

The City of London seeking to restrict AirBNB to curb "party houses" is simply unfair to landlords who would prefer to utilize the short-term rental markets over offering long term rentals. Firstly, to address that concern, AirBNB enacted a policy in August 2020 where a global ban on any and all parties at AirBNB rentals are now prohibited. This policy was enacted in response to the Covid crisis, but has been placed into effect indefinitely. Further, in order to ensure that members of the community where the AirBNB is located can feel safer, neighbors can report any parties being held at an AirBNB to their Neighborhood Support which provides a link to emergency services. Guests at the AirBNB that have held a party, or found to be disruptive are banned and restricted from the site permanently, this includes the ability to rent any AirBNB accommodations in the future. I have included a copy of this policy in this letter.

This is not a common issue, nor is it a problem in the City of London. The incident in 2019 was a single occurrence in an AirBnb rental. Every year this City deals with disruptive and destructive parties from College and University Students. This is not due to AirBNB, this is an issue that The City of London has dealt with years before AirBNB was even an option. Do we then ban student rentals? London has a long-standing reputation of being a party city due to our renowned University and Colleges, and every year there are damages and issues in the City during homecoming week as well as St. Patrick's Day. I think we all remember the Flemming incident, where students caused thousands of dollars in damages, started fires, destroyed property and terrorized their neighborhood. Is this really an AirBNB problem? Will these parties become obsolete with the restrictions of AirBnb?

To suggest that an AirBNB is just an "unlicensed hotel" is absurd. The City of London requires a rental license for AirBNB as well as long-term rentals making the argument that it's a safety standard is moot. AirBNB properties are subject to the same inspection process as a long-term rental. The real reason a growing number of landlords are turning to AirBNB for their rental properties is due to the lacking protections for landlords under the Residential Tenancies Act. Landlords invest hundreds of thousands of dollars into their rental properties, often furnishing them with high end finishes and furniture, and feel that short term rentals that are not governed by the RTA are a safer investment. The landlord and tenant board tribunal is a broken system where wait times can be upwards of a year, and the applications can be complicated for persons with no legal background. Quite often landlords feel they are at the mercy of tenants who destroy their investments and refuse to pay rent. As a Licensed Paralegal since 2013, I have seen first hand how broken our Tribunal System is in this Province and any hope of changing that is beyond the reach of The City of London, this is a Provincial problem. Landlords are forced to sit on their hands and wait for hearings to evict non paying tenants, then after finally regaining their rental property finding it destroyed with little recourse in most cases of ever being compensated for damages or lost rent. Landlords aren't privy to duty counsel like tenants and must pay for any legal advice they may need out of pocket, costing them more money.

If the issue is a shortage of affordable housing, how is the restriction of AirBNB really expected to solve this? Most AirBNB rentals are high end and if placed on the long-term rental market would not be affordable for the population that is being affected by the housing crisis. Does the City of London believe that the restriction on AirBnb will solve these problems? It appears that The City of London wants private landlords to move back into long-term rentals to solve a housing issue that cannot be solved by the City alone. The city says it wants to "avail itself to every available tool" to help combat the housing crisis, but simply cannot expect private landlords to shoulder that responsibility. The city cannot guarantee landlords who are forced back into long-term RTA governed rentals any kind of security of

their properties condition post rental or financially they won't be devastated by non-paying tenants. I believe the City of London is overreaching, and has no business or substantial grounds to restrict these rentals. I believe that imposing a 4% accommodation tax on short-term rentals to be a more realistic and practical solution, where the tax funds collected could be put towards more housing initiatives. The City of London is one of the few cities in the province that requires the landlord to obtain a rental license and collects thousands of dollars in revenue from this initiative, so my question is where is that money going? What is the city actually doing to help combat this crisis outside of shifting blame and responsibility to private landlords operating short-term rentals? There simply has to be a better solution to this issue. The City of London should leave the decision of whether to offer their properties as long-term or short-term rentals to the owner of said property, and stop looking to the private sector to solve a problem they have been unable to fix.

Best regards,

Lisa Cudmore  
Paralegal  
Land Depot Capital Inc.

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Community policy

## Party and Events Policy

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**ii Note:** As of August 20, 2020, Airbnb **announced** a global ban on all parties and events at Airbnb listings, including a cap on occupancy at 16, consistent with our community policies. This party ban applies to all future bookings on Airbnb, and it will remain in effect indefinitely, until further notice.

