



4th May 2016

Clarence Valley Council
Locked Bag
GRAFTON NSW 2460

Thank you Jason for taking my call in relation to the correspondence I received regarding short term accommodation use of dwellings.

Jason I will outline my concerns in relation to this matter.

1. Firstly on checking my files, 16.22% of my holiday managements meet the zoning compliance. Some 83.78% do not meet your requirements for short term holiday letting. I would suggest that the majority of other agents in the Yamba area would have similar figures.
2. On checking, the zonings of a very large percentage of holiday properties on Yamba Hill and in the township, they share the very same zoning as the waterfront properties in West Yamba.
3. Yamba is extremely reliant upon its holiday trade. Employment from this industry has been a major factor in our area for several years. In fact, council has a division that relates specifically to the tourism of the Clarence Valley. Clare Wesener the Tourism Marketing Officer has been working with industry stakeholders, including our office in relation to the promotion of the Clarence Valley as a family friendly destination. Families like diversity in the accommodation options that are available, including riverfront and waterfront homes where boating is a focus, rather than being in the very noisy hill area opposite the pub.
4. With any holiday booking taken and received by my office, the holiday tenant is issued with a copy of booking conditions before taking occupancy. Should they wish not to comply, they are free to make other arrangements. However, if they take up the property, they must adhere to all the conditions and policies of the booking. Should they breach any of these conditions, a warning is issued, and failure to comply results in a termination of their holiday letting without refund. Over the years I have worked in holiday management, I have received more noise complaints from in town than waterfront properties in West Yamba.

A very large proportion of properties in the Yamba Hill and West Yamba area are zoned R2 or R3 which does not allow for commercial holiday / visitor accommodation. If property owners were to comply with the zoning requirements then it would not be possible to accommodate the numbers of tourists that travel to our area every year.

In conclusion Jason, Yamba has been established as a holiday destination since before the 1950's. The latest figures in relation to the numbers of visitors to our area from the Clarence Valley Council Tourism Monitor are 886,000 in the past year up to September 2015. These visitors had an estimated spending of \$254 million. I have to ask the question, do the number of complaints that council has received warrant this type of investigation? An investigation of this magnitude will tie up an enormous amount of time and resources. We will always have a very small percentage of people who are negative towards the tourist industry. I recognise that. I also recognise that people have the right to live with peace and tranquillity. However if agents abide by their own booking conditions, and in particular noise and parking issues and address them as the complaints come through, we should be able to eliminate the dissatisfaction and unhappiness of some of the people who are living in proximity to holiday properties.

Again, thank you Jason, please do not hesitate to call me.

As I said I will be bringing this to the attention of the councillors, as I believe this is something we need to work together as a whole to eliminate the negativity to such a vital industry in the Clarence Valley.

Yours faithfully

YAMBA ILUKA REAL ESTATE

Denise Gillies
DIRECTOR / PRINCIPAL