*

1. How far does the "vehicular access to the dwelling house" go? To the end of the driveway, to the "refuge" area, or other?
2. The selection of "a level of more than 0.3m during a 1:100 ARI flood event" is unusual and would make assessment ambiguous due to the finely detailed investigation required.
3. "a level of more than 0.3m during a 1:100 ARI flood event" could also be considered by some as contrary to the NSW SES position of "if its flooded, forget it (don't drive through flooded roads) as it seems to suggest driving through 300mm of flood water is acceptable.
4. "a level of more than 0.3m during a 1:100 ARI flood event" is an over simplistic threshold. For example what if that 300mm of flood water is high flow hazard, such as flowing a 1 metre per second? This is then not considered safe.

Whilst Council supports the inclusion of a clause that considers evacuation, isolation and risk from events greater than 1% AEP, we suggest that the wording of the current clause 14(2) be revisited in consultation with DPIE flooding specialists.

### **Recommendation**

*The wording of Clause 14 (2) be clarified to address the above concern in consultation with DPIE flooding specialists.*

### **BCA accessibility requirements**

The SEPP is silent on accessibility requirements. The BCA requires accessibility to be provided to certain Class 1b, 2 and 3 buildings and to be considered at the time of construction. It is recommended the draft SEPP address the accessibility requirements.

### **Recommendation**

*It is recommended the draft SEPP also address the BCA accessibility requirements.*

## **Draft Environmental Planning and Assessment (Short-term Rental Accommodation) Regulation 2019 Division 7D and accompanying 'Short-term Rental Fire Safety Standard'**

### **Bush Fire**

The intent of the fire safety provisions is to be commended and is supported. However, the wording of the provisions is confusing and is considered to require clarification, as follows:

A building is to comply with *Planning for Bushfire Protection (PFBP)* and is restricted from applying to BAL 40 and the flame zone (FZ), as follows:

Under Division 3 Clause 13 (d) a dwelling cannot be complying development and non-hosted STRA where:

- (d) *the dwelling is situated on bushfire prone land, and*
- (e) *no part of the lot on which the dwelling is situated is bushfire attack level -40 (BAL-40) or in the flame zone (BAL\_FZ), and*
- (f) *the dwelling complies with the requirement of Planning for Bush Fire Protection (ISBN 0 9751033 2 6) published by the NSW Rural Fire Service in December 20061, and...*

	Hosted	Non Hosted
New dwellings constructed after PFBP	NA	To comply
Existing dwelling constructed prior to PFBP		Unsure if building is to be retro fitted to comply with determined BAL / amber protection upgraded / Exempt from requirement if constructed prior to PFBP

1. How is it determined if a part of a lot the dwelling is located on is BAL – 40 or BAL - FZ, when a BAL is assessed in relation to the location of a dwelling on the lot? Currently under the SEPP Exempt and Complying Development Code this would relate to the dwelling rather than lot.
2. Who determines the BAL where not already applied at Development Approval stage of the Dwelling and at what stage, as a prerequisite or as part of the CDC application? Currently a Pre Requisite BAL Certificate is required before lodging a CDC to support the dwelling design.
3. Where a house is constructed prior to Planning for Bushfire Protection 2006, it is unclear if it is required to be retrospectively upgraded to comply with today's requirements / ember protection or exempt?

### **Recommendation**

*The wording of Clause 13 be clarified to address the above concern in consultation with bush fire specialists.*

### Fire Safety provisions

The Standard sets out different requirements for different classes of buildings consistent with the BCA. These are realistic, however, the fire standards should be included in the SEPP STRA as development standards.

### Swimming pool safety

Where STRA is proposed (either exempt or complying) at a property that has a pool, it should be made clear that the owner would be required to re-register the pool on the NSW Government's swimming pool Register as Short Stay Tourist Accommodation.

It is recommended that this be included as a development standard, and require a copy of the Swimming Pool Certificate of Registration and a copy of current Swimming Pool Safety Certificate or Occupation Certificate for the pool (where obtained within 3 years) be provided with the STRA registration.

