



To:

Ministry of the Interior and Kingdom Relations
Attn. Minister of Environment and Housing Ms. van Veldhoven
Postbus 20011
2500 EA The Hague

Date: February 27 2020

Concerning: Airbnb's support of the national registration system and introduction of new measures for healthy tourism in the Netherlands

Dear Ms. van Veldhoven,

My co-founders and I established Airbnb on the principle that we would make a positive contribution to society. Airbnb is committed to being among the first of the true 21st-century companies: a company that benefits all our stakeholders over the long term.

Serving all stakeholders is the best way to build a highly valuable business and it's the right thing to do. In recent weeks, Airbnb detailed how we intend to identify our stakeholders, establish principles and metrics to serve them, update our corporate governance and compensation, and report on our progress.

Today, I want to share some tangible next steps we are taking to build on this engagement in the Netherlands, including a commitment to voluntarily enforce the proposed registration system for hosts; a pledge to share more data to cities on the impact of home sharing; new tools to combat noise and nuisance; and a roadmap to help more cities with tourist tax.

While these steps are designed to be good partners to the Netherlands and address local issues, they are not an exhaustive list of our efforts in this area. Our commitment to the Netherlands is long-term and ongoing, and while as a company we are not perfect, we are always learning and we will keep moving forward with this important work.

Registration system for hosts

As we understand, your government is close to introducing a new national home sharing law that will allow cities to adopt or renew home sharing policies, and includes new policy instruments such as a registration scheme for hosts and potential day limits. We very much welcome the efforts to provide clarity to cities and hosts across the Netherlands and we want to be helpful in making this law a success for everyone.

While many details still need to be discussed, we are clear that we want to support the upcoming registration system for hosts as currently described in the law proposal. In practice, this means that we will voluntarily:

- Provide a dedicated space for hosts to add their registration number in their listing description;
- Educate and incite hosts across the Netherlands to register where applicable;
- Remove hosts on our platform - who fall under the new law - that do not display a registration number, following the 6-month educational period and in cities who follow the new legal framework.

We believe this commitment will make it easier for hosts to follow the rules and easier for cities to enforce the rules - often a costly and lengthy process. In order for this to work efficiently and effectively, these commitments must also be delivered by the other major booking platforms who have significant numbers



of customers in the Netherlands. Only a proper cross-industry solution will deliver the outcomes that we all seek.

Impact of home sharing

In further support of the proposed new rules, we also pledge to collaborate with cities working on measures to address local concerns by sharing aggregated data to help them understand the impact of home sharing at a city and community level, and to partner on innovative ways forward.

This will allow public authorities to have a better understanding of the positive impact of home sharing in their city and will support evidence-based policy decisions across the board.

Noise and nuisance

While the vast majority of hosts and guests in the Netherlands are good and respectful neighbours, we are clear there is no place in our community for bad actors that disrupt communities. That is why we are launching a package of products, tools and technologies to help address noise and nuisance concerns in the Netherlands, following a public consultation that received more than 3,000 responses.

Next month, we will launch:

- A new 24/7 neighbour rapid response hotline for anyone to raise an urgent concern about a listing directly with Airbnb;
- A new 3-month long noise detector pilot programme in Amsterdam to help hosts detect and deal with noise and nuisance concerns in their listings.

We already launched a revamped neighbour support page (airbnb.nl/neighbours) that is more user friendly and underpinned by robust new systems to better track and tackle serious and persistent bad actors.

These measures make clear that we have zero tolerance for bad actors that cause serious or persistent disruption on our platform.

Tourist tax

We also want to help more hosts in more cities pay more tax. In Amsterdam we started collecting and remitting tourist tax on behalf of hosts and guests back in 2015, as one of the first cities worldwide. This partnership continues to deliver great benefits for the city and has already raised over €34 million tourist tax revenues for the city since we first started.

We want to expand this initiative and discussions are already underway with Den Haag, Haarlem, Rotterdam and Utrecht on this matter.

We believe such partnerships will not only simplify tourism-related tax collection for our hosts and guests, but will also help to pay for policy priorities and support critical services.

This work is just the beginning and we want to continue our collaboration and move forward in partnership to ensure our platform and community help to make communities across the Netherlands stronger.

Yours sincerely,
Nathan Blecharczyk
Co-Founder, Chief Strategy Officer, Airbnb.