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Our **Community Standards** prohibit members of the Airbnb Community from creating a nuisance that disturbs the surrounding neighborhood. Hosts and guests can meet this standard by making sure they clearly align on expectations for gatherings at listings. While we believe most guests are respectful, we've created our Parties and Events policy to provide clear guidance on what is expected from everyone. Until further notice, the policy prohibits:

- Gatherings of more than 16 people
- All disruptive parties and events

Guests who are reported for throwing a disruptive party or violating our rules on gatherings of more than 16 people are subject to suspension or removal from Airbnb's platform. In some cases, guest reviews left after such parties may be removed. We may also remove listings if we determine that a Host has authorized a party that violates this policy. If we receive reports that a listing is disrupting the surrounding community, we may request that the Host update their rules or suspend the listing.

In addition to strengthening our rules around parties, we're also working on risk-detection technologies that help stop disruptive parties before they even start.

### Large gatherings

Until further notice, gatherings of more than 16 people-including both overnight guests and visitors-are not allowed, regardless of Host authorization.

## Parties and events

Until further notice, all disruptive parties and events are prohibited, regardless of size. Guests who hold these types of events may have their account removed, and Hosts who violate this rule and allow guests to throw parties may be subject to account consequences up to and including the removal of their listing.

## Reporting a disruption

When a property that's listed on Airbnb is causing a disturbance-whether that's excessive noise, a disruptive party, a gathering of more than 16 people, or unsafe behavior-members of the local community can report it at **Neighborhood Support**, which provides a link to local emergency services. They'll also have access to the Neighborhood Support team phone number, where they can report a party that's still in progress. Once an issue is reported, Airbnb will send a confirmation email explaining what happens next.

## Unauthorized party intervention

Reducing the number of unauthorized house parties on Airbnb has long been a priority. We're taking actions to support safe and responsible travel. As part of our global party ban, we may block certain reservations that we determine to be higher risk for unauthorized parties.

## Listing content guidelines

In line with this policy, Hosts should not attract disruptive parties and events in their home by advertising their space as party- or event-friendly. Similarly, Hosts should not advertise their space for gatherings larger than 16 people.

Listings that violate these rules through the listing title, description, house rules, photos, etc., may be suspended until the violating content is removed. Where we've received complaints for a property violating this rule, we may also suspend the listing for up to 30 days and ask the Host to update their listing to include an explicit rule stating that parties and events are not allowed.

In rare cases where it appears that the listing is intended only for the purposes of hosting parties or events (for example, party or event venues), or where a property has created a severe nuisance within a neighborhood, the listing may be permanently removed from Airbnb.

## Rules that apply to different property types

### Traditional hospitality settings

We trust Hosts of traditional hospitality venues (such as boutique hotels) to determine their own rules for events. Traditional hospitality Hosts can allow appropriate events at their own discretion. In cases where we receive complaints about these listings and events or where the types of events are inappropriate, we will follow up with the venues as necessary.

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### [What to know if our neighbor is an Airbnb Host](#)

We encourage hosts to think carefully about their responsibilities. Hosting comes with a commitment to neighbors and to the community.

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Rules • Guest

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These standards are a collection of criteria that set the bar for well-designed spaces and exceptional Hosts.

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The news of putting a hold on Airbnb across the city of London came as a complete shock to me. My experience with Airbnb has been very positive, especially when first entering the country as an international student; finding a house for rent was a tough and challenging task. Coming to a new country where we have no idea about the locality or the rental market, short-term rentals in the form of Airbnb came to our rescue. It was not only an affordable option but also the most convenient one for us. During our stay, we were able to explore the locality and luckily find a home for ourselves which we wouldn't have been able to do if there were no short-term rentals in this city.

Short-term rentals are an essential part of the economy as it continues to bring in more money to the local communities. They also provide jobs to people from contractors to cleaners and everything in between. Although short-term rentals may not be the perfect solution to the issues we are currently facing, they are the only solution currently provided to the people of London.

For the government to take away affordable short-term rentals from new citizens, students, and workers, they will have to provide a substitute since many people cannot afford to stay in hotels. The best solution that could be provided if they decide to eliminate short-term rentals is to put government-run short-term housing in place for those very situations.

Currently, I am working as an administrative assistant at Land Depot Capital, where one of my job roles is to set up the newly renovated houses for Airbnb, organize and maintain the inventory, and coordinate with our renovating and cleaning team. This new project of setting up Airbnb rentals has generated multiple new jobs in my company. We now have roles for cleaning, lawn care, tradespeople, management roles, marketing, and customer satisfaction.