### **Recommendation**

*The Draft State Environmental Planning Policy (Short-term Rental Accommodation) 2019 include development standards requiring the registration and certification of any pool in association with STRA.*

### Where STRA is neither exempt or complying development

The SEPP makes provision for most STRA as exempt development. STRA can also be complying development where the conditions for bushfire or flooding can be met. However when these conditions cannot be met there is no clarity regarding whether a development application can be lodged. If a DA can be lodged, currently this only be under the definition of *serviced apartment*, and in zones where this use is permitted as the definition resides in the SEPP and not the local environmental plan (LEP).

Clarity is sought as to whether this is the intent of the STRA legislative framework.

### **Recommendation**

*Clarity be provided regrading development which does not meet either the exempt or complying conditions.*

## **Draft Fair Trading Amendment (Code of Conduct for Short-term Rental Accommodation Industry) Regulation 2019**

### Clarification of compliance responsibilities

Councils should be briefed on what resources the Department of Fair Trading will be allocated to carry out the regulation and administration of the *Code of Conduct* and the process for the community and councils for referring those complaint.

Given that the draft Code deals with noise and other amenity complaints, which generate a high level of complaints requiring a swift response, how does the Department intend to deal with such complaints? For example will there be an “on ground” response and a local presence for complaints handling and investigation?

## **Draft Code of Conduct for the Short-term Rental Accommodation Industry**

### Draft Code of Conduct

Minor drafting error to Clause 6.1.9 which refers to Clause 6.3.8, which does not exist. Suggest this reference should be to Clause 6.1.8.

### Inconsistencies within the Draft Code of Conduct regarding compliance matters

The *Draft Code of Conduct* defines *planning laws* yet in section 6.2.4 it refers to two other Acts that are not part of the *planning laws* definition.

Our understanding of this structure is that a complaint has to be based on planning law which is confined to the Act and Regulations and LEP, ie that a dwelling is lawful, permissible and compliant with these policies.

The *Protection of the Environment Operations Act* and the *Protection of the Environment Operations (Noise Control) Regulation* are the primary pieces of legislation in NSW to manage noise pollution. This legislation and the Draft SEPP do not currently identify the appropriate regulatory authority (ARA) for STRA. Specific regulatory tools under the legislation do not currently exist.

A registration system through State Government is proposed to help manage noise and anti-social behaviour associated with STRA, with a ‘two strikes and you’re out’ arrangement for guests. Such a regulatory framework is supported by Council.

However, given that “planning laws” do not deal with noise, parking or other amenity complaints, it is unclear how these will be dealt with. The Code at Section 5.5.2 deals with noise, however, the following should be clarified:

It is not clear at Clause 5.4.8 and Clause 5.5.2 *Obligation to Neighbours* what is meant by *neighbour, other occupants of the premises and any immediately adjoining premises*. Is neighbour confined to the adjoining unit in a building?

The Code should explain who the Code is recognising in terms of the *Obligation to Neighbours*. For example, does the Obligation extend to someone two or three doors away, who may also be affected? This is critical to understanding compliance because the Code only recognises *contravention of the Code*.

Why reference immediately adjoining premises when neighbour is also used? It seems to read there are two groups that are covered by the Code: 1. neighbours and other occupants of the premises; and 2. any adjoining premises.

Notwithstanding, this does not address a neighbour across the road, someone two doors up, or where there is a park or reserve in between. These neighbours may also be subject to noise and amenity Impacts.

Similarly, anti-social behaviour in the community is generally investigated and responded to by the local police. The Code should clearly identify responsibilities regarding anti-social behaviour associated with STRA, and clarify this for all stakeholders.

