SURVEY – AIRBNB and SHORT TERM RENTALS

It has come to the Committee's attention the difficulties some residents are experiencing with short-term non-resident neighbours. To be able to determine the level of disturbance being experienced, please complete the following Survey.

For your information, a <u>Summary of the Code of Conduct for the Short-term Rental Accommodation Industry</u> is attached.

All responses will be strictly confidential and no personal information will be shared.

NAME OF RESIDENT:	
ADDRESS OF RESIDENT:	
ADDRESS OF NON-RESIDENT:	
Were you informed by the owner that the premises are being used for short-term rental and given the contact details of the owner or their representative? YES NO	
NATURE OF COMPLAINT:	
NATURE OF COMPLAINT:	
NATURE OF COMPLAINT:	

<u>Please note that</u> complaints about disruptive behaviour of short-term rental tenants (guests) can be made to the Commissioner of Fair Trading. However, supporting documentation is required.

This would be in the form of police reports for disturbance, written complaints to letting agents and/or hosts, who should be available during and out of office hours. Also, any written complaint to Council regarding excessive garbage being left on verges and rubbish bins overflowing and not collected.

Scenarios for complaint -

- 1. Criminal behaviour
- 2. acting in a violent or threatening manner
- 3. acting in a manner that could reasonably cause alarm or distress to neighbours and other occupants noise that is unreasonably disruptive or interferes with the peace and comfort of neighbours and other occupants.
- 4. intentionally, recklessly, or negligently damage the personal property of neighbours or other occupants.

When complete, please email to

secretary@sthubertsisland.nsw.au