

**Submission
No 122**

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

Organisation: Urbankeyz
Name: Ms Dieynabou Bah
Date Received: 6/11/2015

Dear Sir/Madam,

With this letter, I would like to highlight the positive impact that home sharing has to my career, my lifestyle, the local economy and to tens of Home owners ("Hosts").

I have been renting holiday houses on home sharing platform (i.e. Stayz) for the last 8 years whenever I am travelling around Sydney. I am also renting out my place while I travel. The purpose is to cover for our rent and also meet people ("guests") that will enjoy Sydney as locals. The experience was very positive and beneficial to both parties. I am still in contact with some of the guests who settled in Sydney.

Last year, I even decided to create a company that would partner with Hosts and assist them with guest management.

After months of market studies, competition analysis, business plans...I launched my company, called "Urbankeyz Pty Ltd".

We have been operating since February 2015 and we are growing organically since.

I am an Entrepreneur, a responsible Host and Guest. Without home sharing, my business would not exist and all the contribution to local businesses and the whole community would also vanish.

Our results in a nutshell from February 2015 to October 2015:

- 35 clients services in Sydney translating to:
 - o Approx. 100 welcoming (check-in): we personally meet the guests at the Host property (no guests wandering around the lobby
We show them around the place, highlight the house rules in terms of noise, respect for neighbours and guide them to local businesses. We are in contact with them throughout their stay. It is important to note that these people are willing to live like locals and they are supporting the local business: not just going to McDonalds or Starbucks. They want to be recommended the local café or the best pizza around. This would not happen without the sharing economy.
 - o Approx. 100 Check-out: we physically come back to the Host's place to farewell the guests, check the place for any damages and the collect the keys and feedback regarding the stay in Sydney.
 - o More than 200 loads of linen professionally washed at local laundries/dry cleaners
 - o More than 250 hours of labour paid to casual employees/contractors equivalent to approx. \$8,000 paid in salary & wages
- 7 casual employees/contractors (students, part-time mums, retirees)
- Paid \$555 in GST last month (we are creating wealth!)

We are involved in the process from the selection of the guests to the time they return to their home. The whole process is secure and safe. While we understand the concerns regarding the safety and potential disturbance, I want to highlight that we never had any issues with the neighbours/building managers or anyone from the community. We operate quietly and in the respect of the neighbours and neighbourhood. Home owners want Urbankeyz to get involved to avoid creating issues in their building and with the neighbourhood.

There is a whole ecosystem of companies like mine that are growing around the sharing economy. People's habits are changing so is the economy: It is crucial that the state of NSW embraces these practices and become a role model for the rest of the world.

I hope you will take my testimonial into account as a local business and as a community member and that you will come up with fair and flexible legislation to be able to operate in peace.