

From: Guss Dolan  
Hayes Valley, San Francisco  
415.812.0956  
gussdolan@darkanddifficult.com  
www.darkanddifficult.com

May 13, 2015

TO: San Francisco Board of Supervisors  
RE: Land Use & Transportation Committee Meeting, May 18 2015  
AGENDA ITEM: Short Term Rental Legislation

Please enter this document into the public record for the Land Use & Transportation Committee Meeting noted above. Please distribute a copy to all San Francisco Supervisors.

From Saturday through Monday (April 25-27 2015) I sent 338 emails, addressed to Airbnb (trust@airbnb.com; support@airbnb.com) and the San Francisco Planning Department (shorttermrentals@sfgov.org). Most of these (306 emails) I also CC'd to Mayor Ed Lee (mayoredwinlee@sfgov.org) and my Supervisor London Breed (Breedstaff@sfgov.org).

Each email gives details for a specific current (as of 4-18-2015) Airbnb listing for a San Francisco rental which is apparently not being 'hosted' by a San Francisco resident, based upon what the host lists as their 'Home Location', and therefore is most likely in violation of the terms of the recently enacted San Francisco Short Term Rental legislation. Each email lists the following information, taken from the online listing:

Listing Location: (always San Francisco, CA, United States)  
Host ID: #####  
Host Name: ??????????  
Host Link: <http://www.airbnb.com/users/show/#####>  
Host Home Location: (city/state/country/country abbreviation)  
Listing ID: #####  
Listing Link: <http://www.airbnb.com/rooms/#####>  
Listing Description: ???????  
Share Type: (Shared room or Private room or Entire home/apt)

Below are all of the emails, and the auto-responses I received from Airbnb, combined. They are in order by date, first to last (I received no responses, automated or otherwise, from the San Francisco Planning Department, nor Mayor Lee, nor Supervisor Breed).

There are 338 Rental IDs (338 emails sent).  
For 'Share Types', they are distributed as:

- Entire home/apt = 214
- Private room = 109
- Shared room = 15

Following are the host 'Home Locations' I found, and the count of rentals from each, that are apparently in violation of our STR law (some of the more egregious, by number or location, are noted in bold).

Ann Arbor, Michigan, United States = 2  
**Annemasse, Rhone-Alpes, France = 2**  
 Atlanta, Georgia, United States = 1  
 Austin, Texas, United States = 2  
 Azusa, California, United States = 1  
**Barcelona, Catalonia, Spain = 1**  
**Berkeley, California, United States = 13**  
**Berlin, Berlin, Germany = 1**  
 Blacksburg, Virginia, United States = 1  
 Boca Raton, Florida, United States = 1  
**Boston, Massachusetts, United States = 12**  
 Boulder, Colorado, United States = 1  
 Broomfield, Colorado, United States = 1  
**Buenos Aires = 1**  
**CN = 1 (People's Republic of China)**  
 Campbell, California, United States = 1  
 Cape Town, Western Cape, South Africa = 1  
 Capitola, California, United States = 2  
 Carmel, California, United States = 4  
 Charlottesville, Virginia, United States = 1  
**Chicago, Illinois, United States = 11**  
 Clearlake Oaks, California, United States = 1  
 Coppell, Texas, United States = 1  
 Dallas, Texas, United States = 1  
 Daly City, California, United States = 1  
 Dayton, Ohio, United States = 5  
 Delta, Utah, United States = 1  
 Denver, Colorado, United States = 2  
 Durham, North Carolina, United States = 1  
**ES = 1 (Spain)**  
 Edmond, Oklahoma, United States = 1  
 Eugene, Oregon, United States = 1

Fair Oaks, California, United States = 2  
 Fairfield, California, United States = 1  
 Fairway, Kansas, United States = 1  
**Hermosillo, Sonora, Mexico = 1**  
**Hong Kong = 2**  
 Huntington Beach, California, United States = 1  
 Ithaca, New York, United States = 1  
 Jacksonville, Florida, United States = 1  
 Kirkland, Washington, United States = 1  
 Laguna Hills, California, United States = 1  
**London = 3**  
**London, England, United Kingdom = 2**  
**London, United Kingdom = 5**  
 Long Beach, California, United States = 1  
**Los Angeles, California, United States = 24**  
 Louisville, Kentucky, United States = 1  
**MX = 1 (Mexico)**  
 Mendham, New Jersey, United States = 1  
 Menlo Park, California, United States = 4  
**Mexico City, Federal District, Mexico = 1**  
 Miami, Florida, United States = 1  
 Middlebury, Vermont, United States = 1  
**Milan, Lombardia, Italy = 1**  
**Mill Valley, California, United States = 13**  
 Millbrae, California, United States = 1  
 Milpitas, California, United States = 2  
 Mountain View, California, United States = 3  
 Napa, California, United States = 1  
 New Orleans, Louisiana, United States = 1  
**New York, New York, United States = 33**  
 Newark, California, United States = 1  
 Novato, California, United States = 2

Oakland, CA, USA = 1

**Oakland, California, United States = 16**

**PH = 9 (Philippines)**

Pacifica, California, United States = 1

Palo Alto, California, United States = 8

**Paris, +Ale-de-France, France = 1**

Pasadena, California, United States = 1

Petaluma, California, United States = 3

Philadelphia, Pennsylvania, United States = 2

Portland, Oregon, United States = 3

Poway, California, United States = 1

Redondo Beach, California, United States = 1

Reno, Nevada, United States = 2

Richmond, Indiana, United States = 1

Rockville, Maryland, United States = 4

Ross, California, United States = 1

Sacramento, California, United States = 6

Salt Lake City, Utah, United States = 1

San Antonio, Texas, United States = 1

San Diego, California, United States = 1

San Francisco, Zulia, Venezuela = 2

San Jose, California, United States = 7

San Mateo, California, United States = 2

San Rafael, California, United States = 2

Santa Monica, California, United States = 2

Saratoga, California, United States = 2

Sausalito, California, United States = 3

Shaker Heights, Ohio, United States = 1

**Shanghai, Shanghai, China = 1**

**Singapore = 1**

Sonoma, California, United States = 1

South Lake Tahoe, California, United States = 1

St. Louis, Missouri, United States = 2

Stanford, California, United States = 2

**Stockholm, Sweden = 1**

Sunnyvale, California, United States = 1

**S+úo Paulo, S+úo Paulo, Brazil = 1**

**TR = 1 (Turkey)**

**Tel Aviv, Israel = 1**

Topanga, California, United States = 2

**Toronto, Ontario, Canada = 4**

Toronto/San Diego/Fontainebleau/Singapore = 2

Troy, New York, United States = 1

Twain Harte, California, United States = 3

Vallejo, California, United States = 1

**Vancouver, British Columbia, Canada = 2**

**Vancouver, Washington, United States = 6**

Walnut Creek, California, United States = 1

Washington, District of Columbia = 1

Wayne, New Jersey, United States = 1

Wayne, Pennsylvania, United States = 1

**West Hollywood, California, United States = 12**

West Salem, Ohio, United States = 2

Winters, California, United States = 8

**paris = 1**

Here are the emails:

(Note: there are 14 emails regarding rentals at the 'Donatello', which is stated to be a 'Time-Share' / Hotel; these may or may not be in violation of our STR law.

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Friday, April 24, 2015 1:17 PM  
**To:** trust@airbnb.com; admin@airbnb.com; support@airbnb.com; report@airbnb.com  
**Cc:** shorttermrentals@sfgov.org  
**Subject:** Airbnb Listing ID 4359014

TO: Airbnb  
 Using: trust@airbnb.com, admin@airbnb.com, support@airbnb.com, report@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 4359014

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Ludvine' obviously is not. Please remove the listing, and any other listings host 'Ludvine' may have posted that violates our local laws. Please inform me of any further actions taken regarding this request.

Thank you,  
 Guss Dolan

San Francisco  
 gussdolan@darkanddifficult.com  
 Room Location: San Francisco, CA, United States  
 Host ID: 10940977  
 Host Name: Ludvine  
 Host Link: <http://www.airbnb.com/users/show/10940977>  
 Host Home Location: Annemasse, Rhone-Alpes, France  
 Listing ID: 4359014  
 Listing Link: <http://www.airbnb.com/rooms/4359014>  
 Listing Description: "Entire home/apt for \$226 CAD. In trendy and central Duboce Triangle, very close to Mission charming loft 1 bedroom with a lot of light, wooden floor and Mid Century Modern furni..."  
 Share Type: Entire home/apt  
 Property Type: Apartment

(Minimum) Dates Known to be Listed on Airbnb website: 2014-12-25, 2015-01-25, 2015-02-10, 2015-02-28, 2015-03-24, 2015-04-18

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage <<http://www.sf-planning.org/index.aspx?page=4004>>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

\* You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must live in that specific residential unit for at least 275 nights of any given calendar year. If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

\* You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office <<http://sftreasurer.org/>> .

\* You must obtain liability insurance in the amount of no less than \$500,000 or provide proof that liability coverage in an equal or higher

amount is being provided by any and all hosting platforms through which you will rent your unit.

\* Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

\* You may only register one residential unit.

\* Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

\* Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department

(415) 575-9179

shorttermrentals@sfgov.org

**From:** response@airbnb.com

**Sent:** Friday, April 24, 2015 1:17 PM

**To:** Guss Dolan

**Subject:** Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:35 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'  
**Cc:** 'shorttermrentals@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 5193

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jin' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jin' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 7476  
 Host Name: Jin  
 Host Link: <http://www.airbnb.com/users/show/7476>  
 Host Home Location: Oakland, California, United States  
 Listing ID: 5193  
 Listing Link: <http://www.airbnb.com/rooms/5193>  
 Listing Description: "Entire home/apt for \$176 CAD. MY CALENDAR IS THE MOST UP TO DATE!!! SO please DO NOT need to send me any inquiries before booking! Just go ahead to book your dates if you see yo..."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must

live in that specific residential unit for at least 275 nights of any given calendar year. If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:35 PM  
**To:** trust@airbnb.com; support@airbnb.com  
**Cc:** shorttermrentals@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 5193

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jin' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jin' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 7476  
 Host Name: Jin  
 Host Link: <http://www.airbnb.com/users/show/7476>  
**Host Home Location:** Oakland, California, United States  
 Listing ID: 5193  
 Listing Link: <http://www.airbnb.com/rooms/5193>  
 Listing Description: "Entire home/apt for \$176 CAD. MY CALENDAR IS THE MOST UP TO DATE!!! SO please DO NOT need to send me any inquiries before booking! Just go ahead to book your dates if you see yo..."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must live in that specific residential unit for at least 275 nights of any given calendar year.

If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** response@airbnb.com

Sent: Saturday, April 25, 2015 2:35 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:37 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'  
**Cc:** 'shorttermrentals@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 75881

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Shannon' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Shannon' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 6 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 403715  
 Host Name: Shannon  
 Host Link: <http://www.airbnb.com/users/show/403715>  
 Host Home Location: West Salem, Ohio, United States  
 Listing ID: 75881  
 Listing Link: <http://www.airbnb.com/rooms/75881>  
 Listing Description: "Entire home/apt for \$207 CAD. Our cool comfortable garden apartment is an oasis in the heart of the Haight Ashbury. It comfortably fits two and is centrally located one block fr..."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the

residential unit that you wish to rent short-term. This means you must live in that specific residential unit for at least 275 nights of any given calendar year. If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:37 PM  
**To:** trust@airbnb.com; support@airbnb.com  
**Cc:** shorttermrentals@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 75881

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Shannon' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Shannon' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 6 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 403715  
 Host Name: Shannon  
 Host Link: <http://www.airbnb.com/users/show/403715>  
 Host Home Location: West Salem, Ohio, United States  
 Listing ID: 75881  
 Listing Link: <http://www.airbnb.com/rooms/75881>  
 Listing Description: "Entire home/apt for \$207 CAD. Our cool comfortable garden apartment is an oasis in the heart of the Haight Ashbury. It comfortably fits two and is centrally located one block fr..."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must live in that specific residential unit for at least 275 nights of any given calendar year.

If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** response@airbnb.com

Sent: Saturday, April 25, 2015 2:37 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:39 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'  
**Cc:** 'shorttermrentals@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 180233

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dana' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dana' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 8 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 863303  
 Host Name: Dana  
 Host Link: <http://www.airbnb.com/users/show/863303>  
**Host Home Location:** New York, New York, United States  
 Listing ID: 180233  
 Listing Link: <http://www.airbnb.com/rooms/180233>  
 Listing Description: "Entire home/apt for \$157 CAD. 30+ day, long term preferred one person only - no share Cal-King Bed, Good light Garden Apt / In-law Unit Looking to book April,may, june No ..."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must

live in that specific residential unit for at least 275 nights of any given calendar year. If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:39 PM  
**To:** trust@airbnb.com; support@airbnb.com  
**Cc:** shorttermrentals@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 180233

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dana' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dana' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 8 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 863303  
 Host Name: Dana  
 Host Link: <http://www.airbnb.com/users/show/863303>  
 Host Home Location: New York, New York, United States  
 Listing ID: 180233  
 Listing Link: <http://www.airbnb.com/rooms/180233>  
 Listing Description: "Entire home/apt for \$157 CAD. 30+ day, long term preferred one person only - no share Cal-King Bed, Good light Garden Apt / In-law Unit Looking to book April,may, june No ..."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must live in that specific residential unit for at least 275 nights of any given calendar year.

If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** response@airbnb.com

Sent: Saturday, April 25, 2015 2:39 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:40 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'  
**Cc:** 'shorttermrentals@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 278190

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Neil' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Neil' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 8 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 356576  
 Host Name: Neil  
 Host Link: <http://www.airbnb.com/users/show/356576>  
**Host Home Location:** Toronto/San Diego/Fontainebleau/Singapore  
 Listing ID: 278190  
 Listing Link: <http://www.airbnb.com/rooms/278190>  
 Listing Description: "Private room for \$157 CAD. Private room with access to rooftop patio. Two other awesome roommates live here. Walking distance from Haight/Ashbury, Golden Gate Park, The Pai..."  
 Share Type: Private room

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must

live in that specific residential unit for at least 275 nights of any given calendar year. If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:40 PM  
**To:** trust@airbnb.com; support@airbnb.com  
**Cc:** shorttermrentals@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 278190

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Neil' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Neil' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 8 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 356576  
 Host Name: Neil  
 Host Link: <http://www.airbnb.com/users/show/356576>  
**Host Home Location:** Toronto/San Diego/Fontainebleau/Singapore  
 Listing ID: 278190  
 Listing Link: <http://www.airbnb.com/rooms/278190>  
 Listing Description: "Private room for \$157 CAD. Private room with access to rooftop patio. Two other awesome roommates live here. Walking distance from Haight/Ashbury, Golden Gate Park, The Pai..."  
 Share Type: Private room

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must live in that specific residential unit for at least 275 nights of any given calendar year.

If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** response@airbnb.com

Sent: Saturday, April 25, 2015 2:40 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:40 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'  
**Cc:** 'shorttermrentals@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 286231

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Nic' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Nic' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 252154  
 Host Name: Nic  
 Host Link: <http://www.airbnb.com/users/show/252154>  
**Host Home Location:** London, United Kingdom  
 Listing ID: 286231  
 Listing Link: <http://www.airbnb.com/rooms/286231>  
 Listing Description: "Entire home/apt for \$251 CAD. Large 2 Bedroom Apartment This large 2 bedroom apartment is in a classic part of San Francisco, you are near the Fairmount Hotel, Grace Cathedral,..."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must

live in that specific residential unit for at least 275 nights of any given calendar year. If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:40 PM  
**To:** trust@airbnb.com; support@airbnb.com  
**Cc:** shorttermrentals@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 286231

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Nic' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Nic' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 252154  
 Host Name: Nic  
 Host Link: <http://www.airbnb.com/users/show/252154>  
 Host Home Location: London, United Kingdom  
 Listing ID: 286231  
 Listing Link: <http://www.airbnb.com/rooms/286231>  
 Listing Description: "Entire home/apt for \$251 CAD. Large 2 Bedroom Apartment This large 2 bedroom apartment is in a classic part of San Francisco, you are near the Fairmount Hotel, Grace Cathedral,..."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must live in that specific residential unit for at least 275 nights of any given calendar year.

If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** response@airbnb.com

Sent: Saturday, April 25, 2015 2:40 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:41 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'  
**Cc:** 'shorttermrentals@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 318056

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Joe' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Joe' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 9 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 363883  
 Host Name: Joe  
 Host Link: <http://www.airbnb.com/users/show/363883>  
**Host Home Location:** Boston, Massachusetts, United States  
 Listing ID: 318056  
 Listing Link: <http://www.airbnb.com/rooms/318056>  
 Listing Description: "Entire home/apt for \$212 CAD. Large, sunny apartment just steps off Union Street in the popular Cow Hollow/Marina neighborhood. Moments away from excellent food, shopping and pu..."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must

live in that specific residential unit for at least 275 nights of any given calendar year. If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:41 PM  
**To:** trust@airbnb.com; support@airbnb.com  
**Cc:** shorttermrentals@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 318056

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Joe' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Joe' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 9 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 363883  
 Host Name: Joe  
 Host Link: <http://www.airbnb.com/users/show/363883>  
 Host Home Location: Boston, Massachusetts, United States  
 Listing ID: 318056  
 Listing Link: <http://www.airbnb.com/rooms/318056>  
 Listing Description: "Entire home/apt for \$212 CAD. Large, sunny apartment just steps off Union Street in the popular Cow Hollow/Marina neighborhood. Moments away from excellent food, shopping and pu..."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must live in that specific residential unit for at least 275 nights of any given calendar year.

If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department

(415) 575-9179

shorttermrentals@sfgov.org

From: Airbnb Customer Experience <support@airbnb.zendesk.com>

Sent: Saturday, April 25, 2015 2:41 PM

To: Guss Dolan

Subject: Email Not Received.

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at:

<https://www.airbnb.com/support>. If you're unable to find what you're looking for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:42 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'  
**Cc:** 'shorttermrentals@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 405622

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jordan' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jordan' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 2 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 2022081  
 Host Name: Jordan  
 Host Link: <http://www.airbnb.com/users/show/2022081>  
 Host Home Location: Topanga, California, United States  
 Listing ID: 405622  
 Listing Link: <http://www.airbnb.com/rooms/405622>  
 Listing Description: "Private room for \$126 CAD. Great room in awesome ocean beach sunset house. Fun housemates and great neighborhood We have an Amazing and Large 4 bedroom 2 bath plus garage Ho..."  
 Share Type: Private room

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must

live in that specific residential unit for at least 275 nights of any given calendar year. If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:42 PM  
**To:** trust@airbnb.com; support@airbnb.com  
**Cc:** shorttermrentals@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 405622

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jordan' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jordan' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 2 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 2022081  
 Host Name: Jordan  
 Host Link: <http://www.airbnb.com/users/show/2022081>  
 Host Home Location: Topanga, California, United States  
 Listing ID: 405622  
 Listing Link: <http://www.airbnb.com/rooms/405622>  
 Listing Description: "Private room for \$126 CAD. Great room in awesome ocean beach sunset house. Fun housemates and great neighborhood We have an Amazing and Large 4 bedroom 2 bath plus garage Ho..."  
 Share Type: Private room

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must live in that specific residential unit for at least 275 nights of any given calendar year.