### ***Recommendations***

*The draft Code of Conduct be amended to clarify the terms neighbour, other occupants of the premises and any immediately adjoining premises and how compliance is to be managed for these people.*

*The Code should articulate the appropriate regulatory authority roles and responsibilities for noise impacts.*

*The Code should articulate the appropriate regulatory authority roles and responsibilities with respect of anti-social behaviour.*

### **Additional comments**

1. The Code should provide discussion about how breaches of the planning framework (councils) lead to disciplinary action under the Code of Conduct.
2. The Code should clarify what disciplinary action, if any, can be taken against an internationally registered booking platform or letting agent.
3. There does not appear to be any discussion about how will the industry-managed register validates compliance with day limits (where they apply) and how the register information will be available for councils. Without this information managing compliance by councils is virtually impossible.
4. While an Exclusion Register will provide details of a premise or host, and discusses disciplinary action, there does not appear to be any discussion about how use of the property outside the STRA market (registered 'booking platforms'



and 'letting agents') will be enforced? For example a property owner entering into privately arranged letting.

5. There are a diverse range of booking platforms and letting agents; how will the listing of a property be made available to all platforms and agencies and kept-up-to date and to ensure compliance with day limits (where they apply)?
6. A procedure needs to be established in Council which could ensure that all complaints received by Council regarding STRA are automatically forwarded to NSW Fair Trading.
7. There is no advice about how complaints referred to Fair Trading will be responded to and what if any feedback will be provided to councils.
8. Making information relating to the Exclusion Register publicly searchable online may breach privacy rights of landowners; however, if all booking platforms and agents have access, then a property should not come up as being available for rental purposes if listed on the Exclusion Register, thereby avoiding the need for publicly searchable information.
9. A mandatory STRA registration system will provide the necessary transparency, but does not appear to provide the framework under which the 'industry' will fund, develop and administer it. Is it proposes to establish a whole-of-industry representative organisation?

### **Discussion Paper**

1. There appears to be no firm commitment from the government at this time to whether a register will be developed (p 18 of Discussion Paper).
2. While the Discussion Paper asks if a separate penalty should be applied for not registering, it would have been assumed that all properties listed on platforms and through agents would automatically be registered so the need for penalties for not registering would only apply to those platforms and agents, and those individuals who choose to let property privately.
3. It should be an obligation of the host to ensure that the property is on the register.
4. Any property which reaches its day limit (where they apply) should automatically be listed as not available until commencement of the next 12 month cycle.
5. There is no discussion about how the 12 month cycle will be established, but it is assumed to apply from the first day of listing, or should this be from first rental? This needs to be confirmed in legislation.

### **Monitoring and associated impacts**

Government policy, the Low Rise Medium Density Housing Code (LRMDHC) is seeking to increase residential density and diversity across all residential zones, which will have a significant long-term impact on the very structure and function of residential land.

The STRA framework provides an attractive incentive to the commercialisation of dwellings, especially in strong tourism areas such as the Tweed Shire. Concern is raised that the increase of low rise medium density housing is attractive to the STRA market by its nature of smaller, lower maintenance properties. Council is concerned that a significant percentage of the dwellings arising from the LRMDHC, intended to provide greater housing diversity and affordability will likely be used for STRA thereby reducing the intended diversity of housing from the permanent rental market and potentially increasing rental prices.

While the SEPP provides for a review as soon as possible after the first anniversary of commencement of the Policy, and the Discussion Paper identifies points for consideration in any review, it will be essential for the impact of the Policy to be assessed against impacts on long-stay rental availability and affordability.

### **Recommendations**

*The SEPP review of the STRA should consider the take up rates and impacts of STRA on the permanent rental market availability and affordability over the longer term.*

*That councils be consulted during the review of the STRA to provide local knowledge and feedback on its effectiveness, compliance matters, and impacts on our local communities.*

*That the review findings be available to councils and publicly.*

Yours faithfully



**Vince Connell**  
**DIRECTOR PLANNING AND REGULATION**



**Nicole Gurrán**

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School of Architecture, Design and Planning

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SYDNEY NSW 2000

Re: SHORT-TERM RENTAL ACCOMMODATION A new regulatory  
framework – Call for feedback

Thank you for the opportunity to comment on the proposed new regulatory framework for Short-Term rental accommodation in NSW. As urban planning and housing researchers, we have been examining the rise of online platforms for short-term rental accommodation and the implications for housing markets, cities and local communities over a number of years.

