

RESULTS OF THE SURVEY OF COMMUNITY ASSOCIATION MEMBERS ABOUT VISITOR ACCOMMODATION

What do you see as the *positives* regarding Visitor Accommodation in Battery Point? (list the top three)

Business

- For Battery Point businesses such as Jackman and McRoss, visitors staying in the area are a boost to business.
- Good for local businesses.
- Brings increased patronage to local business providing increased patronage that in turn ensures their viability for residents' use.
- Visitors to Battery Point spend their money in the Battery Point village and support the local business community.
- Increased revenue for local businesses.
- Enhances the market base in the immediate vicinity for high quality local services, particularly food and beverages and selected retail.
- Only positive is to the provider & the tourist/visitor wishing to stay in heritage zone.
- Very few for the residents of Battery Point unless you are the provider of the accommodation.
- Operators are able to offer accommodation at times that suit their lifestyle.
- The on-line platforms for short term accommodation allow local people to benefit financially from the rise of Tasmania as a tourist destination. Why should large overseas investors, Fragrance Group, international hotel chains, etc., reap the rewards to the exclusion of local small investors?
- The use of existing housing stock, as opposed to purpose built visitor accommodation gives a fluidity and flexibility for changes of use between owner occupier, long term rental, short term rental or student rental without any adverse impact of the built environment or streetscape. Skyscrapers in the wharf area are exactly the opposite.
- Attempts to identify actual or likely negatives seem only to give rise to generalized concepts such as " we don't want the whole area to be taken over by short term" or similar. Firstly, given the unlikelihood of investors getting a return on the more valuable properties, a take over of the area seems unlikely. Secondly, what specific negative impact does a percentage, even say 20% of properties, being short term have? It is hard to identify.
- Increased property values (only relevant for those wishing to sell and move elsewhere)

Amenity / Preservation

- Having had a sequence of student, then share house, then overseas student accommodation in the long term rental next door to me I do not see a lessening of residential amenity if it were to become short term. If it did become short term it would certainly reduce on-street parking pressure for the immediate area. As a share house it had four cars.
- Income generated by the accommodation owner is used to maintain the residence and ensure its longevity, often not possible with longer tenancies.
- Preservation of historical properties (by cashed up investors seeking high rentals).

Visitor Experience

- A right mix of residential and visitor accommodation is good for the village.
- Exposes visitors to the history and heritage of the area as supported by Bobby's Walk initiative and other guided walking tours for visitors.
- Supports Battery Point position as an integral part of a Hobart visitor experience and is a component of strong property price that benefits owners of Battery Point property.
- B&B style accommodation where the host engages with the tourist/visitor can provide an informative Hobart experience that enhances and builds long-term tourist benefit. Not a lot of this actually going on in Battery Point.
- Zero. Original B and Bs have been good for Battery Point.

What do you see as the *negatives* regarding Visitor Accommodation in Battery Point? (list the top three)

Community / Amenity

- Potential loss of permanent residents leading to a loss of Community.
- Change in population dynamics if visitor accommodation is allowed to increase.
- Losing the village atmosphere as the residential amenity disappears.
- I do not see any positives for residents at all.
- Short-term self-contained visitor accommodation in a residential area destroys community spirit & harmony.
- Reduces long-term rental opportunities to merge with owner-occupiers which allows a healthy mix of people living & working together.
- Loss of community
- Not all properties offering accommodation are owner operated (managed by an agent who will manage several properties) so do not provide a real "live like a local" experience - this erodes community spirit.
- Loss of village connections and collegial relationships - people living here as friends and neighbours looking out for each other.
- We oppose self-contained short-term visitor accommodation in residential areas because it destroys community spirit in our neighborhood.
- Battery Point is such a special place because it is a living suburb. Neighbours help one another, out, look out for the community (including supporting tourists visiting the area). Open slather visitor accommodation could well reduce the area to a shell, a brittle and empty area of cute community-less housing and associated services.
- If people get the scent of money to be made, it is interesting how all can turn out really differently and neighbourly friends can turn into neighbourly foes rather quickly, as we are currently experiencing at Battery Square, where after 20 years of peaceful living it has become rather dysfunctional between some former friends.
- Risk of excessive, low quality accommodation services detracting from the local, village environment, traffic and parking demand.
- Increased pressure on already failing infrastructure, particularly sewerage but roads and footpaths as well which the ratepayers of Hobart foot the bill for, not the visitors.
- Some of the adverse factors of the multiplying rentals are difficult to quantify. The sense of community engendered by knowing your neighbours, by being able to call on them in times of emergency, the values of being able to help the elderly neighbour with her shopping, chatting to neighbours and wandering tourists at the front gate; do none of these have value?
- There is a growing number of entrepreneurs operating multiple properties as short-term self-contained accommodation. These can be their own property PLUS others they run on behalf of other owners where those owners are aware of their property's short-term use and other situations where the owners believe their property is rented long term. These entrepreneurs cause disharmony in a community.
- Visitor accommodation signage may become an issue, if I was in charge I would have strict regulations to restrict it and preserve the existing visual ambience.
- Residential use and holiday use produce very different standards of amenity. The Government has failed to take on board the key community concerns that were raised through the State Planning Provisions process. The proposed Directive, through its blanket application, fails to address the nuances of residential areas where heritage values are intrinsically linked to residential character, parking is tight or not available and / or properties rely upon shared access (e.g. strata developments) where blanket authorisation of visitor accommodation use will have serious impacts upon other users of shared facilities.
- In our street, the owner-occupiers and long term rentals have a wonderful community spirit are very caring and thoughtful of their neighbours, not so our experience with short term visitor accommodation who are here today and gone tomorrow.
- We will have a ghost community if this is allowed to have the growth it currently has in Battery Point
- Lack of friendliness and a sense of neighbourlessness.