One of the issues being brought to light is when tenants decide to party or play music too loud. This obnoxious behavior is not allowed by Airbnb community standards and is upheld by the landlords. To punish the whole community of Airbnb hosts for the lack of care from the few is unfair and unjust.

The community standards of Airbnb prohibit members from creating a nuisance that can disturb the surrounding neighborhood. Guests who reported violating these rules are subject to suspension or removal from the Airbnb platform. The hosts are also held accountable; that is, if determined that the host had authorized a party, their listing would be removed from the platform.

Being a renter myself, I understand the grave issue of the lack of affordable housing and long-term rentals; what I fail to understand is how Airbnb's restriction is going to solve this issue? Even if the city imposes regulations or curbs Airbnb and forces the landlords to put them up for long-term rentals, most of these properties are high-end and fully furnished, making them unaffordable for the people affected by this housing crisis.

I believe and would suggest the city to look into a different course of action for providing affordable housing and let the landlords decide whether to put their houses on short-term or long-term rentals.

Best regards,

Akankhya Balbantray  
Administrative assistant  
Land Depot Capital

The City putting restrictions on usage of private property owners is a simply put an over reach, this will cause a larger ripple effect in the community that I don't think the city is prepared to accommodate. Having flexible options in the city for short term rentals is necessary to a city's growth. This provides short term lodging for people working in the area for business, new students, and many other people traveling to the area. As London has been focused on increasing tourism and attractions to the area over the years, I feel this would hinder this, People who rent their homes on Airbnb use the income they earn to stay afloat in difficult economic times. Additionally, travelers who use Airbnb enjoy longer stays, spend more money in the cities they visit, and bring income to less-touristed neighborhoods.

I can understand that the council is concerned about loud parties disrupting neighbourhoods, but I do not feel this is the majority rather than a few isolated incidents. Growing up in London I have come to know that London has been considered a student town for years and most of the problems with loud parties are reflective of Western and Finsbury student both in the past and present. On large party days and events, the streets are flooded with intoxicated students, with multiple arrests being made continuously. This is where London's partying issue truly lies not Airbnb. This has been a burden for London residents for years even before Airbnb has increased in the London and Area. Restricting businesses and property owners for this purpose simply will not solve this issue, only hinder people lively hoods and new employment in the area, I have attached articles from local news reporters that cover the issue in the recent years on this issue, as it is an issue with our student population rather than Airbnb.

After reading London's plan to cover the Housing crisis our city faces, I was to further restrict short term rental with the idea that it will increase the supply of housing and create more long-term rentals,



this is simply not the case, the issue with our housing market is affordable housing. The majority of the crisis is caused by lack of affordable housing, subjecting and forcing property owners into long term rental market will not cure the housing crisis and is not a viable solution. As the city has no authority to place rental caps on rental units, thus being under legislation of the provincial government. Restricting home owners, and business owners this way will only cause loss to the people this job sector employees which feeds into the London economy. The counsel should focus its efforts on creating more affordable housing for the city that it is in desperate need of. I am a single mother I currently rent a Downtown apartment for \$1,350.00 which in this market is affordable, every day my son and I see first hand the desperate need that the city has to accommodate these people and find a solution to homelessness in our city. I do not feel shutting down multiple or restricting Airbnb in this way will even remotely touch this problem. The solution is creating long term affordable housing for those who desperately are in need. I know for my self that if an Airbnb host was forced into long term rental, I would not be able to afford \$2,000.00 to \$3,000.00 in monthly rent of these full houses.

I currently work as an Operations Manger for Land Depot Capital Inc. some of our properties are used on website such as Airbnb and focused on short term rentals. During this launch of our properties I have personally hired property managers, assistants, cleaners, renovators, electricians, construction managers, social media managers and data analysts. The proceeds from this employs these people, all of which contribute to the London economy by residing in London, enjoying entertainment in London, working in London. If the city is to overstep on how private property owners are allowed to use and monetize their assets it would affect the lively hood of not only our staff and contractors but all the others who use this service in the area.

Personally, I have no issue with the city regulating by ensuring Airbnb meets proper standards, implementing extra precautionary and regulatory measures in addition to the current licencing requirements to ensure the safety and wellness of units and for our short-term residents and we are open to the idea of adding a 4% taxation to be contributed to the solutions of homelessness in our community and long-term affordable housing initiatives. However, limiting use to primary residence or any such further restrictions regarding length of time allotted for Airbnb rental is unnecessary and will not fix the problems at hand that the city is currently faced with. Effecting people livelihoods and employment is simply not the right solution to the problem.

Sincerely,

Taylor Sumner  
Operations Manager  
Land Depot Capital Inc.