

From: Elisa P. [mailto:epainten@gmail.com]
Sent: Tuesday, September 10, 2019 10:25 PM
To: Michael Behrendt
Subject: Re: Planning Board meeting Wednesday ***

Hi Michael,

It was nice chatting with you the other day. Unfortunately, I can't make the meeting on Wednesday, and I thought it might be helpful for the board to hear from someone who has extensive experience as an AirBnb guest.

I've been staying at AirBnb's since 2012. I've stayed in several in California and Florida and a few in New Hampshire and Maine. I've rented AirBnbs alone while traveling for work, and with family and friends for pleasure. I have shared Air BnBs with colleagues on work trips. I have rented entire homes and I've stayed as a guest in someone's home, with the host present. My stays have included everything from a posh condo in Beverly Hills to a small room in the Mohave desert to a tiny house without running water in rural Maine. I've had hosts I never met and

hosts I ended up spending hours with, learning about their communities and sometimes doing things like taking a long walk or cooking a meal together. Overall, I have had many wonderful experiences as an Airbnb guest. I had only one "bad" experience, in Fort Lauderdale on a business trip, when I somehow managed to book an oversized closet sandwiched between a tattoo parlor and a strip club. I left immediately, and AirBnb promptly refunded the fee.

Each rental listing shows an overall rating and reviews from former guests. Most AirBnb rentals are humble and don't aspire to offer the traditional BnB experience. Still, I have found most hosts make a great effort to offer a clean, comfortable rental. Many go the extra mile, providing everything from Tylenol and Band-aids to fresh juice and homemade jam. Most have a notebook with information about the community - from historical sites to restaurants. Most hosts make themselves readily available to the guest.

It's worth noting that Airbnb hosts also review guests. Airbnb solicits the review from both the guest and the host soon after the stay has ended. There is a limited opportunity to submit the review, during which time neither the host nor the guest can see the review until they have submitted their own. This offers some protection for hosts, who can read the reviews of prospective guests before accepting them. Once a guest has earned a certain number of good reviews, they enjoy "instant booking" privileges, which means they don't have to wait for the host to accept before their reservation is confirmed. Once earned, most guests would not want to jeopardize this coveted status with bad behavior.

Of course things can and do go wrong with Airbnb. I have read some unnerving stories of both guests and hosts. But there are safeguards in place and while nothing is foolproof, overall the model seems to be a success. I think Airbnb's can be a nice addition to a community - particularly one that has frequent visitors who would benefit from a range of options for places to stay.

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I hope this is helpful.

Warmly,
Elisa Painten