

**Admin, LACO**

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**Subject:** FW: Impact of unregulated short stay- sub no. 91

**From:** Tiago

**Sent:** Wednesday, 23 January 2019 8:59 AM

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

**Subject:** Impact of unregulated short stay

Dear sirs,

First of all thank you very much for addressing this issue to the business managers/owners.

Myself and my wife have been managing a small motel rated 3.5 stars at the South West with 26 rooms.

We have 2 licences, lodging house, and restaurant licence.

We range from 3 to 4 employees, but when the restaurant was open we had a team of 8 people employed.

Our estimate of direct businesses working with us is around 35 companies.

Regarding the direct impact of unregulated accommodation we believe such is bigger than ever. We estimate a loss of %21 of guests choosing privately owned apartments/seasonal houses.

To increase this number we also had to close the restaurant due to the fact that we rely on seasonal guests which are renting apartments with kitchen without any regulation.

Some of the costs we simply cannot reduce like: licences, fees, taxes, insurances, water, water rates, electricity, garden maintenance, marketing, commissions to booking agencies and all expenses related to staff.

A motel relies on consistency and quality like any other business. Like any other business struggling, we had to drop the prices to a our lowest record since we have been managing the motel.

Some guests have talked to us about some places where they have stayed that are not even prepared for a fire emergency situation or not complying with the law.

Our perspective is that like any other business all accommodations should be registered and have exactly the same procedures, inspections and responsibilities towards authorities.

A higher supervision of the business - although we know it is extremely hard- should be in place especially and directly by the shires, and any person that can report illegal activity such as unregistered businesses should be able to report to the right authorities.

In the end we all know this situations should not happen but we also know how hard is to put a procedure in place to supervise all unregistered accommodations.

We would suggest a more proactive role of the guests, neighbours and local businesses, reporting any illegal activity that might endanger other businesses prosperity. A marketing campaign should be launched to help raise the consciousness of this problem towards illegal accommodation owners.

Tiago Neto

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