A recent summary of these issues as they have arisen in Australia and internationally, including links to international research, was presented by Prof. Gurrán at a forum organised by the UK Collaborative Centre for Housing Evidence (CACHE) in July 2019, attended by the Scottish Government and Dublin City Council and can be accessed here:

<https://housingevidence.ac.uk/global-home-sharing-local-housing-markets-and-neighbourhoods/> .

We focus our remarks in this submission on what we see as the main areas of concern with the proposed regulatory framework.

**Impacts of short-term rental accommodation on housing supply and rental affordability**

Overall, we are surprised that the proposed framework neither acknowledges or addresses the fundamental housing market risks arising from the conversion of residential units to short-term rental accommodation.



A growing number of [studies](#) throughout the world are [demonstrating](#) that [removing housing](#) units exacerbates problems with [rental supply](#). The research evidence on this point has grown significantly since the first round of consultation around the regulation of short-term rental accommodation in NSW.

Whilst vacancy rates in Sydney currently are high enough to lose additional rental supply without putting upward pressure on rents (over 3%) during most of the period between 2010 and 2018 vacancy rates were [less than 2 percent](#). This means that losses of housing supply to short term rentals would be placing upward pressure on Sydney rents. Given the high costs of renting in Sydney, this can have a significant impact on the rental stress levels of moderate and lower income households.

Further, encouraging new housing supply has been one of the government's major policy platforms for addressing Sydney's affordability pressures. Yet for this strategy to work, landlords need to begin discounting rents, in response to increased supply. The short-term rental market provides an alternative to discounting, potentially undermining the supply strategy. For instance, in the City of Sydney there were around 1,900 new dwellings completed between 2016/17, but a total of 5,675 listings on Airbnb. Of these, 1,552 were whole units which appeared to be permanently offered as short-term rental accommodation (equivalent to 81% of the City's new housing units in that year).

Further, we note the irony that secondary dwellings are permitted as code assessable development under the *State Environmental Planning Policy (SEPP) Affordable Rental Housing 2009*, but under the proposed short-term rental regulatory framework, will be able to be used as a form of tourist accommodation – a use neither anticipated or assessed when the *Affordable Rental Housing SEPP* was enacted.

Notably, concern to protect permanent housing stock underpins many of the attempts made by cities throughout the world to regulate or prevent the listing of residential homes on platforms such as Airbnb. Typically, hosted accommodation, and short term sharing of **a principle place of residence** is permitted up to a

threshold number of days and guests – for instance 90 days and a single group of up to 6 guests<sup>1</sup>.

In contrast to this international practice, the proposed regulatory package for NSW stands out as unusual in its latitude.

We see a very high risk that permanent housing units in high demand locations will be converted to short term accommodation – serving visitor needs but exacerbating housing affordability pressures and rental shortages. Further, we are concerned that the precarious private rental sector will be further eroded by the introduction of a quasi three week lease, due to the proposed exception granted for stays of 21 days or more.

### **Impacts on residential buildings and neighbourhoods**

We note that the discussion paper and some of the proposed reforms recognise and attempt to address the concerns of neighbours. Tourist accommodation within residential settings presents a significant risk of land use conflict, which is why it has traditionally been regulated via land use zoning or other controls – such as the short-term rental controls contained in the 15 Local Environmental Plans (LEPs) which will be deleted by the proposed SEPP. Even though holiday rentals and second homes have long been an important part of the fabric of coastal and high amenity inland communities in NSW, these local authorities have seen the need for a regulatory framework to manage potential impacts on permanent residents. We are of the view that it would be more prudent to preserve these controls pending the trial period for the STRA SEPP.

