

18/05/12 - **HLO Central Coast Newsletter 4**

hlocentralcoast@hotmail.com

NEWSLETTER 4

Hello to the Short Term Rental of Holiday Homes Sector on the Central Coast of NSW.

Good to see the weather improving.

As discussed in the previous newsletter, HLO Central Coast has had a very important and fruitful meeting in regard to the Code of Conduct for holiday rentals on the Central Coast.

Below are the 2 main issues discussed and voted on:

We have discussed how the Code relates to the Central Coast planning issues associated with the DLEP, which Gosford City Council has adopted and sits in front of the DOPI.

How we as an Association can both support the Industry Code of Conduct, which we were heavily involved with developing and meet our councils current planning requirements.

We have developed a Central Coast compliant Code of Conduct that meets the Gosford City Councils DLEP and supports the Industry Code of Conduct. We will promote the Central Coast Code in conjunction with the broader industry Code which does not comply with the Gosford LEP but is the basic standard upon which all other future codes will be built.

The Code is just the initial step in this very important process.

As an Association we will actively promote the industry Code of Conduct by endorsing and promoting the comprehensive and necessary next step in self regulation.

This next step is a Quality Improvement and Self Assessment Process (QISAP)

An e-Book and verification system has been developed by Holiday Rental Solutions (a private company) in consultation with HLO Central Coast.

This comprehensive management tool has now been fully developed and is ready for launch. We know it will be an integral system for self regulation and will be necessary to fill

the missing content required to promote a successful 2 year trial of self regulation as imposed by the DOPI.

We envisage every holiday rental owner will need this package to validate their commitment to self regulation through self assessment and quality improvement and in turn this validation will support all properties who self assess and promote the Code of Conduct and show their duty of care to all concerned.

The e-book Series cannot be supplied free of charge as many years of work have gone into its development & the final stages were completed through a private organisation.

We have advised the private organisation that we will be happy to offer free initial membership with HLO Central Coast valued at \$50.00 to all who purchase the first of the e-Book Series and validate their self assessment annually.

Below is an introduction to the Quality Improvement and self Assessment Process (QISAP) E-Book as developed by Holiday Rental Solutions.

The holiday rental industry is a very important sector of the Australian economy. Various industry bodies including the Stayz group, holiday rental organisations such as HLO Central Coast and various regulatory bodies have pushed for the industry to enact a self regulatory and management process to ensure a successful, profitable and acceptable outcome for all stakeholders as the holiday rental industry continues to rapidly grow. The QISAP e-Book is designed to aid holiday rental owners/managers to practically implement and record the introduction and management of the holiday rental industry Code of Conduct into your holiday rental home.

Sections 1 and 2 of the QISAP are contained within this e-Book and outline the procedures necessary to implement the industry Code of Conduct.

Section 2 of the QISAP outlines and defines 11 quality management areas and 27 guiding principles associated with the industry Code of Conduct.

Section 3/4/5 and 6 (as supplied in the associated e-Book package) contain the necessary documents/templates or signs (as applicable) to satisfy the QISAP and therefore uphold the industry Code of Conduct. Self assessment and validation will be conducted annually

via membership.

The QISAP is a dynamic document that will progressively be updated in cohesion with the industry Code of Conduct. These updates will be emailed automatically to any registered member of the QISAP provided by Holiday Rental Solutions.

The old HLO Central Coast website is being replaced by a new updated version that can be found on the following link:

www.hlocentralcoast.net

This new website will aid in the promotion of the industry Code of Conduct and will help support the self regulation of the holiday rental industry on the Central Coast.

We also have a new facebook page - so be sure to 'like' us to receive all the necessary updates. The facebook link is found at the bottom of the page or by searching 'hlo central coast'.

A link to the QISAP e-Book website is also contained below. The Process is yet to be released - however HLO Central Coast will keep everyone updated as to the launch date.

www.holidayrentalebook.com

Holiday Rental Solutions also has a facebook page - click the following link and be sure to like it!

'Holiday Rental Solutions'

Now that there will be a 2 year trial for self regulation of Short Term Rental of Holiday Homes it is imperative that everyone complies with the Code so that Government regulation is not imposed.

A major issue that will be required after a 12 month initial trial will be statistics on successful stays that meet the Code of Conduct. The Holiday e-Book will be of great assistance to all in meeting the next exciting phase of self regulation and in aiding

households to record statistical evidence of practical implementation of the Code of Conduct.

We are sure that all would prefer self regulation rather than Government regulation. This is an exciting opportunity for all concerned.

We thank all for their support over the years.

Kind Regards

Donat Kobeleff

President

HLO Central Coast Inc.