

The Airbnb Community Compact

Airbnb is a people-to-people platform—of the people, by the people and for the people—that was created during the Great Recession to help people around the world use what is typically their greatest expense, their home, to generate supplemental income.

Airbnb creates economic opportunity. The typical middle-income host in the United States **can earn the equivalent of a 14 percent annual raise** sharing only the home in which they live at a time when economic inequality is a major challenge. Airbnb democratizes travel so anyone can belong anywhere—**35 percent of the people who travel on Airbnb say they would not have traveled or stayed as long but for Airbnb.**

Airbnb is home to good travelers and good neighbors who contribute to their communities. **97 percent of the price of a listing, set by the Airbnb host, stays with the host.** Airbnb hosts and guests have also made clear in conversations, town halls, responses to surveys, and thousands of individual discussions that they want to do right by the cities where they live, work and visit.

Based on our core principles to help make cities stronger, Airbnb is committed to working with cities where our community has a significant presence and where there is support for the right of people to share their homes, both when they are present and when they are out of town. As we work with cities around the world, we will:

Treat Every City Personally and Help Ensure Our Community Pays its Fair Share of Hotel and Tourist Taxes

Cities have unique home sharing policy needs—a dense, urban city may have different concerns than a historic vacation town or a non-traditional travel destination. Airbnb will partner with cities to address their individual policy needs.

In those places that respect the right of people to share their home, we will work to ensure that the Airbnb community pays its fair share of taxes while honoring our commitment to protect our hosts' and guests' privacy. This includes helping to ensure the efficient collection of tourist and/or hotel taxes in cities that have such taxes. We will work to implement this initiative in as many communities as possible.

Build an Open and Transparent Community

Cities can make the best policy decisions about home sharing when important data is available. Airbnb will provide cities with the information they need to make informed decisions about home sharing policies.

While protecting our hosts' and guests' privacy, Airbnb will provide anonymized information regarding hosts and guests in our community to city officials to help inform the development of home sharing policies. We will work with individual cities to identify the specific types of data they need to craft fair, progressive rules.

On an annual basis, Airbnb will also release Home Sharing Activity Reports in cities where our community has a significant presence. These reports will include:

- The total annual economic activity generated by the Airbnb community.
- The amount of income earned by a typical Airbnb host.
- The geographic distribution of Airbnb listings.
- The number of hosts who avoided eviction or foreclosure by sharing their home on Airbnb.
- The percentage of Airbnb hosts who are sharing their permanent home.
- The number of days a typical listing is rented on Airbnb.
- The total number of Airbnb guests who visited a city.
- The average number of guests per listing by city.
- The average number of days the average guest stayed in a city.
- The safety record of Airbnb listings.

Promote Responsible Home Sharing To Make Cities Stronger

Cities succeed when their citizens are actively empowered to help determine their own destiny. Airbnb will work to educate hosts and guests about the home sharing needs and rules in cities so they are empowered to engage in home sharing practices that are in the best interests of the cities they call home.

In particular, there are some cities that have a significant number of Airbnb listings but do not have a comprehensive policy approach to home sharing. In some of these places, community leaders have identified a shortage of long-term rental housing as a critical issue. In these cities, we will work with our community to prevent short-term rentals from impacting the availability of long-term rental housing by ensuring hosts agree to a policy of

listing only permanent homes on a short-term basis. We will also continue to work with cities that have established home sharing policies as they evaluate these matters.

Additionally, we will work with cities to determine whether non-permanent homes that would otherwise not be on the market as long-term rentals (such as a second home that is occasionally used) can be made available for short-term rentals consistent with the policy needs of a particular city. Finally, we will continue to support hosts who provide long-term accommodations like corporate housing, as well as certain standard hospitality venues like traditional bed & breakfasts that use Airbnb and provide unique, local experiences to guests.

RECENT BEST PRACTICES IN SHORT TERM RENTAL POLICY

Philadelphia, PA

Earlier this year, Philadelphia passed [new short term rental laws](#) that legalized home sharing in the city. Philadelphia's ordinance allows anyone to rent for up to 90 days without any requirement for a permit, license, or registration. Primary residents who own their home, as well as renters who get permission from their landlord, can host for more than 90 days by applying for a permit. All rentals are limited to 180 days, and payment of transient occupancy tax is required.