Our research shows that the main impacts for neighbouring residents arise from large groups of friends or extended families (who typically seek out large properties to hold parties and significant events). Similar problems are associated with poorly managed homes where the ‘host’ does not have a local presence or

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<sup>1</sup> For a recent review of regulatory approaches internationally, see Nieuwland, S., & van Melik, R. (2018). Regulating Airbnb: how cities deal with perceived negative externalities of short-term rentals. *Current Issues in Tourism*, 1-15.



manager, and when the character of a building or neighbourhood changes from primarily residential in character to one characterised by transient visitors.

In the latter case, the sense of alienation and anxiety associated with a continual churn of newcomers and the lost opportunities to know one's neighbours, are recognised in the international research literature on 'touristification' – a phenomenon that is now known to arise very rapidly with the introduction of online platforms for short-term rentals.<sup>2</sup>

We are of the view that the maximum numbers of occupants anticipated by the draft SEPP – up to 12 'hosted' guests – will enable de facto backpacker accommodation to enter the residential sector; while 12 guests in an un-hosted property presents a very high risk of neighbour disturbances.

### **Comments in response to discussion paper prompts**

In the sections below, we structure our specific comments in response to the relevant consultation prompts outlined in the discussion paper.

1. What is your view on the form of and provisions in the STRA SEPP, Regulation and Safety Standard?

The provisions of the STRA SEPP do not, in our view, provide a sufficient basis for managing risks presented by residential style tourism accommodation within high demand markets such as Sydney.

The proposed threshold of 180 days for un-hosted properties in Sydney and in nominated non metropolitan local government areas, is not sufficient to preserve permanent housing units. Within the 180 day period, a home could be rented for every weekend as well as during peak Christmas and Easter periods, for all intents and purposes changing from a permanent residence to tourist accommodation.

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<sup>2</sup> See, for instance, Sequera, J., & Nofre, J. (2018). Shaken, not stirred. *City*, 22(5-6), 843-855, for a recent account – we are happy to supply a copy.

Further, the proposed exception for stays of 21 days or more, while intended to support the ‘mobile workforce’ has the perverse effect of further eroding the precarious private rental sector.

As noted above, the proposed maximum number of occupants – up to 12 guests in hosted or un-hosted accommodation, while subject to a cap of 2 occupants per bedroom, introduces a real risk that backpacker style accommodation and/or ‘party houses’ will continue to emerge in residential areas and buildings. This is particularly so in locations likely to be attractive to tourists – such as beach side suburbs, inner city areas, and rural fringe locations, where neighbours may be subject to persistent disturbance and anxiety associated with an ongoing churn of short-term visitors.

It is difficult to introduce a statewide regulation for managing these risks, which emerge differently in different housing and tourism markets. For this reason, we suggest trialling certain measures of the proposed SEPP (such as those relating to whole home rentals and hosted accommodation of more than 4 guests) only in localities that do not already have existing LEP provisions for short-term rentals in place. A further strengthening of the SEPP could limit the exemption to primary residences only. This would enable genuine home sharing; while protecting residential homes and neighbourhoods. Further, this approach would help prevent the loss of permanent housing units and guard against the problems arising from absent / anonymous ‘hosts’.

2. Are there any elements of the draft instrument that are open to misinterpretation or require further clarification?

It is not clear to us whether the SEPP would have the effect of introducing existing use rights in areas where short-term rental accommodation is currently subject to a regulatory framework, and whether this will have implications for possible revisions to the regulation following the review period.

We were unable to find a reference to a register of short-term rental accommodation, or an exclusion register, in the draft SEPP. We suggest making inclusion in any such register a mandatory requirement for exempt and complying short-term rental accommodation.



3. What are your views on new policy elements relating to days, flood control lots and bushfire prone land?

We have outlined our views about the number of days above. In short, if the intention of a 180 day restriction is to preserve residential housing from conversion to tourist accommodation, the threshold is insufficient.

We are supportive of the basic provisions in relation to flood and fire risk.

31. Should industry be required to report registration information, including number of stays (days), to Government and/or local councils? If so, how frequently? Why?

