



# Visitors take toll in units

UNWELCOME GUESTS: NEW INDUSTRY GUIDELINES MAY NOT BE ENOUGH TO SATISFY RESIDENTS

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KEY providers of holiday and short-term rental units in Brisbane have resolved to reduce the impact their guests have on inner-city residents.

But the new protocols are unlikely to appease disgruntled unit dwellers.

Leading holiday rental portals Stayz.com.au and Occupancy.com - which facilitate the use of residential units in the CBD and Spring Hill for short-term use - have developed set guidelines for agents, owners and guests.

The sites have more than 1.8 million visits nationally each month.

The guidelines address property management, letting agreements, bonds and payments, garbage, parking,

a complaints process and even visitor obligations regarding noise levels and compliance with council by-laws.

One Spring Hill unit resident - who spoke to *City News* on the condition of anonymity for fear of reprisals - said more than industry guidelines were required to address the impact short-term tenants were having on unit dwellers.

He said of the nearly 200 apartments in his block at least a quarter were used by short-term and holiday tenants.

"They (the guidelines) will do nothing," he said.

"They use it as a place to party until two in the morning."

➔ See the guidelines and have your say at [www.cityquestnews.com.au](http://www.cityquestnews.com.au)