

**Submission
No 31**

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

Name: Mrs Jacqui Shaw
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Our Story:

My husband Phil and I arrived in Australia in the late 70's after travelling overland for a year. We met many people along the way who helped us out with lifts, accommodation and kindness in general. We were lucky enough to find ourselves in a beautiful part of Sydney - the Northern Beaches. We love to travel, meet new people and give back in our own way.

Our story with airbnb began in April 2013. We had created a self-contained apartment attached to our home, which housed our children while they finished uni and saved for homes of their own. When they moved on we wondered what to do with all this space. We have a lot of overseas visitors and didn't want to rent it out permanently. Airbnb turned out to be the perfect solution.

People come to Avalon for a whole range of reasons - weddings on the beach, family reunions, business, a getaway from busy lives, Home & Away fans or baby-mooners! There is little in the way of suitable accommodation in our area. By providing this, we feel we are helping the local community and small businesses by sharing our local knowledge with visitors. Essentially giving back what was once given to us.

Being self-employed in the building industry, the extra income we receive has also relieved some of the associated pressures - especially as our bodies are not getting any younger! Suddenly our retirement plan doesn't seem so out of reach.

What I love most about hosting is meeting people from all walks of life with a different story. No matter who they are, they arrive on a Friday afternoon looking stressed from their working week and I get to see them leave on a Sunday feeling relaxed and rejuvenated. We enjoy exchanging travel stories, helping out with babysitting if the parents want to have a quiet meal out, dropping guests off at wedding venues and allowing a late check out where possible. We have given a free nights' accommodation when the car wouldn't start and shown a young boy our chickens. He saw an egg pop out and now believes they "poop" hot eggs. These are all the joys associated with providing such a personalised service.

We have discussed hosting with airbnb with our neighbours and given them our contact details if ever a problem should arise. To date this has never happened. We operate on trust and communication and it is very clever how guests on airbnb can be reviewed just as we are - providing a safety net. We have also learnt the guest profile that works best in our neighbourhood. To this end, we would ask for a fair and progressive legislation to allow the popular home sharing platform, airbnb.

Many visitors have commented on how lovely it is to stay in a warm, welcoming and homely environment opposed to a sterile, soulless and pedestrian hotel room. I couldn't agree more!