Mandatory reporting via a shared, openly accessible platform/ register is essential for local compliance officers and or police, who are most often the front line when issues arise. This data is also necessary to monitor impacts on housing supply and affordability over the long term.

32. Should any information on the register be made publicly available? If so, what information could be made available and why?

Aggregate data at sub-LGA level should be made publicly available for monitoring and planning purposes. Real time data would be helpful for local government to monitor seasonal trends in visitor populations and to inform tourism planning and management.

36. What data sources could the NSW Government use to inform the review? How can industry and councils assist with data collection for the review?

The review should include an assessment of housing market impacts – tracking rental vacancies and ‘churn’ as well as rental trends by postcode and LGA. The Rental Bond Board should supply this data.

A twelve month period is insufficient to determine housing and neighbourhood impacts – following the establishment of the register by industry, to establish baseline data on the stock of short-term rentals, ongoing monitoring is required to observe growth and change in the sector, and any associated impacts.





Please feel free to contact us with any questions and or to supply any of the references in our own or others' research.

Yours sincerely,

Professor Nicole Gurran

Professor Peter Phibbs

11 September 2019

**References to some of our relevant research – please contact us if you are unable to access this material.**

- Gurran, N. (2017). [Global Home-Sharing, Local Communities and the Airbnb Debate: A Planning Research Agenda](#). *Planning Theory & Practice*, 1-7. doi:10.1080/14649357.2017.1383731
- Gurran, N., & Phibbs, P. (2017). [When Tourists Move In: How Should Urban Planners Respond to Airbnb?](#) *Journal of the American Planning Association*, 83(1), 80-92. doi:10.1080/01944363.2016.1249011
- Gurran, N., & Sadowski, J. (2019). [Regulatory Combat? How the 'Sharing Economy' is Disrupting Planning Practice](#). *Planning Theory & Practice*, 20(2), 271-275.
- Gurran, N., Searle, G., & Phibbs, P. (2018). [Urban Planning in the Age of Airbnb: Coase, Property Rights, and Spatial Regulation](#). *Urban Policy and Research*, 1-18. doi:10.1080/08111146.2018.1460268
- Gurran, N., Zhang, Y., Shrestha, P., & Gilbert, C. (2018). [Planning responses to online short-term holiday rental platforms](#). Sydney: The University of Sydney.

# Support.... REGIONAL NSW

SCRAP the CAP of 12 guests  
in the DRAFT Short-Term Rental Accommodation Bill

# SHORT-TERM RENTAL CAP OF 12 GUESTS

= **ECONOMIC LOSS over**  
**\$565,200,000.00 pA**

- For us:
  - Unsustainable to keep our small farm
  - We may need to Sell our farm
  - A Loss of direct local jobs x 4
  - Loss of indirect jobs in community
  - Hundreds of thousands of \$ in the community lost
  - Average guest size 30 with no where to stay as hotels are not an option for family reunions, schools, etc
- For REGIONAL NSW
- \$565,200,000.00 lost in the economy pA If 20 guests is an average for these >12 guest homes
- \$367,380,000.00 per year lost that's if 1000 homes affected x 13 guests (reality is many rural homes have 20-40 guests) x \$157 spend per person x 180 days of rental.
- = Loss of thousands of direct and indirect jobs affected in NSW
- =- Devastation for farmers relying on tourism

# We should REMOVE cap on guests No's for Regional NSW

## TRUE or FALSE?

DRAFT: State Environment Planning Policy (Short-term Rental Accommodation) 2019

Part 3, Division 1, 11 Exempt Development (b) the number of persons residing in the dwelling at any one time does not exceed ---

(i) 2 person for each bedroom in the dwelling, or

(ii) 12 persons in total for the dwelling,

Whichever is the lesser

## SCRAP the CAP

*How many Regional families/homes will a cap of 12 guests affect?*

1. 1-50 homes, or
2. 50-100 families, or
3. 100-200 homes, or
4. 500 – 2000 affected?