If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department

(415) 575-9179

shorttermrentals@sfgov.org

From: Airbnb Customer Experience <support@airbnb.zendesk.com>

Sent: Saturday, April 25, 2015 2:43 PM

To: Guss Dolan

Subject: Email Not Received.

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at:

<https://www.airbnb.com/support>. If you're unable to find what you're looking for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:43 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'  
**Cc:** 'shorttermrentals@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 441775

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Paul' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Paul' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 1314138  
 Host Name: Paul  
 Host Link: <http://www.airbnb.com/users/show/1314138>  
 Host Home Location: Chicago, Illinois, United States  
 Listing ID: 441775  
 Listing Link: <http://www.airbnb.com/rooms/441775>  
 Listing Description: "Entire home/apt for \$376 CAD. Condo with rooftop Bay view! Please note that the resort requires a credit card for check in deposit. Get your 4th of July 2013 booked today!"  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must

live in that specific residential unit for at least 275 nights of any given calendar year. If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:43 PM  
**To:** trust@airbnb.com; support@airbnb.com  
**Cc:** shorttermrentals@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 441775

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Paul' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Paul' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 1314138  
 Host Name: Paul  
 Host Link: <http://www.airbnb.com/users/show/1314138>  
 Host Home Location: Chicago, Illinois, United States  
 Listing ID: 441775  
 Listing Link: <http://www.airbnb.com/rooms/441775>  
 Listing Description: "Entire home/apt for \$376 CAD. Condo with rooftop Bay view! Please note that the resort requires a credit card for check in deposit. Get your 4th of July 2013 booked today!"  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must live in that specific residential unit for at least 275 nights of any given calendar year.

If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** response@airbnb.com

Sent: Saturday, April 25, 2015 2:43 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:44 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'  
**Cc:** 'shorttermrentals@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 461612

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Magalie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Magalie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 3 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 103427  
 Host Name: Magalie  
 Host Link: <http://www.airbnb.com/users/show/103427>  
**Host Home Location:** West Hollywood, California, United States  
 Listing ID: 461612  
 Listing Link: <http://www.airbnb.com/rooms/461612>  
 Listing Description: "Entire home/apt for \$289 CAD. Studio (2 ppl) and 1 bedroom units (4 ppl) avail. Price in the ad is for a studio unit with fees. The rate for a 1 bedroom will be higher so pleas..."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must

live in that specific residential unit for at least 275 nights of any given calendar year. If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:44 PM  
**To:** trust@airbnb.com; support@airbnb.com  
**Cc:** shorttermrentals@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 461612

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Magalie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Magalie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 3 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 103427  
 Host Name: Magalie  
 Host Link: <http://www.airbnb.com/users/show/103427>  
**Host Home Location:** West Hollywood, California, United States  
 Listing ID: 461612  
 Listing Link: <http://www.airbnb.com/rooms/461612>  
 Listing Description: "Entire home/apt for \$289 CAD. Studio (2 ppl) and 1 bedroom units (4 ppl) avail. Price in the ad is for a studio unit with fees. The rate for a 1 bedroom will be higher so pleas..."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must live in that specific residential unit for at least 275 nights of any given calendar year.

If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** response@airbnb.com

Sent: Saturday, April 25, 2015 2:44 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:45 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'  
**Cc:** 'shorttermrentals@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 472065

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Taso' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Taso' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 2341144  
 Host Name: Taso  
 Host Link: <http://www.airbnb.com/users/show/2341144>  
 Host Home Location: Novato, California, United States  
 Listing ID: 472065  
 Listing Link: <http://www.airbnb.com/rooms/472065>  
 Listing Description: "Entire home/apt for \$691 CAD. A fully renovated, single family home with garage in short walking distance from Union Square and All San Francisco attractions. Three bedrooms, t..."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must

live in that specific residential unit for at least 275 nights of any given calendar year. If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:45 PM  
**To:** trust@airbnb.com; support@airbnb.com  
**Cc:** shorttermrentals@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 472065

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Taso' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Taso' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 2341144  
 Host Name: Taso  
 Host Link: <http://www.airbnb.com/users/show/2341144>  
 Host Home Location: Novato, California, United States  
 Listing ID: 472065  
 Listing Link: <http://www.airbnb.com/rooms/472065>  
 Listing Description: "Entire home/apt for \$691 CAD. A fully renovated, single family home with garage in short walking distance from Union Square and All San Francisco attractions. Three bedrooms, t..."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must live in that specific residential unit for at least 275 nights of any given calendar year.

If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** response@airbnb.com

Sent: Saturday, April 25, 2015 2:45 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:46 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'  
**Cc:** 'shorttermrentals@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 475528

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Paul' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Paul' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 1314138  
 Host Name: Paul  
 Host Link: <http://www.airbnb.com/users/show/1314138>  
 Host Home Location: Chicago, Illinois, United States  
 Listing ID: 475528  
 Listing Link: <http://www.airbnb.com/rooms/475528>  
 Listing Description: "Entire home/apt for \$376 CAD. Club Donatello Heart of SF. Near great food and fun sites . . . easy access to public transportation."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must

live in that specific residential unit for at least 275 nights of any given calendar year. If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:46 PM  
**To:** trust@airbnb.com; support@airbnb.com  
**Cc:** shorttermrentals@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 475528

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Paul' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Paul' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 1314138  
 Host Name: Paul  
 Host Link: <http://www.airbnb.com/users/show/1314138>  
**Host Home Location:** Chicago, Illinois, United States  
 Listing ID: 475528  
 Listing Link: <http://www.airbnb.com/rooms/475528>  
 Listing Description: "Entire home/apt for \$376 CAD. Club ~~Donatello~~ Heart of SF. Near great food and fun sites . . . easy access to public transportation."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must live in that specific residential unit for at least 275 nights of any given calendar year.

If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** response@airbnb.com

Sent: Saturday, April 25, 2015 2:46 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:47 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'  
**Cc:** 'shorttermrentals@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 611132

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Scott' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Scott' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 3030210  
 Host Name: Scott  
 Host Link: <http://www.airbnb.com/users/show/3030210>  
 Host Home Location: Mill Valley, California, United States  
 Listing ID: 611132  
 Listing Link: <http://www.airbnb.com/rooms/611132>  
 Listing Description: "Entire home/apt for \$126 CAD. The apartment is a wonderful place to set your bags down and reach out into the city. It is well located in the most central part of San Francisco,..."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must

live in that specific residential unit for at least 275 nights of any given calendar year. If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:47 PM  
**To:** trust@airbnb.com; support@airbnb.com  
**Cc:** shorttermrentals@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 611132

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Scott' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Scott' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 3030210  
 Host Name: Scott  
 Host Link: <http://www.airbnb.com/users/show/3030210>  
 Host Home Location: Mill Valley, California, United States  
 Listing ID: 611132  
 Listing Link: <http://www.airbnb.com/rooms/611132>  
 Listing Description: "Entire home/apt for \$126 CAD. The apartment is a wonderful place to set your bags down and reach out into the city. It is well located in the most central part of San Francisco,..."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must live in that specific residential unit for at least 275 nights of any given calendar year.

If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** response@airbnb.com

Sent: Saturday, April 25, 2015 2:47 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:49 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'  
**Cc:** 'shorttermrentals@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 637403

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jordie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jordie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 3179232  
 Host Name: Jordie  
 Host Link: <http://www.airbnb.com/users/show/3179232>  
 Host Home Location: Oakland, California, United States  
 Listing ID: 637403  
 Listing Link: <http://www.airbnb.com/rooms/637403>  
 Listing Description: "Entire home/apt for \$239 CAD. Perfect for short-term SF stays, this 1 bedroom/1 bath, ultra-modern, spacious, efficiency suite with designer flourishes is situated in one of San..."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must

live in that specific residential unit for at least 275 nights of any given calendar year. If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:49 PM  
**To:** trust@airbnb.com; support@airbnb.com  
**Cc:** shorttermrentals@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 637403

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jordie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jordie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 3179232  
 Host Name: Jordie  
 Host Link: <http://www.airbnb.com/users/show/3179232>  
 Host Home Location: Oakland, California, United States  
 Listing ID: 637403  
 Listing Link: <http://www.airbnb.com/rooms/637403>  
 Listing Description: "Entire home/apt for \$239 CAD. Perfect for short-term SF stays, this 1 bedroom/1 bath, ultra-modern, spacious, efficiency suite with designer flourishes is situated in one of San..."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must live in that specific residential unit for at least 275 nights of any given calendar year.

If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department

(415) 575-9179

shorttermrentals@sfgov.org

From: Airbnb Customer Experience <support@airbnb.zendesk.com>

Sent: Saturday, April 25, 2015 2:49 PM

To: Guss Dolan

Subject: Email Not Received.

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at:

<https://www.airbnb.com/support>. If you're unable to find what you're looking for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:50 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'  
**Cc:** 'shorttermrentals@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 666434

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Magalie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Magalie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 103427  
 Host Name: Magalie  
 Host Link: <http://www.airbnb.com/users/show/103427>  
**Host Home Location:** West Hollywood, California, United States  
 Listing ID: 666434  
 Listing Link: <http://www.airbnb.com/rooms/666434>  
 Listing Description: "Entire home/apt for \$408 CAD. one bedroom 1 bath unit in downtown san francisco. The unit accommodates up to 4 people. Paid parking at this property and internet has a small f..."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must

live in that specific residential unit for at least 275 nights of any given calendar year. If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:50 PM  
**To:** trust@airbnb.com; support@airbnb.com  
**Cc:** shorttermrentals@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 666434

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Magalie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Magalie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 103427  
 Host Name: Magalie  
 Host Link: <http://www.airbnb.com/users/show/103427>  
**Host Home Location:** West Hollywood, California, United States  
 Listing ID: 666434  
 Listing Link: <http://www.airbnb.com/rooms/666434>  
 Listing Description: "Entire home/apt for \$408 CAD. one bedroom 1 bath unit in downtown san francisco. The unit accommodates up to 4 people. Paid parking at this property and internet has a small f..."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must live in that specific residential unit for at least 275 nights of any given calendar year.

