



February 14, 2017

The Honorable Matthew J. O'Shea  
Alderman, 19th Ward  
10400 S Western Ave  
Chicago, IL 60643

Alderman O'Shea,

I write in response to your recent correspondence regarding the incident that occurred on New Year's Eve in Morgan Park. We have no tolerance for the type of behavior exhibited at this event, and as such have permanently banned from our platform the guest who arranged the party.

Airbnb is a community platform that is based on one central tenant - trust. Not only trust between hosts and guests, but trust between hosts and neighborhoods. In this case, that trust was clearly violated.

We are committed to protecting and enhancing neighborhood quality of life, both here in Chicago and within every market in which Airbnb operates. An important corollary of that mission is to identify and weed out the rare bad actors and listings that disturb the peace. Last year, we introduced a public Neighbor Tool that allows community members to directly and easily notify us of problematic listings that create a neighborhood nuisance. We use this information to notify hosts of issues with their listings so they have an opportunity to address them. When a host fails to address these issues, we may remove the problematic listing from our platform.

As part of our policy to immediately address listings that substantially disrupt the surrounding community, the Morgan Park listing identified in your letter has been permanently removed from our platform. I want to thank you, Alderman, for being so transparent with your concerns and addressing them with us directly. We look forward to continuing to work with you to ensure that Airbnb can continue supporting your mission to protect the community's quality of life.

Sincerely,

A handwritten signature in cursive script that reads 'Allison Schraub'.

Allison Schraub  
Airbnb, Public Policy