**SCRAP the CAP**

families, farmers, pensioners, regional homes may  
cease to exist

How many in Regional NSW will be affected by a cap of guests for short term rentals?

**500 – 2000 families, pensioner, farmers**

A very quick search of rental sites found 500-2000 homes available for rent for >12 guests.....

**Does NSW Gov't intentionally & WILLINGLY want to WIPE OUT**

**Hundreds or thousands of families, their income, their homes ?**

**FARMERS need backup income in drought for tourism  
1<sup>st</sup> the drought hits Regional NSW BUT**

**2<sup>nd</sup> the NSW Gov't wipes out Regional NSW ?**



# Why a cap at 12 guests?

- A. Maybe to protect public? But SCRAP the CAP and enforce Fire Certificate requirements and/or set min safeguards in a regulation
- B. Maybe to protect the neighbours? SCRAP the CAP and keep enforcement for breaches by guests or hosts as drafted irrespective of cap all guests and all hosts should do the right thing
- C. Maybe to protect hotels/motels? SCRAP the CAP as this NSW Gov't should protect Regional NSW and families. Allow >12 guests to the regions in groups, as families, as corporates, as schools, etc to support Regional NSW
- D. Maybe to allow Councils to oversee? Except State Gov't supports Regional NSW and it cannot defer to the zoning limits or instability of Councils when NSW leads development and Regional support and Councils may /may not assist. Why take the risk with NSW jobs and tourism?
- E. All of the above, NSW Gov't leads the way in Regional NSW except in the current draft with a cap of guests. Lead the way and remove the cap to support NSW Regions

*SCRAP the CAP for Regional NSW*

# About US.....

- A family of 5, (3 kids at school)
- Rural small lot farm RU4 with group accommodation >12 guests
- Drought affected and surviving on tourism to feed sheep and help with farming costs, costs of growing plants/trees, and mortgage.
- Volunteer Rotarian supporting community
- Volunteer Youth leader supporting youth
- Volunteer with Council
- Volunteer in Community projects
- PERFECT place for families to reunite all sharing company as a group that cannot happen in hotels.
- Farm, family , school and team building experience
  
- We help and support others, NOW WE NEED YOUR SUPPORT and your help for us and many hundreds of other Regional NSW homes.

• **SCRAP the CAP**



# About our Rural Farm Accommodation

- >12 guests and average 30 guests.
- Almost 3000 guests in 3 years from Sydney, VIC, ACT to Regional NSW to stay with us
- Directly Employs regional staff x 4 (regular work weekly)
- Indirectly supports about 20 jobs for
  - Laundry services, drivers, helpers with disabilities
  - Local cafes/restaurants that cater to groups onsite
  - Wineries with them coming onsite for wine tasting
  - Transport services for local tours
  - Trades
  - Local small village shops
- Enables many local events in the area like bike rides, weddings, birthdays, school groups, corporates.
- We have **regularly gifted and Donated our property** for MND awareness and sufferers, for families with cancer (Redkite, etc), for local community groups.

SCRAP the CAP

# About our Guests

- >12 guests. Almost 3000 guests in 3 years from Sydney to Regional NSW to stay with us
- Schools
- Kids with disabilities
- Corporate team building
- Family reunions, birthdays, Celebrations of Life lost
- ZERO complaints, zero Police attendance, zero parking issues, zero safety issues.
- If average spend per guest is \$157 (Destinations NSW statistics) then almost \$500,000 from our venue alone into our local shops and tourism economy.