If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department

(415) 575-9179

shorttermrentals@sfgov.org

From: Airbnb Customer Experience <support@airbnb.zendesk.com>

Sent: Saturday, April 25, 2015 2:50 PM

To: Guss Dolan

Subject: Email Not Received.

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at:

<https://www.airbnb.com/support>. If you're unable to find what you're looking for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:51 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'  
**Cc:** 'shorttermrentals@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 696756

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Magalie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Magalie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 103427  
 Host Name: Magalie  
 Host Link: <http://www.airbnb.com/users/show/103427>  
 Host Home Location: West Hollywood, California, United States  
 Listing ID: 696756  
 Listing Link: <http://www.airbnb.com/rooms/696756>  
 Listing Description: "Entire home/apt for \$276 CAD. Studio or one bedroom unit. Price in ad is for a studio unit (2 ppl) and one bedroom (4 ppl) unit will cost more."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must

live in that specific residential unit for at least 275 nights of any given calendar year. If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
shorttermrentals@sfgov.org

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 2:51 PM  
**To:** trust@airbnb.com; support@airbnb.com  
**Cc:** shorttermrentals@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb  
 Using: trust@airbnb.com, support@airbnb.com  
 CC: San Francisco Planning Department [shorttermrentals@sfgov.org]  
 RE: Airbnb Listing ID 696756

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Magalie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Magalie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 Guss Dolan  
 San Francisco  
 gussdolan@darkanddifficult.com

Listing Location: San Francisco, CA, United States  
 Host ID: 103427  
 Host Name: Magalie  
 Host Link: <http://www.airbnb.com/users/show/103427>  
**Host Home Location:** West Hollywood, California, United States  
 Listing ID: 696756  
 Listing Link: <http://www.airbnb.com/rooms/696756>  
 Listing Description: "Entire home/apt for \$276 CAD. Studio or one bedroom unit. Price in ad is for a studio unit (2 ppl) and one bedroom (4 ppl) unit will cost more."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must live in that specific residential unit for at least 275 nights of any given calendar year.

If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department

(415) 575-9179

shorttermrentals@sfgov.org

From: Airbnb Customer Experience <support@airbnb.zendesk.com>

Sent: Saturday, April 25, 2015 2:51 PM

To: Guss Dolan

Subject: Email Not Received.

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at:

<https://www.airbnb.com/support>. If you're unable to find what you're looking for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

Subject: FW: Email Not Received.

From: Airbnb Customer Experience [mailto:support@airbnb.zendesk.com]  
 Sent: Saturday, April 25, 2015 2:51 PM  
 To: Guss Dolan  
 Subject: Email Not Received.

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at:  
<https://www.airbnb.com/support> <<https://www.airbnb.com/support>> . If you're unable to find what you're looking for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.  
 For more information visit our Help Center

From: gussdolan [mailto:gussdolan@darkanddifficult.com]  
 Sent: Saturday, April 25, 2015 2:51 PM  
 To: trust@airbnb.com; support@airbnb.com  
 Cc: shorttermrentals@sfgov.org  
 Subject: Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb

Using: trust@airbnb.com <mailto:trust@airbnb.com> , support@airbnb.com <mailto:support@airbnb.com>

CC: San Francisco Planning Department [shorttermrentals@sfgov.org]

RE: Airbnb Listing ID 696756

The following listing is in violation of San Francisco municipal code. Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Magalie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Magalie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,

