

Actions Speak Louder than Words: The Real Airbnb Story

To Airbnb, talk is cheap. It **SAYS** it wants to be a platform for middle class families to occasionally share their home to make ends meet. It **SAYS** it doesn't allow commercial operators to run illegal hotels on its site. But what it **DOES** is a different story.

"We're the first to say **illegal hotels are bad, we don't want them on our platform.**"

—Chris Lehane
Airbnb Head of Policy

"In cities where there is a shortage of long-term housing, we are committed to working with our community to prevent short-term rentals from impacting the availability of long term housing by **ensuring hosts agree to a policy of listing only permanent homes** on a short-term basis."

—Brian Chesky
Airbnb CEO

"We want to be part of a solution in cities, not part of a problem. So, **we only want people to share homes they live in.** I believe, in a city, even if there's a kind of rental contraction, if people are renting the homes they live in, then by definition they're not taking homes off the market."

—Brian Chesky
Airbnb CEO

"The vast majority of our hosts are everyday people who have **just one listing and share their space a few nights a month** to help make ends meet."

—Nick Papas
Airbnb Public Affairs Director

Despite the nice talk, what has Airbnb done?

It **LIED** to New York.¹

It **BULLIED** Chicago.²

It **SUED** San Francisco.³

Can your city afford to trust Airbnb?

¹ (New York Times: [Airbnb Purged New York Listings to Create a Rosier Portrait, Report Says](#). February, 2016.)

² (Chicago Sun Times: [Airbnb Won't Support Emanuel's Home-Sharing Compromise](#). May, 2016.)

³ (Bloomberg: [Airbnb Sues Hometown San Francisco to Block Rental Rules](#). June, 2016).