Nashville, TN

In 2014, Nashville adopted a [two-tier permit system](#) establishing permit rules for owner-occupied (Type 1) and non owner-occupied short term rentals. The City requires any person engaged in home sharing or short term rentals to obtain a permit, and caps the number of non owner-occupied short term rental permits at 3% of all units in a census tract (in order to prevent clustering). Nashville also imposed operating requirements to address neighborhood character, public safety and enforcement procedures.

The Nashville ordinance regulates maximum occupancy limits, restricts on-property signage, prohibits rentals for fewer than 24 hours, and establishes progressive penalties for violations. Nashville does not restrict the aggregate number of nights per year a unit may be used for short term visitors, instead focusing on nuisance abatement and permit limitations by census tract.

Malibu, CA

Malibu's [policy](#) is to allow owners to rent their homes without limitation for short term rentals. Because Airbnb collects and remits transient occupancy tax on behalf of its hosts in [Malibu](#), its hosts are neither required to register nor separately remit these taxes. The city relies on the existing code enforcement ordinance to abate public nuisances regardless of rental status. Non-Airbnb-related short-term rental operators must register and collect and remit taxes to the city.

South Lake Tahoe, NV

[South Lake Tahoe](#) authorizes both primary-resident home sharing and dedicated vacation rentals. It imposes no caps on maximum numbers for short term rentals, including vacation rentals. Operators are required to purchase an annual permit and pay transient occupancy tax. (South Lake Tahoe Municipal Code, Chapter 3.50).

Truckee, CA

[Truckee](#) allows short term rentals. Operators must register with the city (either online or by mail) and are responsible for collecting and remitting TOT. The city also allows properties to be registered by a property management company.

NOLA Host Stories

Quotes from hosts who agreed to share their experience with legislators

Host: Christy Cook, Airbnb Member since April 2015, Superhost, Retired Midwife

Neighborhood: Marigny

Airbnb in Christy's words:

I decided to start hosting in April 2015 because of my own experiences as a guest during 10 years of traveling and working in Central America. Most of my time there was spent staying with families - always having my own bedroom or little guest cottage, often sharing a bathroom with other family members, and at times eating with the family. I paid them, of course, for the accommodations and food. For me, this was by far the best way to travel – surrounded by the local culture and traditions. I had wonderful experiences and have many rich memories. After retiring last year, when my partner and I were deciding what to do with our little guest cottage behind our house in New Orleans' Marigny neighborhood, it was an easy decision to start hosting other travelers.

Our choice of Airbnb over other short-term rental sites was based on the popularity of the site in New Orleans. So far it's been a very good experience.

Being retired, my partner and I are living on a fixed income. At the same time we're living in a late 19th century house - which has an ever-growing list of repairs and major problems. Despite all of our pre-retirement budgeting for known house problems at that time, we could not have foreseen many of the issues that have since presented themselves. Our Airbnb income has proven to be invaluable to help finance these repairs and keep our home in good shape. It has allowed us to hire local contractors and workmen to make the required repairs, thus helping the local economy.

I've seen our neighborhood benefit financially from having travelers stay locally - everything from having meals at really nice nearby restaurants (The Franklin or Feelings) to cruising through the little stalls at The New Orleans Healing Center and second-hand clothing stores on St. Claude. Additionally, our guests have enthusiastically frequented the music venues on both Frenchmen and nearby on St. Claude, all of which are within walking distance [from our home.] I believe these travelers not only get to experience the diversity of our neighborhood's retail, food and music adventures, but they hopefully leave with a good impression of our neighborhood's rich vitality. This certainly can only help to serve us well as these travelers spread the word to future guests.

Host: Jamie Menutis Smith, Airbnb member since 2015, Small Business Owner of Green Serene

Neighborhood: French Quarter

Jamie's letter to the City Planning Commission:

I am native of New Orleans, Small Business owner and recent Airbnb Host. I am writing to share my experience as both a small business owner and recent host. I own a small boutique on Magazine St. in the Lower Garden District in one of the slower, less active sections of Magazine St. When I opened my business 6 years ago, half the block had empty spaces for rent and there was little business. Many of the buildings looked in need or repair, or abandoned. I opened in the area, nonetheless, and have seen many slow, yet positive changes over the years. I interact with the public on a daily basis as a sort of unofficial Ambassador for our City. I share restaurant recommendations (from a locals perspective) and give them advice on where to see the best Jazz, etc....It is a role that I very much enjoy as a local.