- Garden maintenance is not a priority for short term lets. The Airbnb garden is made low maintenance, tiled or concreted. Battery Point has already lost gardens much admired for their roses and other plantings through the tourist seasons.
- Visitor Accommodation (Self- contained) destroys communities.
- I am a strong advocate for trees in urban areas. I think we underestimate the importance of trees and gardens in the city. Hobart's beauty would be greatly enhanced by more street trees.
- Lack of maintenance and general tidiness of properties from interstate investors.
- Absentee landlords often don't value the heritage nature of our homes and they gradually fall in to disrepair/inappropriate extensions etc. This is supported by evidence such as Barcelona, where most residents have now been forced to move away due to the number of visitor accommodation.

Parking Issues

- Stress on parking with multiple let visitor accommodation types such as AirBNB.
- Additional parking problems.
- Loss of parking for residents who live in Battery Point.
- No parking concessions should be given to these properties that exist to make money (i.e. multi permits for single residences to accommodate visitors. Ratepayers without off-street parking struggle already without HCC giving permits to these visitors.

NOTE: Parking issues are not elaborated in this feedback, though parking is a significant issue among community members. Feedback on parking is addressed in another document.

Effect on Rental Market

- It is beyond me that Hobart has to do the same mistake like other, much larger world cities like NY and Barcelona, who now try to reverse the decisions made in the recent past in allowing short term rentals and now also try to cope with the very negative effects it has on a community / economy and on the rental market for long term local residents - all of which is starting to happen here as well.
- Small, inner city cottage dwellings are ideal rentals for students and young workers. But they are too small to be used as hosted accommodation. As a result of tourist demand, these cottages are being bought up and let as stand-alone visitor accommodation.
- Little did the government realise that its sharing economy policy would encourage people (particularly mainlanders who don't reside here) to purchase properties in desirable locations like Battery Point, Sandy Bay, North Hobart, thereby shutting out local buyers who can no longer afford to buy in these suburbs. These properties are then rented out on Airbnb, Stayz etc and there is no interaction with the owner of the property. This is completely contrary to the original Airbnb philosophy of living like/ engaging with a local. I have discussed this with Airbnb staff in Sydney who are aware of the issue in other places.
- Mainland buyers are buying up properties for the purpose of visitor accommodation and squeezing local buyers out of the market - again threatening the community spirit provided by local residents.

Visitor Attitudes

- Some properties without a live-in host have been used for parties and disturb the local residents.
- Where there is NO property owner in residence to monitor and modify adverse visitor behaviour, the attitude often is "WE ARE ON HOLIDAYS, WE HAVE PAID OUR MONEY & WE WON'T BE HERE TOMORROW! We have regularly experienced noise, verbal abuse and illegal parking practices by patrons of these SCVA establishments.
- Transient visitors often do not care about their impact on others living around them - especially parking in limited availability.
- Excessive noise from some renters.
- There are significant problems with apartments and flats. These are being bought up for Airbnb-

type purposes resulting in an endless cycle of new short-term tenants. Many of these care nothing about the noise and rubbish they make. Some of these temporary tenants cause damage to public areas within the complex (especially car parks), which must then be repaired at a cost to all tenants. As well, the parking areas of some Airbnb apartments are being sublet to locals wanting daytime parking.