SUPPORT US. Support Regional NSW

SCRAP the CAP  
of 12 guests for Regional NSW

- Protect hundreds of Regional Families and homes
- Protect Regional Tourism
- Protect Farmers
- Protect local jobs
- **SCRAP the CAP for Regional NSW**

# WILL ? NSW GOV'T continue to support Regional NSW ?

- The drafted Short-term Rental limit of 12 guests is ok for Sydney Metro but will DEVASTATE Regional NSW.
- Remove the poorly considered impact of 12 guests cap for regional NSW. SCRAP THE CAP
- DO NOT devastate hundred of regional families
- SUPPORT FARMERS
- SUPPORT rural communities
- DO NOT allow Councils to control Regional NSW tourism policy.
- THIS NSW Gov't supports jobs and investment in Regional NSW.
- ...and to do so you must SCRAP the CAP of 12 guests for short-term rentals in Regional NSW

SCRAP the CAP

THANK YOU! for your support to:

## SCRAP the CAP

### in Regional NSW Short-term Rentals

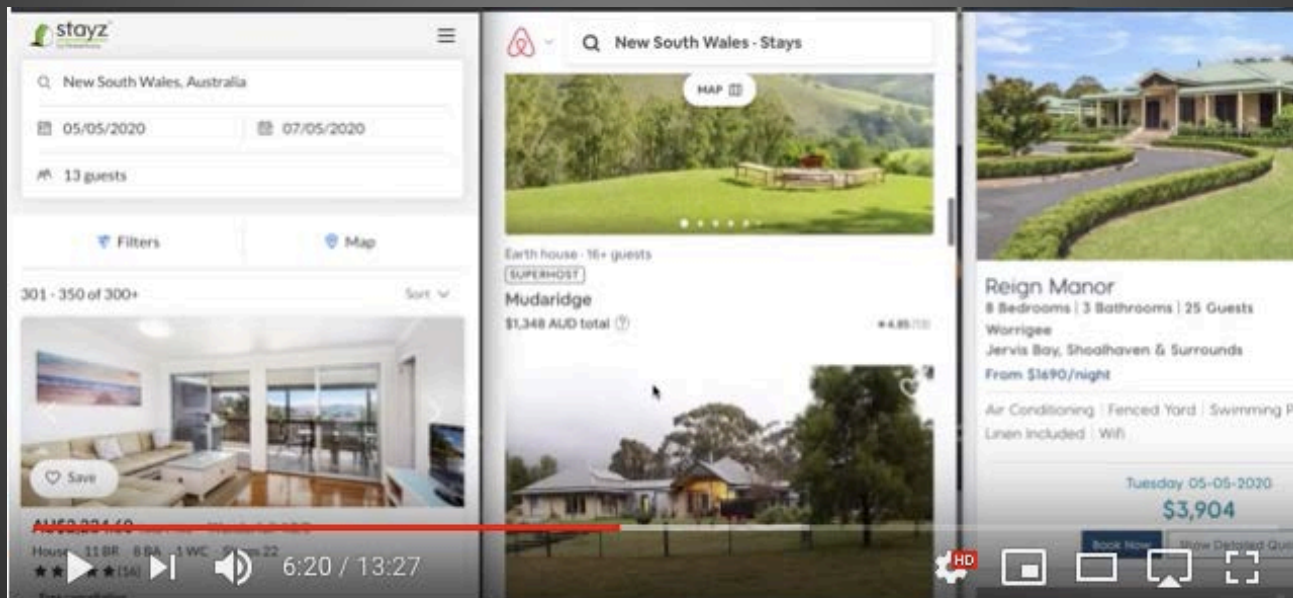
- We in Regional NSW do not need CBD trolls replying to us, the family the kids and as such my submission is in support of ALL regional homes >12 guests including my own. For that reason I submit as "visit regional NSW" HOWEVER, I welcome the opportunity to personally speak and make further submissions for NSW or our farm/home and will return your emails and calls to assist.
- I welcome the opportunity to be a part of the consultative process in person, in Parliament, at industry forums.
- Email: [members@visitregionalnsw.com.au](mailto:members@visitregionalnsw.com.au)
- Phone: 02 8859 8292

IN SUMMARY

**SCRAP the CAP of 12 guests**  
in the **DRAFT Short-Term Rental Accommodation Bill**  
**For Regional NSW**

# Regional Families wiped out by cap of 12 guests for short-term rentals IF NOT REMOVED

- click here to see video sample of many hundreds of NSW homes with >12 guests. Many, many, many more not in this sample



rental homes with more than 12 guests