

Regulatory and Neighborhood Affairs Committee Meeting

March 23rd, 2023

Luis Briones, Airbnb Policy Manager



On any given night, 2 million people stay in homes on Airbnb in 100,000 cities all over the world.

There are more than 6.6 million listings in 220 countries and regions to choose from — that's more than the top five hotel chains combined.

What makes all of that possible? Trust.

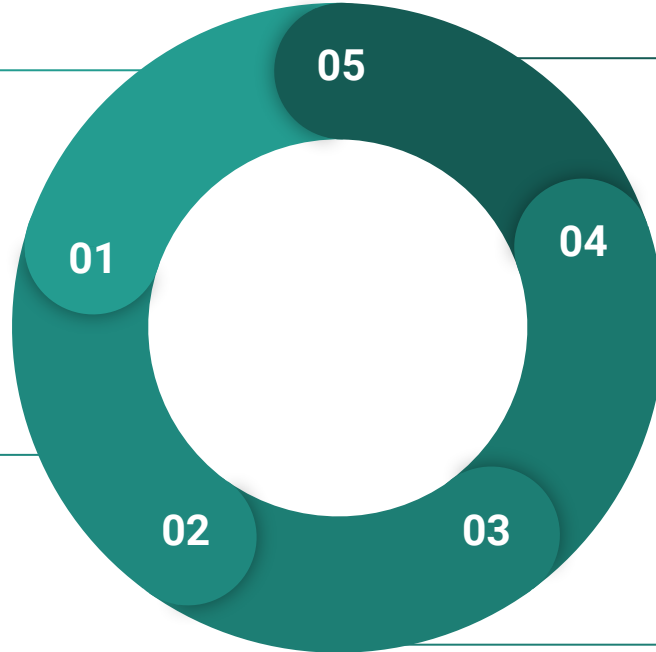
Trust & Safety Tools

LERT Portal

Provides a secure and streamlined channel for law enforcement to submit valid legal requests for information from Airbnb.

Reservation Screening

We have a data-driven system for flagging and stopping potentially suspicious reservations.



Party Ban

Global ban on parties and events at Airbnb listings in addition to a number of other measures to address parties.

Neighborhood Support Hotline

Tool for members of the community to reach Airbnb and report any issues with listings in their neighborhood.

ID Verification & Background Checks

Technologies to help ensure you are who you say you are.

Being a Good Neighbor

Airbnb does not allow:

- Disruptive gatherings: Gatherings that threaten the safety of or disturb the surrounding community are not allowed, regardless of size.
- “Party house” listings: Hosts should not encourage or otherwise permit disruptive gatherings, parties, or events in their listing descriptions or elsewhere.
- Community nuisances: Disruptive behavior and actions including excessive smoking around neighbors or smoking in areas where smoking is prohibited, littering, making excessive noise, or obstructing neighbors’ access to their homes aren’t allowed.

Reservation Screening Technology:

- Our proprietary technology analyzes hundreds of factors in each reservation and blocks certain bookings that show a high risk for disruptive parties and property damage.



Houston Host Safety Forum





Neighborhood Support Hotline

- Open to all stakeholders
- No Airbnb account needed in order to submit a complaint/concern
- Option to call-in issue or submit online via portal



Neighborhood Support

We know that issues can come up in any community. It's usually fastest to communicate directly with your neighbor to address concerns related to home sharing, but you can also call or message us below for additional support. If you have a concern unrelated to your neighborhood, please visit our [Help Center](#).



Is this an emergency?

Call **911** to contact local police or other emergency services if someone is in danger or injured.



Is there a party or disturbance nearby?

Call the Neighborhood Support team at **+1 (855) 635-7754** to report an issue.





Neighborhood Support Hotline

For non-urgent neighborhood concerns, send us a message

Select a topic to get started. Which of these topics is your concern about?

Noise or party

Neighborhood concerns

Personal safety

Other

Noise or party

We know excessive noise or a party can be frustrating. Complete the form below and we'll get to the bottom of it.

Do you have the link to the Airbnb listing for this home? It'll help us to contact the host faster.

Yes

I have the link to the listing

No

I only know the address



ID Verification & Background Checks

Airbnb requires users to undergo ID verification when they try to make bookings.

Verifying the identity of guests and Hosts helps us to:

- Check that people are who they say they are
- Do background checks (for safety and security, sanctions etc.)
- Understand if a malicious actor has taken control of an account
- Investigate safety and security issues such as assault, robbery or fraudulent activity



☆ 117 reviews

✓ Identity verified

Luis confirmed

- ✓ Identity
- ✓ Email address
- ✓ Phone number
- ✓ Work email

[Learn more](#) about how confirming account info helps keep the Airbnb community secure.



Safety Resources

- **Safety Center:** In-app one-stop safety shop with key resources, including one-touch Emergency Services contacts for wherever you are in the world. The Safety Center provides:
 - A simple way to contact Airbnb support about urgent situations
 - Direct contacts to local law enforcement and emergency services
 - A centralized collection of Airbnb safety resources and education
- **24/7 Safety Line:** Accessible during active reservations, as well as the 24 hour period both before and after active reservations. Simple means for Hosts and guests facing certain time sensitive issues that require access to a team of highly trained safety and crisis specialists.

