

Admin, LACO

Subject: FW: air bnb comment on experience

From: Miles

Sent: Wednesday, 13 February 2019 4:51 PM

To: Committee, Economics & Industry Standing

Subject: Re: air bnb comment on experience

hi david,
thanks for the opportunity to inform you of our experience with dealing through air bnb.
I will try and make it as succinct as possible.

I booked a house in carnarvon thru air bnb in early December last year for 1 night.
there were three of us and the usual donger style of accommodation would not have been suitable for 3 large men.
this was the first time we had used this type of facility.
my 2 friends arrived shortly before I did at straight away showed me what we had booked.
the place was filthy and looked like squatters had been in residence and had left shortly before.
the bedding was clean though.
the kitchen facilities were seriously dirty,the light switches were black with grease and the lounge seating looked onerous.
all the rubbish bins (4 I think) were completely full with rubbish that appeared to have been there for a period of time.
there was a type of sleepout addition on the side of the place open to our bedrooms. that was strewn with a collection of clothing and rubbish and cast off household items.
the gas bbq outside was unbelievable and totally unfit for any type of use. it was infested with spiderwebs and filth.
I was embarrassed as I was responsible for making the booking.
I am in my 60's as are my 2 mates and have spent our lives camping and fishing etc etc and don't mind roughing it at all.
this place was just down right grubby, human filthy and looked like it had never seen a clean in many months.
we had paid \$160 for the 1 night but we were tempted to just leave and try a clean caravan park.
upon my return to perth I received an email from air bnb to review our stay.
I did that in a very concise and honest way with no variation from the truth in any aspect.
that review was posted and a few days later I received an email from the owner and also the woman in Carnarvon who is responsible for the cleaning of the premises. the owner lives in nsw.
the woman said I had been rude in my review.
the owner challenged my review and we exchanged several emails expressing quite different viewpoints.
he came back to me after a few days in a semi apologetic way and promised to address all the outstanding issues emanating from my review and making a plan to set all the shortcomings right with a set plan. he admitted people had been in the house shortly before we arrived and had left it in poor condition.
he offered to refund our \$160 but I would have to withdraw my review at the air bnb site for the premises in order for him to refund our cost.
I took him on his word so I withdrew my review via the air bnb website.
after that no refund had appeared so after a week or so I emailed him again to enquire where was the \$160 and reminding him of his offer to us.
a couple of days later \$50 appeared in my account from him. again I contacted him as to where/when the balance but totally without result.
I contacted air bnb regarding this situation and after many emails they wiped their hands of the issue and pursuing a refund as offered by owner because I had been guilty of "using extortion" against the owner and we hadn't taken any photos to substantiate our claims..

we certainly wont be using this method again as it seems to be an international concern and totally unaccountable in such situations.

local regulation and a means of recourse for the consumer needs to be implemented.

thank you for time and the opportunity to bring this problem to your attention

Miles