

**Admin, LACO**

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**Subject:** FW: The Regulation of Short Stay Accommodation in WA - Parliamentary inquiry submission- sub no. 144

**From:** Sue Stein

**Sent:** Friday, 25 January 2019 10:59 AM

**To:** Committee, Economics & Industry Standing

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Qualification to respond:

I have been operating a registered Bed and Breakfast in Trigg since 2004

(14 years of operation) and followed the process for registration and received approval to operate from City of Stirling.

Bed and Breakfast – niche accommodation market:

My business is Accredited and 4.5 Star Rated, which provides a guidance of quality and standards to guests and also a cost to my business to maintain this professional level.

Negative Impact of unregistered accommodation providers in WA:

- Occupancy: levels have dropped as a result of the ‘shared economy’ in accommodation with the change from the markets traditionally being hotels, BBs, motels, to now including rooms available in private homes or whole houses available on the short term market. The latter does not operate with the same costs and licensing restraints.
- Cost: Insurance is the main expenditure for most registered BBs with the requirement to insure not just a private home but a BB with the required public liability. Unregistered accommodation providers have private home building and contents insurance or possibly limited or no insurance cover.
- Employment: employment of local contract cleaners has minimized. I am unable to maintain the level of regular employment with set working days, previously enjoyed by cleaners who have been working for me in some cases for 10 years.
- Standards: Accreditation and Star Ratings offer the public a professional standard and I have maintained both for approximately 12 years. AirBnB and other unregulated accommodation providers do not offer this and some of the limitations this has created include:
  - building, maintenance and upgrades not checked
  - fire risk, safety risk standards not checked
  - food safety standards not checked

- Tourism advice: freely offered with support of brochures to encourage guests to enjoy and know where to find many of Perth's restaurants/cafes and attractions. Unregistered accommodation providers are not as committed to Tourism and supporting the State but simply to providing accommodation and earning cash for themselves
- Lack of confidence in BB market: new BB accommodation providers are apprehensive or choosing not to enter the market and many established businesses have closed, since the influx of unregulated providers particularly on the AirBnB platform. I was the facilitator at UWA's Extension Course entitled 'Starting and Managing Your Own Bed and Breakfast' but ceased offering this course after 2015 as confidence in this niche market eroded, particularly related to the influx of unregulated accommodation providers
- Links to local businesses: a valuable mutual interest and promotion strategy which I enjoy with many of the local restaurants/cafes and attractions (e.g. they offer our guests discounts or display our brochures and in return, I refer to guests, list them in the room compendiums and on my website). Business links are not promoted by unregulated accommodation providers
- Parking adequacy and consideration of neighbours: both of these issues are essential to get Shire approval to operate and unregulated accommodation providers have no limits. Consideration of neighbours could include noise factors, parking provision onsite, lighting, signage etc
- Professional development: unregulated providers tend not to seek professional training in the Tourism industry as their commitment to providing accommodation is usually not their main source of income and not considered as an important part of their career path
- Regulations provide security for guests, whereas unregulated providers can operate how they like and this can have a detrimental effect to all in the Accommodation Industry

Competition is not the reason that the accommodation industry is against other groups entering the industry.

Inequality is a reason for concern and regulations for all providers gives credibility to this tourism sector and a safer and more secure environment for the guests.

I commend this inquiry into the short stay accommodation industry and look forward to hearing the recommendations which follow.

Sue Stein

**Trigg Retreat Bed and Breakfast**

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2017, 2016, 2015, 2014, 2013, 2012 Trip Advisor Certificate of Excellence

2013 Silver Award for Hosted Accommodation in Western Australia

2012 Gold Award for Hosted Accommodation in Western Australia

2011 Gold Award for Hosted Accommodation in Western Australia

2009 Bronze Award for Hosted Accommodation in Western Australia