



## **OPERATION UKRAINIAN SAFE HAVEN**

### Airbnb Emergency Housing Guidelines

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Airbnb.org launched a partnership with the Calgary Catholic Immigration Society (CCIS) to support Ukrainians coming to Canada.

While Service Providers receive needs through their own medium, Operation Ukrainian Safe Haven (OUSH) and Provincial/Territorial Hubs will coordinate and channel local needs to the service provider Organisations (SPOs) that are working closely with displaced Ukrainians.

OUSH will have access to the booking dashboard and utilize housing data to enable the sector to plan and implement evidence-driven outreach to harness potential donation and maintain sector-related data as it seeks to institutionalize data storage and management at CISSA-ACSEI for broader resettlement operations in Canada.

It is significant to strengthen relations with current donors and continue cultivating relations with potential ones. To this end, this document is set to present guidelines that are derived from both the donor and host expectations and conditions.

### Emergency Housing

Airbnb.org's housing donation is used as emergency housing highlighting it to be a last resort. In other words, this housing option is not a permanent or long-term housing option. PT Hubs' role in communicating this to clients as they refer to SPOs is crucial.

### Preferred Duration of Stay at Emergency Houses:



To save emergency nights of stay for more clients, this guideline suggests a stay of up to 2 weeks unless pressing issues determine otherwise.

## Referrals

OUSH will refer individual requests that it receives through its websites and other public platforms, to PT Hubs so that they can designate a service provider organization for booking request by filling the booking form.

PT Hubs will refer individual requests- that they receive through its websites and other public platforms, directly to SPOs in their provinces. After the connection is made, the SPOs will connect clients with hosts. (please, see the Airbnb Booking process for further information.)

## House Rules and Hosts' Expectations

Airbnb.org has set out guest expectations and house rules that needs to be adhered to.

SPOs are expected to assess the emergency nature of the requests for housing and apply only when it is confirmed as a last resort. Since the payment for Airbnb.org hosts are not refundable, SPOs are encouraged to apply for housing when there is no other solution as opposed to with an intention to have a backup plan for client(s), in which case if a client chooses not to stay at the Airbnb.org provided house, the money will be lost.

After a request for housing is confirmed, the designated SPO would provide orientation to the client on house rules. Where possible, and if host has specific expectations in relation to the stay, the SPO or an appointed volunteer accompanies the client at check-in and/or check-out.

## Needs Assessment and Donation Solicitation

Maintaining donation database is key to understanding the current trends of allocation and assessing needs. OUSH works with both Airbnb.org and CCIS for timely access to data to meet the accountability needs of stakeholders and partners.

# ANNEX 1: AIRBNB.ORG HOUSING GUIDELINES

## AIRBNB GUEST EXPECTATIONS

### What's expected of guests

We expect our guests to uphold certain standards and be considerate and respectful of their Hosts, and any other community members they may meet. What Airbnb does not allow:

**Disrespecting surrounding communities:** During their stay or experience, guests must respect the surrounding community and its rules. This includes but is not limited to: designated quiet hours, parking locations and hours, number of cars allowed, and proper disposal of garbage and debris in designated areas.

**Disrespecting the reservation agreement:** Guests must abide by the standards set by Hosts for each reservation as long as the standards are not inconsistent with Airbnb policies. This includes but is not limited to: check-in and checkout times, number of guests, permissibility of pets or smoking, and other Host rules agreed upon at the time of booking.

**Disrespecting the space:** Guests may not leave the place where they stayed or its grounds in a state that requires excessive or deep cleaning or repairs beyond normal wear and tear.

**Cleaning fees** are only meant to cover the cost of standard cleaning between reservations. Guests should also return any keys as agreed upon by both parties.

**Tampering with security devices:** Guests may not disconnect or otherwise obscure any permissible and properly disclosed security devices.

**Access of personal property other than your own:** Any areas clearly designated as off limits, locked, or containing personal or confidential information are off limits to guests.

### **Regardless of a Host's house rules, we expect that all guests abide by the following standards at all their Airbnb reservations:**

**Check-in time:** Guests should respect their Host's check-in window. Any check-in before or after the designated window should be approved by the Host.

**Guest authorization:** Guests should respect the approved number of guests—both for overnight stays and for other visits to the listings and should inquire with their Host if they're unsure about the rules for visitors.



**No smoking:** Guests should not smoke inside a listing unless they are otherwise authorized to by the host. This includes the use of tobacco, cannabis, e-cigarettes, etc.

**Security device interference:** Guests should not tamper with or remove an approved and appropriately disclosed security or monitoring device from the listing property.

**Cleanliness:** Guests should not leave the listing in a state that requires excessive or deep cleaning (ex: with soiled carpet, dirty dishes, excessive trash, etc.). Cleaning fees are only meant to cover the cost of standard cleaning between reservations (ex: laundry, vacuuming, etc.).

**Checkout time:** Guests should complete checkout by the designated checkout time indicated on the Airbnb reservation and should not leave belongings at the listing past the designated checkout time for storage or later pickup without authorization from the Host.

**Key return:** Guests should return any keys to the Airbnb listing by the official checkout time.

## **AIRBNB SERVICE PROVIDER EXPECTATIONS**

It is the responsibility of the Service Provider to designate an individual to act on behalf of the client/guest(s) and liaise with the booking team, to make the booking.

The service provider fills in [the online form](#) to request house-stay for client(s). [The request form is also available: <https://bit.ly/3BnEVID>]

After the booking is articulated, the staff or volunteer designate will:

- Coordinate with the host a day prior to check in to avoid any confusion or delays. The host's information is shared immediately on confirmation.
- Be available to answer any questions at any time during the stay and contact the Airbnb Team to clarify any uncertainties. The Team will liaise directly with the service provider and not with the guests.
- Where possible, and if host has specific expectations in relation to the stay, the SPO or an appointed volunteer accompanies the client at check-in and/or check-out.

**Note:** The request time frame is **12 to 24 hours in advance during working days of the week** to ensure an accurate match and the accommodation confirmation. If **booking requests are made during weekend**, the Airbnb booking manager will prioritize the booking requests for first business day of the week. Please validate that the client booking request is viable before liaising with the Airbnb Team to make the booking. If invalid, any cancellations are debited to the Airbnb account and credits will be lost.