Guss Dolan

San Francisco

gussdolan@darkanddifficult.com <mailto:gussdolan@darkanddifficult.com>

Listing Location: San Francisco, CA, United States

Host ID: 103427

Host Name: Magalie  
 Host Link: <http://www.airbnb.com/users/show/103427>  
 <<http://www.airbnb.com/users/show/103427>>  
**Host Home Location:** West Hollywood, California, United States  
 Listing ID: 696756  
 Listing Link: <http://www.airbnb.com/rooms/696756>  
 <<http://www.airbnb.com/rooms/696756>>  
 Listing Description: "Entire home/apt for \$276 CAD. Studio or one bedroom unit. Price in ad is for a studio unit (2 ppl) and one bedroom (4 ppl) unit will cost more."  
 Share Type: Entire home/apt

~~~~~  
 The following is from San Francisco Planning Department Short-Term Residential Rental Registry webpage  
<http://www.sf-planning.org/index.aspx?page=4004> <<http://www.sf-planning.org/index.aspx?page=4004>>

Who is eligible to register?

In order to conduct a short-term residential rental you must meet all of the following conditions:

You must be the Permanent Resident (owner or tenant) of the residential unit that you wish to rent short-term. This means you must live in that specific residential unit for at least 275 nights of any given calendar year. If you are a new resident you must have occupied this specific unit for at least 60 consecutive days prior to your application. If you own a multi-unit building, you may only register the specific residential unit in which you reside.

You must obtain a San Francisco Business Registration Certificate from the San Francisco Treasurer and Tax Collector's Office.

You must obtain liability insurance in the amount of no less than ,000 or provide proof that liability coverage in an equal or higher amount is being provided by any and all hosting platforms through which you will rent your unit.

Your residential unit must not have any outstanding Planning, Building, Housing, Fire, Health, Police, or other applicable City code violations.

You may only register one residential unit.

Please note that residential units that are subject to the Inclusionary Affordable Housing Program and residential units designated as below market rate (BMR) or income-restricted under City, state, or federal law are not eligible to register.

Important note for tenants: The Planning Department strongly recommends that you review your lease before submitting an application. The registration of your residential unit on the Short-Term Residential Rental Registry does not override any lease agreements, homeowner's association bylaws, Covenants, Conditions & Restrictions (CC&Rs), or any other agreement, law, or regulations that prohibit subletting or use of your unit as a short-term residential rental.

If you have any questions I suggest you contact:

San Francisco Planning Department

(415) 575-9179

[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org) <<mailto:shorttermrentals@sfgov.org>>

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:37 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 697054

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Magalie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Magalie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 103427  
Host Name: Magalie  
Host Link: <http://www.airbnb.com/users/show/103427>  
**Host Home Location:** West Hollywood, California, United States  
Listing ID: 697054  
Listing Link: <http://www.airbnb.com/rooms/697054>  
Listing Description: "Entire home/apt for \$276 CAD. Price in ad is for the studio unit and price will be higher for a one bedroom unit. please do not book directly until I confirm there is availabil..."  
Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:37 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 697054

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Magalie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Magalie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 103427  
 Host Name: Magalie  
 Host Link: <http://www.airbnb.com/users/show/103427>  
**Host Home Location:** West Hollywood, California, United States  
 Listing ID: 697054  
 Listing Link: <http://www.airbnb.com/rooms/697054>  
 Listing Description: "Entire home/apt for \$276 CAD. Price in ad is for the studio unit and price will be higher for a one bedroom unit. please do not book directly until I confirm there is availabil..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Saturday, April 25, 2015 7:37 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:39 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 697725

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Magalie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Magalie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 103427  
 Host Name: Magalie  
 Host Link: <http://www.airbnb.com/users/show/103427>  
 Host Home Location: West Hollywood, California, United States  
 Listing ID: 697725  
 Listing Link: <http://www.airbnb.com/rooms/697725>  
 Listing Description: "Entire home/apt for \$289 CAD. studio or 1 bedroom unit. Comes with mini fridge, coffee maker and a microwave. Visit worldmarkbywyndham for more information. the calendar is n..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:39 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 697725

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Magalie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Magalie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 103427  
 Host Name: Magalie  
 Host Link: <http://www.airbnb.com/users/show/103427>  
**Host Home Location:** West Hollywood, California, United States  
 Listing ID: 697725  
 Listing Link: <http://www.airbnb.com/rooms/697725>  
 Listing Description: "Entire home/apt for \$289 CAD. studio or 1 bedroom unit. Comes with mini fridge, coffee maker and a microwave. Visit worldmarkbywyndham for more information. the calendar is n..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:40 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 783149

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Arnold & Amy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Arnold & Amy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 4111317  
 Host Name: Arnold & Amy  
 Host Link: <http://www.airbnb.com/users/show/4111317>  
**Host Home Location:** Fair Oaks, California, United States  
 Listing ID: 783149  
 Listing Link: <http://www.airbnb.com/rooms/783149>  
 Listing Description: "Entire home/apt for \$264 CAD. Location Perfect for the traveler that wants to experience the real SF! Easy access to the entire city. Experience the Haight Asbury without being..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Saturday, April 25, 2015 7:39 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

#### Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:40 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 783149

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Arnold & Amy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Arnold & Amy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 4111317  
 Host Name: Arnold & Amy  
 Host Link: <http://www.airbnb.com/users/show/4111317>  
**Host Home Location:** Fair Oaks, California, United States  
 Listing ID: 783149  
 Listing Link: <http://www.airbnb.com/rooms/783149>  
 Listing Description: "Entire home/apt for \$264 CAD. Location Perfect for the traveler that wants to experience the real SF! Easy access to the entire city. Experience the Haight Asbury without being..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** response@airbnb.com  
**Sent:** Saturday, April 25, 2015 7:40 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:40 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 805905

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jacob' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jacob' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 4242541  
 Host Name: Jacob  
 Host Link: <http://www.airbnb.com/users/show/4242541>  
 Host Home Location: Los Angeles, California, United States  
 Listing ID: 805905  
 Listing Link: <http://www.airbnb.com/rooms/805905>  
 Listing Description: "Entire home/apt for \$188 CAD. Easily explore San Francisco by foot or via public transport from this centrally located, top-floor corner apartment in the heart of the vibrant, h..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:41 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 806062

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Peter' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Peter' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1300134  
 Host Name: Peter  
 Host Link: <http://www.airbnb.com/users/show/1300134>  
 Host Home Location: Los Angeles, California, United States  
 Listing ID: 806062  
 Listing Link: <http://www.airbnb.com/rooms/806062>  
 Listing Description: "Entire home/apt for \$187 CAD. Come enjoy beautiful San Francisco from the comfort of my studio. I have 20+ reviews and a 5-star rating - read the reviews to see why past guests ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:40 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 805905

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jacob' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jacob' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 4242541  
 Host Name: Jacob  
 Host Link: <http://www.airbnb.com/users/show/4242541>  
 Host Home Location: Los Angeles, California, United States  
 Listing ID: 805905  
 Listing Link: <http://www.airbnb.com/rooms/805905>  
 Listing Description: "Entire home/apt for \$188 CAD. Easily explore San Francisco by foot or via public transport from this centrally located, top-floor corner apartment in the heart of the vibrant, h..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** response@airbnb.com  
**Sent:** Saturday, April 25, 2015 7:40 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:41 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 806062

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Peter' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Peter' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1300134  
 Host Name: Peter  
 Host Link: <http://www.airbnb.com/users/show/1300134>  
**Host Home Location:** Los Angeles, California, United States  
 Listing ID: 806062  
 Listing Link: <http://www.airbnb.com/rooms/806062>  
 Listing Description: "Entire home/apt for \$187 CAD. Come enjoy beautiful San Francisco from the comfort of my studio. I have 20+ reviews and a 5-star rating - read the reviews to see why past guests ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** response@airbnb.com  
**Sent:** Saturday, April 25, 2015 7:41 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:41 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 819863

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Michael And Polina' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Michael And Polina' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 9 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 4306242  
 Host Name: Michael And Polina  
 Host Link: <http://www.airbnb.com/users/show/4306242>  
**Host Home Location:** Los Angeles, California, United States  
 Listing ID: 819863  
 Listing Link: <http://www.airbnb.com/rooms/819863>  
 Listing Description: "Entire home/apt for \$187 CAD. San Francisco, California, USA. Inner Sunset Castle 1 Bedroom +Living room w/ Convertible bed + Remodel Kitchen + Computer room w/computer + Full B..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:42 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 833149

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Michael And Polina' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Michael And Polina' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 8 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 4306242  
 Host Name: Michael And Polina  
 Host Link: <http://www.airbnb.com/users/show/4306242>  
**Host Home Location:** Los Angeles, California, United States  
 Listing ID: 833149  
 Listing Link: <http://www.airbnb.com/rooms/833149>  
 Listing Description: "Entire home/apt for \$175 CAD. Pet Fees We charge \$25 per small dog per night, \$15 per 2 dogs per night. One time dogs cleaning fee \$50 Thank you, Michael State of California..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:41 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 819863

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Michael And Polina' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Michael And Polina' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 9 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 4306242  
 Host Name: Michael And Polina  
 Host Link: <http://www.airbnb.com/users/show/4306242>  
**Host Home Location:** Los Angeles, California, United States  
 Listing ID: 819863  
 Listing Link: <http://www.airbnb.com/rooms/819863>  
 Listing Description: "Entire home/apt for \$187 CAD. San Francisco, California, USA. Inner Sunset Castle 1 Bedroom +Living room w/ Convertible bed + Remodel Kitchen + Computer room w/computer + Full B..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Saturday, April 25, 2015 7:41 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:42 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 833149

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Michael And Polina' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Michael And Polina' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 8 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 4306242  
 Host Name: Michael And Polina  
 Host Link: <http://www.airbnb.com/users/show/4306242>  
**Host Home Location:** Los Angeles, California, United States  
 Listing ID: 833149  
 Listing Link: <http://www.airbnb.com/rooms/833149>  
 Listing Description: "Entire home/apt for \$175 CAD. Pet Fees We charge \$25 per small dog per night, \$15 per 2 dogs per night. One time dogs cleaning fee \$50 Thank you, Michael State of California..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Saturday, April 25, 2015 7:42 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:42 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 862163

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Katy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Katy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 8 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 661691  
 Host Name: Katy  
 Host Link: <http://www.airbnb.com/users/show/661691>  
 Host Home Location: Vancouver, Washington, United States  
 Listing ID: 862163  
 Listing Link: <http://www.airbnb.com/rooms/862163>  
 Listing Description: "Entire home/apt for \$144 CAD. \*\*\* When booking a Friday or Saturday night stay, there is a three-night minimum. No minimum for weekdays. \*\*\* The resort is a 16-minute walk ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:43 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 862203

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Katy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Katy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 661691  
 Host Name: Katy  
 Host Link: <http://www.airbnb.com/users/show/661691>  
 Host Home Location: Vancouver, Washington, United States  
 Listing ID: 862203  
 Listing Link: <http://www.airbnb.com/rooms/862203>  
 Listing Description: "Entire home/apt for \$214 CAD. \*\*\* When booking a Friday or Saturday night stay, there is a three-night minimum. No minimum for weekdays. \*\*\* Queen bed in the master bedroom and..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:43 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 864265

