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23/1/19

TO WHOM IT MAY CONCERN

There is an abundance of conflicting issues likely to arise if applications for AirBnb / Stayz accommodation are not completely controlled. I encourage you as a committee to carefully assess the potential damage to the surrounding residents and the community. I do not oppose Short term accommodation. I just request that correct laws are put in place to make local residents safe and secure.

I myself live in [redacted] and I have three Airbnb residential homes directly next to me. One is a registered short term stay with Belmont City council under a 6 months probation period, whilst the other two are running illegally.

To date, residents in our area which is zoned residential have had several disagreements with the short-term rental accommodation tenants, directing complaints in the form of email correspondence to the owners or complaint letters to Airbnb in relation to excessive noise levels arising very late at night to exceedingly early in the morning. Several times the short term tenants have been warned that the Police would be phoned and still this style of short-term rental continues which is disruptive to all who surround the properties.

These short term accommodation places are being designed to including a pool and open entertaining areas, with these layouts it makes this style of accommodation 'Resort living'. This then contributes to a Party atmosphere with extreme alcohol consumption as the tenants are on a holiday with zero respect to adjoining neighbours.

The owners of these premises are not living in direct contact with these premises leaving the adjoining neighbours who are permanent residents to Police their houses. Whilst we strongly accept the pressures of crowding and increased traffic associated with living in a thriving suburb, we believe it is unacceptable when our neighbourhood is disrupted week after week by different tenants. All bookings are completed online which means no control over knowing who and where the next tenants come from. Permanent residents are the lifeblood of our community, providing social and cultural capital and these style of dwellings operating oppose this notion.

Air BnB's original purpose was to operate as a way for people to rent out a spare room or space whilst owners stay in the house, this has been corrupted and instead we have been forced to witness and experience first hand the problems that arise when a whole property is rented out and the owners are absent.

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I would request in your submission to investigate the below from my past experiences

1. Direct contact with owner 24/7 – all adjoining neighbours to receive two 24hr hot line phone numbers.
2. All premises must be registered. Accommodation owner's primary motives for hosting holiday accommodation are for monetary gains whilst permanent residents police the residential property for the owners. These owners are making considerable profit on residential premises, and this is really commercial income. Commercial premises should pay increased rates.
3. Meet and greet by owners to verify Tenants. This will avoid cheats who book under other names. Registered log book to be held on premises with Proof of ID recorded and a complaints book. No key drop off boxes.
4. Noise control monitors which are used in many European countries which then contact owners directly if decibels reach a certain level inside and outside premises.
5. Victoria has a policy of 'Three strikes and you're out'. If three legitimate complaints are lodged the owner loses his licence to operate.
6. Limit the number of tenants. The owners have ZERO control over who is booking this accommodation and the council have no way of controlling the number of people occupying these premises. Local councils should be allocated funding from Short term rental revenue and inspectors should have permission to call on these premises at various times, day and night.
7. Laws must be put in place to shut down anti-social parties held on these premises and what procedure will be in place to remove these tenants from the leased accommodation if it becomes violent and dangerous for adjoining neighbours.
8. Limited applications in specific areas. Consider all aspects of applications made as this is only the beginning as long term rentals disappear and short-term rentals take over and the value of being part of a community disappears.

Thank you,  
Sandra Gardiner-Wilson.