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## **NEW HOLIDAY RENTALS RULES ONLY HALF-WAY THERE; RISKING CONFUSION, COMPLEXITY AND CHAOS**

Leading holiday rental platform, Stayz today warned that the NSW Government's half-finished regulatory framework for short-term rental accommodation will create confusion for mum and dad holiday homeowners on the eve of peak holiday season.

The NSW Government today released the final code of conduct for all owners and managers of short-term rental accommodation that will commence on 18 December 2020. The new code of conduct was designed to be introduced in tandem with a registration scheme for holiday rentals, however NSW Planning has failed to deliver this new tool in time for peak holiday season.

Stayz Corporate Affairs Director, Eacham Curry said that while the announcement of the new code of conduct is welcome, NSW Planning's failure to build a key plank of the regulation will create confusion and mean the new rules are unenforceable by the consumer watchdog.

"New rules for holiday rentals have been in the works for over four years, however the NSW Government's introduction of the Code of Conduct without the other essential measures risks confusion, complexity and chaos," Mr Curry said.

"The short implementation period of the new rule book will leave some smaller operators scrambling to be compliant with their obligations right on the eve of the most important peak holiday season for the tourism sector in living memory.

"The failure to build a key plank of the new holiday rental regulations will leave thousands of holiday homes as non-compliant with the new rule book, creating confusion among the many mum and dad holiday homeowners who open their holiday homes to travellers over the Summer break.

"The need for a register of all short-term rental accommodation is accepted by all parts of the industry and community. Without the register, it is next to impossible to enforce compliance with the new rules for holiday rentals. As a result, the workability of the entire regulatory solution – over four years in the making – is at risk of failure.

"Stayz will do its best to assist the holiday homeowners who list on its platform to be compliant with the new rule book. However, not all rental platforms are as diligent as us, and there is a real risk that other platforms with no physical presence in Australia will thumb their noses at the new rules. This is a bad result for the community and industry and will leave little recourse in the event of bad behaviour in a holiday rental.

"There is no excuse for NSW Planning's failure to build a register. The NSW Parliament passed legislation in 2018 to build a short-term rental register, however the Government has failed to take up this task that has sat languishing for over two years. To rectify this issue, Stayz calls on NSW Planning to immediately commence building the register of all short-term rental accommodation in consultation with industry and the community.

"Stayz consistently advocates for state-wide regulation that contains a simple registration scheme for all short-term rental listings, a code of conduct that is backed by a strikes-based disciplinary regime, and an industry body to adjudicate compliance with the code of conduct," Mr Curry concluded.

Stayz's key state-wide policy recommendations for the NSW Government are:

- Compulsory and simple registration for all properties listed on a short-term rental accommodation platform, that will help inform sensible and easily understood policy.
- The creation of a mandatory short-term rental code of conduct for owners and managers – including a three strikes rule for those who do not meet the standards.
- A new largely industry-funded and administered body to quickly address problems and adjudicate questions about amenity, noise and overcrowding at short-term rental accommodation properties.

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#### **About Stayz**

Australia's number one online holiday rental website, Stayz allows travellers to search and compare a huge variety of amazing holiday homes to ensure a unique and memorable accommodation experience wherever they break in Australia. With more than 45,000 holiday rentals in over 2,000 unique locations across Australia, Stayz offers whole homes ranging from the highly aspirational and unique to the everyday getaway, suiting every budget and family size. Stayz is part of online holiday rental global leaders HomeAway Inc. [www.stayz.com.au](http://www.stayz.com.au)