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Katy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Katy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 661691  
 Host Name: Katy  
 Host Link: <http://www.airbnb.com/users/show/661691>  
 Host Home Location: Vancouver, Washington, United States  
 Listing ID: 864265  
 Listing Link: <http://www.airbnb.com/rooms/864265>  
 Listing Description: "Entire home/apt for \$214 CAD. \*\*\* When booking a Friday or Saturday night stay, there is a three-night minimum. No minimum for weekdays. \*\*\* Queen in the master bedroom and a q..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:42 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 862163

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Katy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Katy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 8 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 661691  
 Host Name: Katy  
 Host Link: <http://www.airbnb.com/users/show/661691>  
**Host Home Location:** Vancouver, Washington, United States  
 Listing ID: 862163  
 Listing Link: <http://www.airbnb.com/rooms/862163>  
 Listing Description: "Entire home/apt for \$144 CAD. \*\*\* When booking a Friday or Saturday night stay, there is a three-night minimum. No minimum for weekdays. \*\*\* The resort is a 16-minute walk ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Saturday, April 25, 2015 7:42 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:43 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 862203

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Katy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Katy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 661691  
 Host Name: Katy  
 Host Link: <http://www.airbnb.com/users/show/661691>  
 Host Home Location: Vancouver, Washington, United States  
 Listing ID: 862203  
 Listing Link: <http://www.airbnb.com/rooms/862203>  
 Listing Description: "Entire home/apt for \$214 CAD. \*\*\* When booking a Friday or Saturday night stay, there is a three-night minimum. No minimum for weekdays. \*\*\* Queen bed in the master bedroom and..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** Airbnb Customer Experience <support@airbnb.zendesk.com>  
**Sent:** Saturday, April 25, 2015 7:43 PM  
**To:** Guss Dolan  
**Subject:** Email Not Received.

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience  
 Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at:  
<https://www.airbnb.com/support>. If you're unable to find what you're looking  
for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-  
footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:43 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 864265

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Katy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Katy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 661691  
 Host Name: Katy  
 Host Link: <http://www.airbnb.com/users/show/661691>  
**Host Home Location:** Vancouver, Washington, United States  
 Listing ID: 864265  
 Listing Link: <http://www.airbnb.com/rooms/864265>  
 Listing Description: "Entire home/apt for \$214 CAD. \*\*\* When booking a Friday or Saturday night stay, there is a three-night minimum. No minimum for weekdays. \*\*\* Queen in the master bedroom and a q..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Saturday, April 25, 2015 7:43 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:43 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 900450

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Donna' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Donna' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 4808806  
 Host Name: Donna  
 Host Link: <http://www.airbnb.com/users/show/4808806>  
 Host Home Location: Reno, Nevada, United States  
 Listing ID: 900450  
 Listing Link: <http://www.airbnb.com/rooms/900450>  
 Listing Description: "Entire home/apt for \$458 CAD. Adorable Modern North Beach Condo offers the best of San Francisco. It's a 5-minute walk from Pier 39/Fisherman's Wharf, a short stroll to Chinatown..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:44 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 939996

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Paul' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Paul' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1314138  
 Host Name: Paul  
 Host Link: <http://www.airbnb.com/users/show/1314138>  
 Host Home Location: Chicago, Illinois, United States  
 Listing ID: 939996  
 Listing Link: <http://www.airbnb.com/rooms/939996>  
 Listing Description: "Entire home/apt for \$501 CAD. This lyrical city by the bay will take you wherever your imagination allows, and The Suites at Fisherman's Wharf San Francisco resort is the perfec..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:43 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 900450

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Donna' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Donna' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 4808806  
 Host Name: Donna  
 Host Link: <http://www.airbnb.com/users/show/4808806>  
**Host Home Location:** Reno, Nevada, United States  
 Listing ID: 900450  
 Listing Link: <http://www.airbnb.com/rooms/900450>  
 Listing Description: "Entire home/apt for \$458 CAD. Adorable Modern North Beach Condo offers the best of San Francisco. It's a 5-minute walk from Pier 39/Fisherman's Wharf, a short stroll to Chinatown..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Saturday, April 25, 2015 7:44 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:44 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 939996

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Paul' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Paul' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1314138  
 Host Name: Paul  
 Host Link: <http://www.airbnb.com/users/show/1314138>  
**Host Home Location:** Chicago, Illinois, United States  
 Listing ID: 939996  
 Listing Link: <http://www.airbnb.com/rooms/939996>  
 Listing Description: "Entire home/apt for \$501 CAD. This lyrical city by the bay will take you wherever your imagination allows, and The Suites at Fisherman's Wharf San Francisco resort is the perfec..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** response@airbnb.com  
**Sent:** Saturday, April 25, 2015 7:44 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:44 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 949557

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jimmy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jimmy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 191594  
 Host Name: Jimmy  
 Host Link: <http://www.airbnb.com/users/show/191594>  
 Host Home Location: Saratoga, California, United States  
 Listing ID: 949557  
 Listing Link: <http://www.airbnb.com/rooms/949557>  
 Listing Description: "Private room for \$355 CAD. Come stay in the relaxed, outdoorsy part of SF. Next to SF State University, the beach, a lake view, and an Olympic Golf Course. 1 mile from BART...."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:45 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 971495

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Steve' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Steve' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 3 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 19854  
 Host Name: Steve  
 Host Link: <http://www.airbnb.com/users/show/19854>  
 Host Home Location: Berkeley, California, United States  
 Listing ID: 971495  
 Listing Link: <http://www.airbnb.com/rooms/971495>  
 Listing Description: "Entire home/apt for \$245 CAD. This is a great apartment on Alta Plaza Park in an ideal, safe San Francisco Neighborhood. This a great spot right on Alta Plaza Park in Pacific H..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:44 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 949557

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jimmy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jimmy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 191594  
 Host Name: Jimmy  
 Host Link: <http://www.airbnb.com/users/show/191594>  
**Host Home Location:** Saratoga, California, United States  
 Listing ID: 949557  
 Listing Link: <http://www.airbnb.com/rooms/949557>  
 Listing Description: "Private room for \$355 CAD. Come stay in the relaxed, outdoorsy part of SF. Next to SF State University, the beach, a lake view, and an Olympic Golf Course. 1 mile from BART...."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Saturday, April 25, 2015 7:44 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:45 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 971495

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Steve' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Steve' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 3 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 19854  
 Host Name: Steve  
 Host Link: <http://www.airbnb.com/users/show/19854>  
**Host Home Location:** Berkeley, California, United States  
 Listing ID: 971495  
 Listing Link: <http://www.airbnb.com/rooms/971495>  
 Listing Description: "Entire home/apt for \$245 CAD. This is a great apartment on Alta Plaza Park in an ideal, safe San Francisco Neighborhood. This a great spot right on Alta Plaza Park in Pacific H..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** response@airbnb.com  
**Sent:** Saturday, April 25, 2015 7:45 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:45 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 994653

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Mariana' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Mariana' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 5463353  
 Host Name: Mariana  
 Host Link: <http://www.airbnb.com/users/show/5463353>  
 Host Home Location: Los Angeles, California, United States  
 Listing ID: 994653  
 Listing Link: <http://www.airbnb.com/rooms/994653>  
 Listing Description: "Entire home/apt for \$387 CAD. 2 Bedrooms + Sunroom, 1 Bath, (Sleeps 4-5) A cute 1910s house, in the trendy Cow Hollow/Marina neighborhood of San Francisco - between Russian Hill..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:45 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 994653

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Mariana' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Mariana' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 5463353  
 Host Name: Mariana  
 Host Link: <http://www.airbnb.com/users/show/5463353>  
**Host Home Location:** Los Angeles, California, United States  
 Listing ID: 994653  
 Listing Link: <http://www.airbnb.com/rooms/994653>  
 Listing Description: "Entire home/apt for \$387 CAD. 2 Bedrooms + Sunroom, 1 Bath, (Sleeps 4-5) A cute 1910s house, in the trendy Cow Hollow/Marina neighborhood of San Francisco - between Russian Hill..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** Airbnb Customer Experience <support@airbnb.zendesk.com>  
**Sent:** Saturday, April 25, 2015 7:45 PM  
**To:** Guss Dolan  
**Subject:** Email Not Received.

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at:  
<https://www.airbnb.com/support>. If you're unable to find what you're looking  
for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-  
footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:46 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1015941

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Kiril' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Kiril' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1103305  
 Host Name: Kiril  
 Host Link: <http://www.airbnb.com/users/show/1103305>  
 Host Home Location: New York, New York, United States  
 Listing ID: 1015941  
 Listing Link: <http://www.airbnb.com/rooms/1015941>  
 Listing Description: "Entire home/apt for \$162 CAD. A studio in the heart of Castro district with a feel and a view of San Francisco. A separate room with wooden floors, bay windows, high ceiling and..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:46 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1016540

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Niraj' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Niraj' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 5594565  
 Host Name: Niraj  
 Host Link: <http://www.airbnb.com/users/show/5594565>  
 Host Home Location: Milpitas, California, United States  
 Listing ID: 1016540  
 Listing Link: <http://www.airbnb.com/rooms/1016540>  
 Listing Description: "Entire home/apt for \$251 CAD. Location location location. Hidden gem nestled in heart of Castro district and just steps away from Muni, shops and restaurant. The unit features v..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:47 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1030352

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Mel And Ry' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Mel And Ry' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1274930  
 Host Name: Mel And Ry  
 Host Link: <http://www.airbnb.com/users/show/1274930>  
 Host Home Location: Portland, Oregon, United States  
 Listing ID: 1030352  
 Listing Link: <http://www.airbnb.com/rooms/1030352>  
 Listing Description: "Entire home/apt for \$281 CAD. This is a private 3-bedroom Mission flat located steps away from the super popular 24th street corridor, run by rock star hosts with over 220 posit..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:46 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1015941

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Kiril' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Kiril' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1103305  
 Host Name: Kiril  
 Host Link: <http://www.airbnb.com/users/show/1103305>  
 Host Home Location: New York, New York, United States  
 Listing ID: 1015941  
 Listing Link: <http://www.airbnb.com/rooms/1015941>  
 Listing Description: "Entire home/apt for \$162 CAD. A studio in the heart of Castro district with a feel and a view of San Francisco. A separate room with wooden floors, bay windows, high ceiling and..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Saturday, April 25, 2015 7:46 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:46 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1016540

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Niraj' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Niraj' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 5594565  
 Host Name: Niraj  
 Host Link: <http://www.airbnb.com/users/show/5594565>  
**Host Home Location:** Milpitas, California, United States  
 Listing ID: 1016540  
 Listing Link: <http://www.airbnb.com/rooms/1016540>  
 Listing Description: "Entire home/apt for \$251 CAD. Location location location. Hidden gem nestled in heart of Castro district and just steps away from Muni, shops and restaurant. The unit features v..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
 shorttermrentals@sfgov.org

**From:** response@airbnb.com  
**Sent:** Saturday, April 25, 2015 7:46 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:47 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1030352

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Mel And Ry' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Mel And Ry' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1274930  
 Host Name: Mel And Ry  
 Host Link: <http://www.airbnb.com/users/show/1274930>  
