



**Airbnb | National League of
Cities | August 2021**

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

There are more than 5.6 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.

High Risk Reservation Review

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



Party House Ban

Global ban on all 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 ensure you are who you say you are.



Law Enforcement Portal

- Dedicated team to respond to requests for information from law enforcement authorities around the world
- Provides a secure and streamlined channel for law enforcement to submit valid legal requests for information from Airbnb
- Through the portal, law enforcement officers are able to make emergency requests, securely track requests, and receive status updates and customized email notifications



LAW ENFORCEMENT PORTAL



Emergency Request

*This site is for **Law Enforcement Agencies** only.
If you have an Airbnb question, please visit our [Help Center](#).*

 Email Address

 Password

Log in

[Forgot Password?](#)

[Create an Account](#)

[Technical Issue Logging In?](#)



ID Verification & Background Checks

- U.S. hosts and guests who transact on the platform must first undergo identity verification processes and background check processes.
- They must complete this process before they're allowed to book or transact on our platform.
- Those convicted of crimes including sexual violence and exploitation as well as human trafficking are not allowed to use Airbnb.





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.





Stopping Parties

- All parties are banned -- with focus on unauthorized parties
- Data-driven system for stopping potentially problematic reservations – like the duration of the stay and the size of the property.
- Risk scoring flags reservations for review
- “Under-25” system



Risk scoring

Every Airbnb reservation is scored for risk before it's confirmed. We use predictive analytics and machine learning to instantly evaluate hundreds of signals that help us flag and investigate suspicious activity before it happens.





Party House Ban

- In addition to ban on parties, there is also a ban on “party houses”
- Focus on hosts who are either condoning parties or not doing enough to stop them
- Suspensions and permanent removals facilitated based on reports from neighbors, government officials and law enforcement





Party House Case Study -- Los Angeles and LAPD

Los Angeles Times

Airbnb cracks down on Hollywood Hills party houses identified by LAPD



Airbnb Cracks Down on 2 Dozen Hollywood Hills Listings Identified as Party Houses by LAPD





airbnb