



Host Guide:

How to be a better neighbour



Together we can build stronger, safer, and more connected communities. That's why we've partnered with [Neighbourhood Watch](#) to share some useful tips on how to be a better neighbour.

Made up of around 2.3 million members, Neighbourhood Watch is the largest community safety organisation in England and Wales and a founding member of Airbnb's [UK Trust and Safety Alliance](#).



1. Get to know your neighbours

- Share your mobile number with your neighbours so they can call you first if they have a concern with your guests.
- Tell your neighbours if you've shared your listing house rules with your guests, especially your rules on noise and nuisance.
- If your space is going to be empty for an extended period of time, let your neighbours know so they can keep an eye on it, and offer to do the same for them if you live locally.
- Agree with your neighbours about where your guests can park so that it doesn't impact your neighbours' routine.

2. Take accountability and address issues quickly

- Actively check in with your neighbours to address any concerns they might have. It's important to show them that you care and take any requests or feedback seriously.
- Share your contact details with your Local Neighbourhood Policing Team so they can let you know if there are any reports or concerns about your space.
- Remind your neighbours that they can also use [Airbnb's Neighbourhood Support Line](#), which is available 24/7 and enables anyone with urgent concerns about a listing in their community to speak directly to Airbnb.



3. Help your guests to be good neighbours

- Share the guide on [How To Be a Good Neighbour During Your Trip](#) with your guests, encouraging them to be considerate and safe throughout their stay.
- Create house rules for guests and make sure they're clear and straightforward, especially around noise. Consider setting quiet hours to show respect for your neighbours. Set expectations for your guests by adding your house rules to your Airbnb listing page, so they're visible before and after booking your space.
- In the rare event that there's a serious noise disturbance or party in your listing during an active stay, you can report the incident using Airbnb's [24-hour Safety Line](#). This line provides a simple way for Hosts and guests facing certain time-sensitive issues to connect with specialised support agents 24hrs a day.
- If you welcome pets into your space, reduce the risk of dog theft by securing your garden and exits as much as possible.
- Let guests know what local events are happening during their stay, for example, markets or festivals, and provide recommendations for places to eat, drink and visit, to encourage them to engage with the local community.
- Add emergency contact numbers like the police, Crimestoppers, fire and rescue, and gas safety to your guest handbook, in the rare event that guests should need them.



4. Keep the property secure

- Consider providing a safe for your guests so that they can lock their valuables away.
- Smart security and cameras can be a great way to easily improve the security of your space and discourage burglars; but always make sure you respect your guests' privacy, follow Airbnb's strict [rules on surveillance devices](#), and keep in mind any local rules and regulations that you need to adhere to. For more information about CCTV, check the [guidance from Neighbourhood Watch](#).

If your space is going to be empty for any period of

- time, help keep it extra safe and secure by following this [handy Home Security checklist](#).

5. Join a Neighbourhood Watch group

- Consider joining your [local Neighbourhood Watch group](#). You can help guests feel safer by displaying a Neighbourhood Watch sticker in your window, which lets them know that the owner of the space is an active Neighbourhood Watch member.

