



A Safe, Welcoming Community: Airbnb Neighbors

Every time a host welcomes a guest into their home, they are also welcoming them into their neighborhood. We're proud that since Airbnb got started, there have been over 100 million guest arrivals in Airbnb listings and those guests have been welcomed by hosts and their neighbors in over 34,000 cities and towns across 190+ countries worldwide.

The overwhelming majority of Airbnb guests are respectful travelers, so complaints and issues are incredibly rare, but we always want to do everything we can to help our community members be good neighbors in the places our hosts call home.

To help achieve that goal, Airbnb [launched](#) a new resource for neighbors of Airbnb hosts on May 31, 2016: Airbnb Neighbors.¹ Anyone can log on to airbnb.com/neighbors to share specific concerns they might have about a listing in their community. These concerns could include things like noise complaints. From there, our team reviews their concern and, if necessary, follows up with the host regarding the issue.

Neighbors can submit information anonymously or allow our team to pass along their contact information so the host can follow up with them directly. Once a neighbor submits feedback, we send a confirmation email, along with a case number.

We treat each case seriously and ensure that we give hosts and their neighbors the opportunity to resolve concerns themselves, whenever possible. Hosting is a big responsibility and those who repeatedly fail to meet our standards and expectations are subject to suspension or removal from the Airbnb community.

Our community of hosts, guests, and neighbors is defined by a set of values that support our shared mission to create a world where people can belong anywhere. We're excited to offer this tool as we continue to work to support everyone — including neighbors — in the Airbnb community.

¹ <http://blog.airbnb.com/new-resource-for-neighbors/>.