 Host Home Location: Portland, Oregon, United States  
 Listing ID: 1030352  
 Listing Link: <http://www.airbnb.com/rooms/1030352>  
 Listing Description: "Entire home/apt for \$281 CAD. This is a private 3-bedroom Mission flat located steps away from the super popular 24th street corridor, run by rock star hosts with over 220 posit..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
 shorttermrentals@sfgov.org

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:47 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1072287

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jon' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jon' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 5898312  
 Host Name: Jon  
 Host Link: <http://www.airbnb.com/users/show/5898312>  
 Host Home Location: Denver, Colorado, United States  
 Listing ID: 1072287  
 Listing Link: <http://www.airbnb.com/rooms/1072287>  
 Listing Description: "Entire home/apt for \$314 CAD. This is a spacious 2 bedroom, located in the Marina district. You're within walking distance of Union Street, Fort Mason Park, Lombard Street, Ghir..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:48 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1210326

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Sean' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Sean' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1808969  
 Host Name: Sean  
 Host Link: <http://www.airbnb.com/users/show/1808969>  
 Host Home Location: Carmel, California, United States  
 Listing ID: 1210326  
 Listing Link: <http://www.airbnb.com/rooms/1210326>  
 Listing Description: "Entire home/apt for \$276 CAD. Beautiful Edwardian 2 bedroom home built in 1908 with formal dining room, hardwood floors and backyard garden patio. Have a glass of wine in the li..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Saturday, April 25, 2015 7:47 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:47 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1072287

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jon' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jon' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 5898312  
 Host Name: Jon  
 Host Link: <http://www.airbnb.com/users/show/5898312>  
**Host Home Location:** Denver, Colorado, United States  
 Listing ID: 1072287  
 Listing Link: <http://www.airbnb.com/rooms/1072287>  
 Listing Description: "Entire home/apt for \$314 CAD. This is a spacious 2 bedroom, located in the Marina district. You're within walking distance of Union Street, Fort Mason Park, Lombard Street, Ghir..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
 shorttermrentals@sfgov.org

**From:** response@airbnb.com  
**Sent:** Saturday, April 25, 2015 7:47 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:48 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1210326

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Sean' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Sean' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1808969  
 Host Name: Sean  
 Host Link: <http://www.airbnb.com/users/show/1808969>  
 Host Home Location: Carmel, California, United States  
 Listing ID: 1210326  
 Listing Link: <http://www.airbnb.com/rooms/1210326>  
 Listing Description: "Entire home/apt for \$276 CAD. Beautiful Edwardian 2 bedroom home built in 1908 with formal dining room, hardwood floors and backyard garden patio. Have a glass of wine in the li..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:48 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1223731

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Lara' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Lara' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6675448  
 Host Name: Lara  
 Host Link: <http://www.airbnb.com/users/show/6675448>  
 Host Home Location: Mill Valley, California, United States  
 Listing ID: 1223731  
 Listing Link: <http://www.airbnb.com/rooms/1223731>  
 Listing Description: "Entire home/apt for \$151 CAD. This unit is an in-law unit with it's own entrance. It's a studio that contains a bathroom, kitchen and access to the back yard. The couch folds ou..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:49 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1226384

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Linda' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Linda' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6689576  
 Host Name: Linda  
 Host Link: <http://www.airbnb.com/users/show/6689576>  
 Host Home Location: Sausalito, California, United States  
 Listing ID: 1226384  
 Listing Link: <http://www.airbnb.com/rooms/1226384>  
 Listing Description: "Entire home/apt for \$220 CAD. Our apartment has lovely bay windows with neighborhood views, fireplace, queen bed, centrally located with the best weather in the city, 2 blocks t..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Saturday, April 25, 2015 7:48 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:48 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1223731

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Lara' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Lara' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6675448  
 Host Name: Lara  
 Host Link: <http://www.airbnb.com/users/show/6675448>  
**Host Home Location:** Mill Valley, California, United States  
 Listing ID: 1223731  
 Listing Link: <http://www.airbnb.com/rooms/1223731>  
 Listing Description: "Entire home/apt for \$151 CAD. This unit is an in-law unit with it's own entrance. It's a studio that contains a bathroom, kitchen and access to the back yard. The couch folds ou..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:49 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1226384

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Linda' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Linda' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6689576  
 Host Name: Linda  
 Host Link: <http://www.airbnb.com/users/show/6689576>  
 Host Home Location: Sausalito, California, United States  
 Listing ID: 1226384  
 Listing Link: <http://www.airbnb.com/rooms/1226384>  
 Listing Description: "Entire home/apt for \$220 CAD. Our apartment has lovely bay windows with neighborhood views, fireplace, queen bed, centrally located with the best weather in the city, 2 blocks t..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:49 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1257035

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Tatyana' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Tatyana' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1988650  
 Host Name: Tatyana  
 Host Link: <http://www.airbnb.com/users/show/1988650>  
 Host Home Location: Mill Valley, California, United States  
 Listing ID: 1257035  
 Listing Link: <http://www.airbnb.com/rooms/1257035>  
 Listing Description: "Entire home/apt for \$754 CAD. Make this elegant, 4 bedroom Victorian home part of your San Francisco stay! What better way to experience the beauty and history of San Francisco ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:49 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1281167

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dana' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dana' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6346492  
 Host Name: Dana  
 Host Link: <http://www.airbnb.com/users/show/6346492>  
 Host Home Location: Los Angeles, California, United States  
 Listing ID: 1281167  
 Listing Link: <http://www.airbnb.com/rooms/1281167>  
 Listing Description: "Entire home/apt for \$220 CAD. The ~~Donatello~~ is a timeshare/hotel which is one of the top hotels in San Francisco. Availability can be very volatile. I try to keep the calendar ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:50 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1304808

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Tom' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Tom' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1448685  
 Host Name: Tom  
 Host Link: <http://www.airbnb.com/users/show/1448685>  
 Host Home Location: Petaluma, California, United States  
 Listing ID: 1304808  
 Listing Link: <http://www.airbnb.com/rooms/1304808>  
 Listing Description: "Entire home/apt for \$176 CAD. Our apartment is perfectly located in the amazing Hayes Valley neighborhood of San Francisco. It is short walk to coffee houses, restaurants, bout..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:49 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1257035

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Tatyana' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Tatyana' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1988650  
 Host Name: Tatyana  
 Host Link: <http://www.airbnb.com/users/show/1988650>  
 Host Home Location: Mill Valley, California, United States  
 Listing ID: 1257035  
 Listing Link: <http://www.airbnb.com/rooms/1257035>  
 Listing Description: "Entire home/apt for \$754 CAD. Make this elegant, 4 bedroom Victorian home part of your San Francisco stay! What better way to experience the beauty and history of San Francisco ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:49 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1281167

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dana' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dana' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6346492  
 Host Name: Dana  
 Host Link: <http://www.airbnb.com/users/show/6346492>  
 Host Home Location: Los Angeles, California, United States  
 Listing ID: 1281167  
 Listing Link: <http://www.airbnb.com/rooms/1281167>  
 Listing Description: "Entire home/apt for \$220 CAD. The ~~Donatello~~ is a timeshare/hotel which is one of the top hotels in San Francisco. Availability can be very volatile. I try to keep the calendar ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
 shorttermrentals@sfgov.org

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:50 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1304808

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Tom' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Tom' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1448685  
 Host Name: Tom  
 Host Link: <http://www.airbnb.com/users/show/1448685>  
**Host Home Location:** Petaluma, California, United States  
 Listing ID: 1304808  
 Listing Link: <http://www.airbnb.com/rooms/1304808>  
 Listing Description: "Entire home/apt for \$176 CAD. Our apartment is perfectly located in the amazing Hayes Valley neighborhood of San Francisco. It is short walk to coffee houses, restaurants, bout..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:51 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1412259

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Ashley' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Ashley' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6532884  
 Host Name: Ashley  
 Host Link: <http://www.airbnb.com/users/show/6532884>  
 Host Home Location: Mill Valley, California, United States  
 Listing ID: 1412259  
 Listing Link: <http://www.airbnb.com/rooms/1412259>  
 Listing Description: "Entire home/apt for \$377 CAD. All new fixtures in this charming single family home on quiet street in the heart of San Francisco. Very close to public transportation. This i..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:51 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1412259

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Ashley' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Ashley' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6532884  
 Host Name: Ashley  
 Host Link: <http://www.airbnb.com/users/show/6532884>  
 Host Home Location: Mill Valley, California, United States  
 Listing ID: 1412259  
 Listing Link: <http://www.airbnb.com/rooms/1412259>  
 Listing Description: "Entire home/apt for \$377 CAD. All new fixtures in this charming single family home on quiet street in the heart of San Francisco. Very close to public transportation. This i..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:51 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1428553

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Elena' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Elena' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 3379945  
 Host Name: Elena  
 Host Link: <http://www.airbnb.com/users/show/3379945>  
 Host Home Location: New York, New York, United States  
 Listing ID: 1428553  
 Listing Link: <http://www.airbnb.com/rooms/1428553>  
 Listing Description: "Private room for \$126 CAD. Sublet available Cozy and sunny room in a charming Edwardian SHOELESS apartment in the sunny Castro. Our apartment is located four blocks away fro..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:52 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1459371

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Phil' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Phil' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 7823149  
 Host Name: Phil  
 Host Link: <http://www.airbnb.com/users/show/7823149>  
 Host Home Location: Sacramento, California, United States  
 Listing ID: 1459371  
 Listing Link: <http://www.airbnb.com/rooms/1459371>  
 Listing Description: "Entire home/apt for \$245 CAD. Our large studio apt is located in the Marina right on Chestnut Street at the North end, 5 blocks to the bay, 3 blocks to the Palace of Fine Arts, ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:51 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1428553

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Elena' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Elena' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 3379945  
 Host Name: Elena  
 Host Link: <http://www.airbnb.com/users/show/3379945>  
 Host Home Location: New York, New York, United States  
 Listing ID: 1428553  
 Listing Link: <http://www.airbnb.com/rooms/1428553>  
 Listing Description: "Private room for \$126 CAD. Sublet available Cozy and sunny room in a charming Edwardian SHOOLESS apartment in the sunny Castro. Our apartment is located four blocks away fro..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
 shorttermrentals@sfgov.org

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:52 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1459371

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Phil' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Phil' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 7823149  
 Host Name: Phil  
 Host Link: <http://www.airbnb.com/users/show/7823149>  
**Host Home Location:** Sacramento, California, United States  
 Listing ID: 1459371  
 Listing Link: <http://www.airbnb.com/rooms/1459371>  
 Listing Description: "Entire home/apt for \$245 CAD. Our large studio apt is located in the Marina right on Chestnut Street at the North end, 5 blocks to the bay, 3 blocks to the Palace of Fine Arts, ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:52 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1474209

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dana' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dana' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6346492  
 Host Name: Dana  
 Host Link: <http://www.airbnb.com/users/show/6346492>  
 Host Home Location: Los Angeles, California, United States  
 Listing ID: 1474209  
 Listing Link: <http://www.airbnb.com/rooms/1474209>  
