

Airbnb: Airbnb Customer Service

Tuesday, May 29, 2018 12:46 PM

From: response@airbnb.com

To: "Alexandra McIntosh" <alexandra_mcintosh@yahoo.com>



Airbnb Customer Experience

Lenore, May 29, 12:46 PDT:

Dear Alexandra,

Greetings from Airbnb!

We are reaching out because one of your neighbors contacted us about your listing, <https://www.airbnb.com/rooms/23843235>, on May 19 and again on May 27, 2018. Although his email pertains specifically to the date May 19 and the reservation which took place on said date was not booked via Airbnb, we'd like to follow up on this complaint, as a courtesy.

Here's what your neighbor shared with us:

"Your manager/owner of the home directly behind me is unwilling to consider the neighbors when the property is in use. I've asked the Oceanside Police Department, Code Enforcement, City Manager and City Attorney to deal with the noise, whether that's dogs barking all day or people partying all night.

The property owner, an attorney, suggested in writing that she would take me to court if I didn't immediately stop complaining. Two days after receiving that letter, she brought in guests who had a LOUD party starting about noon the day of my initial report to AIRBNB, Saturday May 19th, 2018.

I've had no successful contact with the owner so I'm asking you to address the situation. The property is 805 Wisconsin Ave, Oceanside CA, 92054."

Neighbor's name:

Chuck Lowery

Here are some recommended actions based on what other hosts have done to address similar situations:

- If you have guests staying in your listing, contact them and let them know how to correct their behavior
- Update your house rules so that future guests know your expectations
- Set a maximum number of guests for your space
- Share your home and building rules with each guest
- Let neighbors know when a guest will be staying in your home

We want everyone in the Airbnb community, including your neighbors, to feel supported and comfortable. Thank you for taking the time to help us improve our community!

Warmest Regards,

Lenore

www.airbnb.com/help

THIS EMAIL IS A SERVICE FROM AIRBNB CUSTOMER EXPERIENCE.



THIS EMAIL IS A SERVICE FROM AIRBNB CUSTOMER EXPERIENCE.

For more information visit our [Help Center](#)

[PMZG2K-R4VQ]