

15th January, 2019



Parliamentary Inquiry

The Regulation of Short-Stay Accommodation in Western Australia

Ms Jessica Shaw MLA, Chair

Economics and Industry Standing Committee

Legislative Assembly

Parliament House, 4 Harvest Tce

WEST PERTH WA 6006

Dear Jessica,

I am writing as a resident of a Regional area, Busselton, WA to say that there must be a lot more strict regulations, boundaries and rules put on Airbnb owners in our Region. The powers, if any available to local Government are certainly not working. I have a registered Airbnb – house – free for all

motel/business directly in front of me – and it has been absolutely awful. This house backs directly onto the back of our property, in fact it is approximately 3 metres from our property. I also nearly had another Airbnb property start up next door, details below.

I am not a short-stay-accommodation provider, but clearly the changing market and social dynamics have certainly changed as I am certainly finding out living here. The whole Airbnb houses are a business in a residential area. If you are a resident/neighbour of one, it is hell. The owners of these properties have no respect or consideration for their neighbours, as long as they collect their money from renting them out to as many short-term tenants as they can, all year round.

Too many vehicles and parking also has become a problem with tenants parking across our drive-way blocking us in.

I thought this was supposed to be a residential area where residents are supposed to have peace and quiet in their own home, it is far from that.

I have enclosed copy of a letter I sent to our local newspaper in reply to an article from our tourism Minister, Mr Papalia. Also I have attached for your perusal letters of complains I have made to our local Council and replies I have received, which are absolutely no help to me as you can read re this Airbnb being advertised as 'dog friendly'.

The City of Busselton have just been fobbing me off continually and are giving the owners of the Airbnb all the control and rights, can do whatever they want. They say they have house rules, but no one seems to abide by them. That is why I am writing this submission to ensure the appropriate changes are made to ensure the appropriate regulation of short-term accommodation. The COB needs to get strict with all the Airbnb owners and lay down some new policies and procedures to give neighbours/residents a fair go, not just bow down to the owners of the Airbnb and let them behave like spoilt brats.

The Ranger at COB told me to go and speak to every short-term tenant that has barking dogs to tell them to shut their dogs up. That is not my job that is the job of the council/Ranger. I have approached tenants at this property only

When the owners of this particular unit found out they could not run an Airbnb business they wrote my neighbour a very vile letter which she took to the police because she felt threatened. My neighbour is prepared to share her information if you require it.

That is why I state that regulations, policies and procedures around airbnbs, even registered ones, desperately need urgent reform.

The COB recently sent me a copy of their Holiday Homes Local Law last updated 2012. A LOT HAS CHANGED SINCE 2012!!!! I found this absolutely unacceptable, way outdated and behind the now fast changing pace of short-stay accommodation.

It is certainly not like living in a community any more with strangers coming and going regularly from these Airbnb whole house properties. We do not feel safe in our own homes anymore. Two weeks after the unit next door became an Airbnb, we were broken into and many of our beloved belongings stolen. We have lived here for fourteen years and never been broken into until this.

The owner of the unit even had a drone flying over all our properties taking photos that he then advertised on his Airbnb sites.

The enclosed letters provide details of mail I have sent and received re this ongoing issue.