- Witness what is happening in Byron Bay
- "We are on holidays, have paid our money, and we won't be here tomorrow "

Comments on Regulation

- The Minister should take account of community views when developing policy that affects their amenity and the character of their suburb.
- Whether rental is short or long term doesn't really make much difference but I would like to see a process of regulation put in place by council.
- The Minister should investigate international and national research into the effects of Visitor Accommodation on communities before establishing policy in this area.
- Minister Gutwein has based his State-wide Planning Scheme and State Planning Provision on the need for CONSISTENCY in the planning system. While consistency might be ok as a general principle its application is not so straightforward. It might make sense to have consistent development provisions in traditional residential suburbs but it is a nonsense to apply those consistent development provisions to a residential suburb that has quite different characteristics to a traditional residential suburb. For example it's ok to have the same development standards for Howrah and (say) Lenah Valley (they have similar residential characteristics) but not a centrally located suburb that already has huge problems with parking and traffic and is also a heritage area of national importance. Heritage properties will simply become 'investment properties' rather than private family homes and the integrity of the heritage precinct will inevitably 'run down'. The consistent argument/provisions will simply lead to inconsistent and degraded planning outcomes. IT needs to be understood that Battery Point needs some particular strategic attention if it is remain the tourist attraction and State asset that it has become. The Battery Point suburb will of course be the 'sacrificial lamb' taking disproportional visitor accommodation establishments simply by virtue of location and expediency. There is a also question of fairness. It is considered unreasonable for the residents of Battery Point having to compromise their residential amenity after so many years of investing both financially and emotionally in their community ... particularly without consultation with either the residents or the HCC.
- There needs to be a cap on numbers of places for visitor accommodation – both registered venues and AirBNB. If a limit is not set, there is a grave concern that the residential village of Battery Point will lose its identity and become purely a place for visitors.
- Has anyone thought of the revenues which aren't being collected ? All the cleaners, laundry people etc , I'm sure are being paid in cash. The black economy.
- Some control is needed to avoid the problems experienced in other high-visitor centres across the world. Hobart and Tasmania would be the poorer if Battery Point and other heritage areas became dominated by short-term visitor accommodation. Tourism may not be here for ever and the place should be geared to permanent residents, not tourists. (Not saying no tourists.)
- Small scale visitor accommodation in particular homestays and appropriate conversion of existing property is acceptable providing it meets building regulations.

Do you think there are any types of Visitor Accommodation that should not be allowed in Battery Point?

- Short-term self-contained visitor accommodation should be banned from residential zones, especially where there is NO personal contact between the provider & the visitor. Commonly, interstate investors with no interest in the local community or maintaining a heritage property is a growing percentage in Battery Point. Properties are being snapped up just for this type of investment.
- Short-term visitor accommodation should be banned or restricted. The scale of visitor accommodation in general should be carefully monitored and regulated.

- Unhosted visitor Accommodation ie commercial short term self contained visitor accommodation
- Multiple room-rentals which will cause increased parking problems.
- I would discourage, cheap commercialised motel chain style accommodation, and regulate / limit backpacker accommodation.
- New motels, hotels, visitor apartment block buildings.
- Restricting any new visitor buildings over two stories high would make any large-scale new development uneconomic.
- Multi dwellings.
- High rise dwellings such as Empress Towers
- Purpose built visitor accommodation such as the Red Awnings property in upper Hampden Road. It has an adverse affect on the streetscape diminishing heritage values, it provides nothing of value to the local community and it is unsuited for adaption to long term rental if there is a downturn in demand for visitor accommodation.
- The HCC should resist planning approvals for alterations to existing housing stock that is for the purpose of making them divisible units for short term use if it has the effect of making those houses less suitable for use as owner occupier homes in the future.

Other

- We live outside Tasmania and between ourselves, other immediate family members and, very infrequently, very close family friends, we use our residence 4-6 times per year for periods of up to several weeks. There is no commercial use or rental of our residence and it has its own off-street parking. We would object very strongly to any constraints on our own and our family members' private use of our residence as currently practiced.
- There is a lack of clarity about what is mean by Visitor Accommodation. This affects residents' views on the issue.