During the past couple years I have met many visitors to my business who have shared with me that they were staying in a local Airbnb Home in the neighborhood and loved it. Many of these visitors enjoyed staying in a home owned by a local and getting a feel for what it really means to live like a local. They had no interest in staying in an anonymous hotel that they could find in any City, they wanted a different kind of experience and they had been traveling with Airbnb for years and having exactly this kind of experience everywhere they traveled. These are the same sort of people who like to shop "local" and find out where the "locals" like to eat. They avoid the tourist traps and seek a different kind of experience. The majority of the people I have encountered who stayed in the Lower Garden District in an AirBnb Home told of a great experience with great hosts and said that they'd return again to New Orleans (some wanted to move here!).

My impression of AirBnb and short term rentals from a business owner's perspective is an absolutely positive one. I have met people with positive experiences who have spent money in my store and eaten at local restaurants and were looking for even more unique experiences to have in our City.

As a recent host, I also have to say how AirBnb has improved both my family's life and ability to maintain and finally really repair our family property/home which had been suffering since Hurricane Katrina. My husband and I recently came up with the idea of helping our elderly parents who were unable to keep up the top floors of their property due to age and expense following Hurricane Katrina by updating and refreshing the unoccupied floors of their home and hosting those out to visitors .Both my parents are we have loved the experience.

We have been able to host many great visitors in just under one year and have been able to finally make repairs to the large home after many years. After just a couple of months, we had enough income to replace the outdated piping (hire local plumbers) replace drywall and flooring (hire local contractors) paint the entire building (hire local painters), add cable TV and WiFi (

Cox Cable), Host guests in a beautiful two bedroom space (buy local goodies, sheets, bedding, furniture, towels), hire a cleaning service and laundry pick up (again both local companies.) We have also been able to share our favorite locals hot spots such as restaurants, sights, tours, jazz clubs, swamp tours (again more money going into the local economy). In December, we will have enough money to repaint the entire façade of a multi story home-one which hasn't been painted since 1988! Again, we will be using a local company to do this. Our guests have also loved their experience staying in our family home-which is Historic - We were just named SuperHosts on AirBnb which is a Title given after more than 86% 5 Star Reviews with a short Period and very hard to receive!

We understand that AirBnb and short term rentals may need some regulation or extra taxation, and we are definitely willing to comply in any way necessary to keep this great new way of travel going. In fact, we have formed an LLC for our rental and intent to do just that. We do hope, however, that the City will be able to see how AirBnb and short term rentals are empowering and enriching layers upon layers of New Orleanians, from the Property Owners down to the Local Grocer, Plumber, Restaurant Owner, etc...

Our guests (the new generation of travelers) are people who can afford to stay at a hotel, but have no interest in doing so. They want to have a real New Orleans experience by staying in a home and getting to know locals and making life long friends. From the single person who lives alone and would like to rent out their extra room and meet a new friend, to a home with multiple rooms, AirBnb and other short term rental companies are helping the economy by putting money into the hands of ordinary people. When people have more money in their pockets, they spend more and the ripple effect is far reaching.

I hope you will consider our experience and the positive experience of so many other local Hosts and choose to acknowledge that home hosting is the future and a movement that cannot be stopped. New Orleans is a welcoming City and people from all over the world want to meet and stay with new local friends. This is a movement that New Orleans can be at the forefront of the Country by embracing and not limiting both its residents from the shared experience or visitors. I am certain that this is a positive and enduring trend that will do nothing but benefit both our City and its residents.

Host: Ann Marie Coviello, Airbnb member since 2014

Neighborhood: Seventh Ward

Airbnb in Ann Marie's words:

I have been hosting on Airbnb since April of 2014. I decided to try hosting during Jazz Fest when a long time tenant moved out of my small one bedroom apartment in my 100 year old home in New Orleans. I had occasionally rented out my own apartment on Craig's List during Jazz Fest in New Orleans since it is a high demand time and I live nearby the Fest. It was good money, but not a great experience having to move out with two dogs and two kids. So I thought it might be fun and interesting to try using the other side of my shotgun double (duplex) as a small bed and breakfast. It took off from there and has been an amazing experience since then.

