



July 16, 2020

Will Norris
Finance Director and Assistant City Manager
City of Hood River
Hood River, Oregon 97031

Dear Mr. Norris,

Thank you again for taking the time to speak with our team. We sincerely appreciate the City of Hood River's collaborative approach and thoughtful consideration of short-term rental policy and transient tax collection. Allowing local residents and property owners to share their homes has been beneficial to local residents earning extra income, to small businesses and the local economy. We view policymakers as key partners to ensure communities and hosts alike benefit from home sharing. We are excited to move forward in partnership with the city and look forward to providing additional comments and feedback as needed. Our letter is intended to memorialize our conversations with the City of Hood River and chart a path forward on how we can support the city in its short-term rental tax and compliance goals.

Mandatory Tax Collection

Airbnb is committed to partnering with state and local governments on effective and accurate tax collection from short-term rentals. Airbnb collects and remits taxes on behalf of hosts in more than 400 jurisdictions globally, generating more than \$2 billion in hotel and tourist taxes to date, helping cities, states, and our host community around the globe. We are committed to being a good partner to the City of Hood River, and we fully support the City's effort to allow short-term rental platforms to collect and remit the transient lodging tax on behalf of their users.

Airbnb is confident in the accuracy and completeness of its tax collection operations. That said, we know that city geographic boundaries may change over time, and we welcome input from the City on these changes. To the extent there are changes and the City is able to provide GIS shape files of updated geographic boundaries, Airbnb is committed to ensuring that its tax software reflects such updates.

Host Registration and Education Campaign

We encourage hosts to think carefully about their responsibilities. Hosting offers rich experiences, but it comes with a certain level of commitment. As part of our partnership with the City to aid short-term rental registration and tax compliance, Airbnb will create a customized [Responsible Hosting Page](#) for the City of Hood River and display a link to the City's licensing and information web page. That website is located at <https://cityofhoodriver.gov/planning/short-term-rentals/>.

Once the City adopts a new short-term rental tax collection ordinance, Airbnb commits to sending custom emails to hosts to support the education and compliance of the new rules and regulations. Our communications will be released in close coordination with city staff to ensure the right cadence and information is distributed.

Airbnb Neighbor Tool

Our community's safety, both online and offline, is our priority. There have been more than 500 million guest arrivals in Airbnb listings to date and negative incidents are extremely rare. Even so, we're constantly working to improve our platform, our policies, and our protections, because even one incident is one too many. In fact, Trust and Safety is its own department with offices spanning the globe in San Francisco, Portland, Dublin, and Singapore. Our team is made up of engineers, 24/7 response agents, data scientists, product managers, designers, crisis managers, law-enforcement liaisons, and victim-advocacy specialists, in addition to policy, privacy, cybersecurity, insurance, and fraud experts—all working together to keep our community safe.

We know that issues can come up in any community and that's why we created the Airbnb Neighbor Tool. The Neighbor Tool allows neighbors, community members, guests, and government officials to report concerns with a host listing. There are four main buckets for complaints: 1) Noise/ Party 2) Neighborhood concerns (trash, parking, etc) 3) Personal Safety 4) Other.

After a member of the public submits a complaint, they will receive a confirmation email with a case number. Our team will review the concern and if we match it with an active Airbnb listing, we'll get in touch with the host. After, we'll follow up after additional investigation. If we need to, we reach out for more information.

Members of the public can access the Airbnb Neighbor Tool at www.airbnb.com/neighbors.

Law Enforcement Portal

Airbnb's mission is to create a world where anyone can belong anywhere. To achieve this, our platform aims to build trust between people and protect their safety and privacy both online and offline, on every part of every trip.

We also support the vital work of law enforcement to help keep our community safe. We have a dedicated team who respond to requests for information from law enforcement authorities around the world. Last year we announced the launch of a new online portal for law enforcement. The portal provides a secure and streamlined channel for law enforcement to submit valid legal requests for information from Airbnb. Through the portal, law enforcement officers will be able to securely track requests, and receive status updates and customized email notifications.

All requests for user information will continue to be handled and evaluated in line with our existing Terms of Service, Privacy Policy and [Law Enforcement Guidelines](#). To protect the privacy of our users, Airbnb will only disclose user information when we receive a valid legal request or in emergency situations. To create an account and submit a request, partners can visit www.airbnb.com/lert.

Thank you for the consideration of our comments. We look forward to working in partnership with the City of Hood River.

Sincerely,



Adam Thongsavat, US West Public Policy

CC: Leslie Lao, US West Tax Lead, Airbnb
Ben Lee, US West Policy Counsel, Airbnb