

From: Diana Lopez

Sent: Friday, April 1, 2022 5:51 PM

To: CPSC <cpssc@london.ca>; Council Agenda <councilagenda@london.ca>

Cc: Jen Romnes

Subject: [EXTERNAL] STR/Airbnb

Dear Members of the Council,

I'd like this to appear in the written agenda regarding STRs.

I've been a short-term and long-term tenant for Kris and Jen Romnes since August 2020. We chose to rent from them through Airbnb when we were immigrating to Canada so my husband could attend Fanshawe College. We chose Airbnb because:

- A temporary home was needed before we selected a long-term apartment. Newcomers, like ourselves, are often concerned about this, we need time to settle down before making a long-term commitment like a year's rent. Our Airbnb provided all the services we needed, such as privacy and all the services that helped us be successful while he was studying, and I was working from home.
- We trusted the Airbnb system that vets both guests and hosts so that we could find a good place to stay and wouldn't get scammed.
- During our short-term stay, there was a guest who we suspected was dealing drugs. We told Kris and Jen, and they immediately dealt with the problem through Airbnb and that bad guest was removed promptly, in less than one day.
- Since Jen and Kris are local London-based hosts, they have always been easy to reach, and they take excellent care of their properties. There's never any issue with garbage etc. They are expert hosts who are communicative, attentive, generous, and genuinely concerned about their guests' wellbeing.

Our situation would have been very different if we hadn't discovered their Airbnb available. It was a perfect solution for people like me for whom this is a true need for a short-term stay.

I hope you take this into consideration.

Regards,

Diana Lopez Robert