I truly love the fact that for the first time in my adult life I actually can go to the grocery store and buy all the food that I need for my family. I love being able to be generous to others and give to charitable causes that are important to me. I love not having to constantly consider each small expense. I don't miss having to forever ask myself if I can afford a field trip for my child, a vet visit for my dog, a splurge on clothing or personal care for myself. Teeth cleaning, application fees for my son's college admission, taking trips are all within my reach now. It is exhilarating and it is a great reliever of stress. I feel so much more secure and safe than I ever have before, financially, and emotionally, too, because living from paycheck to paycheck is a tremendous source of stress.

To add to the above answer, which is also an answer to this question, I would like to add that I use my additional income to pay extra on my mortgage and to be fully caught up on all bills at all times. This, too, really increases my sense of security.

The most important factor is the additional income, but that wouldn't be worth it if it were a constant source of problems. I have not, however, encountered an undue amount of problems as a host. Once in a while you get a bad guest or a bad situation, and it feels terrible, and you feel like giving up. Thanks to the smooth running of the website, the incredibly helpful customer service reps, and the majority of genuinely nice guests, it really is a mostly hassle-free experience.

Once of the greatest benefits for me of hosting on Airbnb is that I feel that many friends and neighbors have also benefitted from my being a host. I live in a high-poverty area of New Orleans, where unemployment is very high. My neighbor and dear friend does my cleaning, providing a much appreciated source of cash income for her. Her husband is a handy man who can fix any little thing that comes up. They are always happy to get whatever groceries or other extras guests leave behind. Another neighbor does my lawn and garden care and a fourth neighbor maintains my ancient truck that is useful for hauling furniture and other things that come up with hosting. It is really a blessing to be able to give others work, pay them cash and feel like my immediate block is experiencing increased economic stability and well-being from my Airbnb income. My immediate neighbor next door always enjoys talking to guests, and they

enjoy him and feel increased safety knowing that he is just next door and looking out of them. Finally, I always recommend very local establishments that people can visit in my neighborhood so I know that some tourist dollars are reaching friends and neighbors who run DIY museums, art galleries, bars, restaurants and coffee shops, all of which I feature in my guide book.

The Backstreet Cultural Museum, the House of Dance and Feathers, Kings and Queens Emporium, the Pagoda Café, the Coco Hut, the Candlelight Lounge, the Community Book Center, Terranova's, Canseco's, Café Degas, 1000 Figs, Swirl, Nonna Mia, Santa Fe, and many more.

I was a New Orleans public school teacher for 15 years before Hurricane Katrina. I have a master's degree in education. Along with over 7000 other educators, I was fired after the storm when charter schools took over New Orleans. Experienced, certified teachers were thrown out like so much storm debris. Before being a host on Airbnb, I had never worked in a restaurant or in a bar or in any aspect of the service industry. I had always worked with kids. That was my calling and my vocation. After losing my job, as a single mother of two children, I had to scramble (or, as we say in New Orleans, hustle) to make ends meet. I never wanted to work in the tourist industry, but unfortunately it is the biggest game in town. My grandparents and parents helped me buy my house in 2001, and thank god for them because my house has been my rock. I would much rather be paid a decent salary and benefits as a teacher, but in the neo-liberal, shock doctrine, post-Katrina world I live in, there is no choice but to go with what makes it possible to provide for my family. I don't want to fold towels for a living. I want to teach and live on my teaching salary, but until it is possible to do that, I would ask my neighbors and my elected leaders to work with short-term rental hosts to craft good solutions that help people who are good neighbors and good hosts get and remain legal so we can contribute to the economic growth of our city.

Host: Laurent Moecklin, Airbnb Member since Feb 2013, Superhost, Small Business owner

Neighborhood: Central Business District (CBD)

Airbnb in Laurent's words:

I began hosting 3 years ago after a few of my friends told me how much fun they were having hosting.

The extra income is nice of course, but meeting people from all over the world and from the full spectrum of personalities is the best part.

The last few years we all know the economy hasn't been the greatest, the extra income from bnb has helped me meet my monthly obligations.

I have the extra room which would never be used for long term rental, so it is pretty easy for me to host people. I really like being able to share my space with guests.

My immediate neighborhood is sparsely populated with residents. My guests make the area more vibrant.

My guests constantly tell me how great the restaurants, galleries, and museums are around me. And I know they frequent the supermarket around the corner.

I know my neighbors enjoy my guests, the only thing I would tell them is they should host too.