 Listing Description: "Entire home/apt for \$220 CAD. The ~~Donatello~~ is a timeshare/hotel which is one of the top hotels in San Francisco. Availability can be very volatile. I try to keep the calenda..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:52 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1478914

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Eric' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Eric' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 7054805  
 Host Name: Eric  
 Host Link: <http://www.airbnb.com/users/show/7054805>  
 Host Home Location: Sacramento, California, United States  
 Listing ID: 1478914  
 Listing Link: <http://www.airbnb.com/rooms/1478914>  
 Listing Description: "Entire home/apt for \$250 CAD. Studio Suite located in prestigious Nob Hill area of San Francisco at Powell Place. Studio suite sleeps up to 2 people only. Full kitchen(2 burner ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:52 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1474209

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dana' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dana' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6346492  
 Host Name: Dana  
 Host Link: <http://www.airbnb.com/users/show/6346492>  
 Host Home Location: Los Angeles, California, United States  
 Listing ID: 1474209  
 Listing Link: <http://www.airbnb.com/rooms/1474209>  
 Listing Description: "Entire home/apt for \$220 CAD. The ~~Donatello~~ is a timeshare/hotel which is one of the top hotels in San Francisco. Availability can be very volatile. I try to keep the calenda..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
 shorttermrentals@sfgov.org

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:52 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1478914

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Eric' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Eric' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 7054805  
 Host Name: Eric  
 Host Link: <http://www.airbnb.com/users/show/7054805>  
**Host Home Location:** Sacramento, California, United States  
 Listing ID: 1478914  
 Listing Link: <http://www.airbnb.com/rooms/1478914>  
 Listing Description: "Entire home/apt for \$250 CAD. Studio Suite located in prestigious Nob Hill area of San Francisco at Powell Place. Studio suite sleeps up to 2 people only. Full kitchen(2 burner ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:53 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1483853

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dana' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dana' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6346492  
 Host Name: Dana  
 Host Link: <http://www.airbnb.com/users/show/6346492>  
 Host Home Location: Los Angeles, California, United States  
 Listing ID: 1483853  
 Listing Link: <http://www.airbnb.com/rooms/1483853>  
 Listing Description: "Entire home/apt for \$225 CAD. The ~~Donatello~~ is a timeshare/hotel which is one of the top hotels in San Francisco. Availability can be very volatile. I try to keep the calendar ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:53 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1490508

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jan' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jan' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 7970136  
 Host Name: Jan  
 Host Link: <http://www.airbnb.com/users/show/7970136>  
 Host Home Location: Oakland, California, United States  
 Listing ID: 1490508  
 Listing Link: <http://www.airbnb.com/rooms/1490508>  
 Listing Description: "Entire home/apt for \$126 CAD. Absolutely perfect location! Small, wonderful apartment across from Dolores Park, in the middle of Foodie Heaven!! 2 blocks from street car stop &i;..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:54 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1510980

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Eric' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Eric' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 7054805  
 Host Name: Eric  
 Host Link: <http://www.airbnb.com/users/show/7054805>  
 Host Home Location: Sacramento, California, United States  
 Listing ID: 1510980  
 Listing Link: <http://www.airbnb.com/rooms/1510980>  
 Listing Description: "Entire home/apt for \$288 CAD. A nicely appointed studio suite at The Donatello. 1 block from Union Square in the heart of San Francisco. Fully furnished suite king size bed, livi..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:53 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1483853

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dana' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dana' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6346492  
 Host Name: Dana  
 Host Link: <http://www.airbnb.com/users/show/6346492>  
 Host Home Location: Los Angeles, California, United States  
 Listing ID: 1483853  
 Listing Link: <http://www.airbnb.com/rooms/1483853>  
 Listing Description: "Entire home/apt for \$225 CAD. The ~~Donatello~~ is a timeshare/hotel which is one of the top hotels in San Francisco. Availability can be very volatile. I try to keep the calendar ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
 shorttermrentals@sfgov.org

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:53 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1490508

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jan' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jan' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 7970136  
 Host Name: Jan  
 Host Link: <http://www.airbnb.com/users/show/7970136>  
**Host Home Location:** Oakland, California, United States  
 Listing ID: 1490508  
 Listing Link: <http://www.airbnb.com/rooms/1490508>  
 Listing Description: "Entire home/apt for \$126 CAD. Absolutely perfect location! Small, wonderful apartment across from Dolores Park, in the middle of Foodie Heaven!! 2 blocks from street car stop &..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:54 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1510980

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Eric' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Eric' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 7054805  
 Host Name: Eric  
 Host Link: <http://www.airbnb.com/users/show/7054805>  
 Host Home Location: Sacramento, California, United States  
 Listing ID: 1510980  
 Listing Link: <http://www.airbnb.com/rooms/1510980>  
 Listing Description: "Entire home/apt for \$288 CAD. A nicely appointed studio suite at The Donatello. 1 block from Union Square in the heart of San Francisco. Fully furnished suite king size bed, livi..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
 shorttermrentals@sfgov.org

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:54 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1516545

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jordie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jordie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 3179232  
 Host Name: Jordie  
 Host Link: <http://www.airbnb.com/users/show/3179232>  
 Host Home Location: Oakland, California, United States  
 Listing ID: 1516545  
 Listing Link: <http://www.airbnb.com/rooms/1516545>  
 Listing Description: "Entire home/apt for \$816 CAD. This property was named as one of 'the best Airbnb rentals' in the US by Business Insider in Nov 2014. A rare opportunity to indulge in SF's sunni..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:54 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1530745

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Kathy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Kathy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 5577045  
 Host Name: Kathy  
 Host Link: <http://www.airbnb.com/users/show/5577045>  
 Host Home Location: Capitola, California, United States  
 Listing ID: 1530745  
 Listing Link: <http://www.airbnb.com/rooms/1530745>  
 Listing Description: "Entire home/apt for \$345 CAD. Clean, bright one-bedroom apt with private roof deck located in Lower Nob Hill/Chinatown. Centrally located with short walk to Union Square (10 mi..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:54 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1516545

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jordie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jordie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 3179232  
 Host Name: Jordie  
 Host Link: <http://www.airbnb.com/users/show/3179232>  
**Host Home Location:** Oakland, California, United States  
 Listing ID: 1516545  
 Listing Link: <http://www.airbnb.com/rooms/1516545>  
 Listing Description: "Entire home/apt for \$816 CAD. This property was named as one of &quot;the best Airbnb rentals&quot; in the US by Business Insider in Nov 2014. A rare opportunity to indulge in SFâ€™s sunni..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:54 PM  
**To:** trust@airbnb.com; support@airbnb.com; shorttermrentals@sfgov.org  
**Cc:** mayoredwinlee@sfgov.org; Breedstaff@sfgov.org  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1530745

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Kathy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Kathy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 5577045  
 Host Name: Kathy  
 Host Link: <http://www.airbnb.com/users/show/5577045>  
 Host Home Location: Capitola, California, United States  
 Listing ID: 1530745  
 Listing Link: <http://www.airbnb.com/rooms/1530745>  
 Listing Description: "Entire home/apt for \$345 CAD. Clean, bright one-bedroom apt with private roof deck located in Lower Nob Hill/Chinatown. Centrally located with short walk to Union Square (10 mi..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
 shorttermrentals@sfgov.org

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:56 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1629577

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Camilla' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Camilla' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 8660028  
 Host Name: Camilla  
 Host Link: <http://www.airbnb.com/users/show/8660028>  
 Host Home Location: Oakland, California, United States  
 Listing ID: 1629577  
 Listing Link: <http://www.airbnb.com/rooms/1629577>  
 Listing Description: "Entire home/apt for \$276 CAD. Please note: We have special discounted prices during the low and mid seasons! July - October: regular price, November - February: 40% (from monthl..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Saturday, April 25, 2015 7:56 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1660173

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Tom & Mike' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Tom & Mike' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 8797452  
 Host Name: Tom & Mike  
 Host Link: <http://www.airbnb.com/users/show/8797452>  
 Host Home Location: Jacksonville, Florida, United States  
 Listing ID: 1660173  
 Listing Link: <http://www.airbnb.com/rooms/1660173>  
 Listing Description: "Entire home/apt for \$220 CAD. Immerse yourself in SF culture by staying at this 1895 painted lady. This apartment is in the heart of the Mission and near the hottest restaurants..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 10:19 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1689096

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Mary' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Mary' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6617210  
 Host Name: Mary  
 Host Link: <http://www.airbnb.com/users/show/6617210>  
**Host Home Location:** Mountain View, California, United States  
 Listing ID: 1689096  
 Listing Link: <http://www.airbnb.com/rooms/1689096>  
 Listing Description: "Entire home/apt for \$471 CAD. Our AMAZING renovated seven-room, three-bedroom, 1.5 bath single family home in the Castro District in San Francisco is filled with original antiqu..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 10:19 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1717402

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dawn And Chris' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dawn And Chris' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 9 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1916903  
 Host Name: Dawn And Chris  
 Host Link: <http://www.airbnb.com/users/show/1916903>  
 Host Home Location: Twain Harte, California, United States  
 Listing ID: 1717402  
 Listing Link: <http://www.airbnb.com/rooms/1717402>  
 Listing Description: "Private room for \$187 CAD. Gorgeous remodeled three story home. Living room, fireplace, kitchen, and two large furnished balconies with spectacular views of the San Francisco..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 10:20 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1721200

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Etan' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Etan' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 3 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 230041  
 Host Name: Etan  
 Host Link: <http://www.airbnb.com/users/show/230041>  
 Host Home Location: New York, New York, United States  
 Listing ID: 1721200  
 Listing Link: <http://www.airbnb.com/rooms/1721200>  
 Listing Description: "Private room for \$3768 CAD. \*\*Listing currently for entire home\*\* Welcome to Noe Valley. Only a few blocks from the Castro and Mission, Noe Valley is the regal cousin to the..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Sunday, April 26, 2015 10:19 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

**Sent:** Sunday, April 26, 2015 10:19 AM

**To:** Guss Dolan

**Subject:** Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 10:20 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1722953

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Patrick' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Patrick' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 5008933  
 Host Name: Patrick  
 Host Link: <http://www.airbnb.com/users/show/5008933>  
 Host Home Location: Ann Arbor, Michigan, United States  
 Listing ID: 1722953  
 Listing Link: <http://www.airbnb.com/rooms/1722953>  
 Listing Description: "Private room for \$201 CAD. Beautiful flat located in one of San Francisco's most elegant & charming neighborhoods (Pacific Heights). This flat is just 1 block away from Fillm..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Sunday, April 26, 2015 10:20 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Sunday, April 26, 2015 10:21 AM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 10:21 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1728496

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Sabina' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Sabina' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 9 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 9108465  
 Host Name: Sabina  
 Host Link: <http://www.airbnb.com/users/show/9108465>  
**Host Home Location:** Philadelphia, Pennsylvania, United States  
 Listing ID: 1728496  
 Listing Link: <http://www.airbnb.com/rooms/1728496>  
 Listing Description: "Entire home/apt for \$220 CAD. Our apartment in Bernal Heights is a block from trendy Cortland Ave, and close public transportation. The private apartment with kitchen and bathro..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 10:22 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1751224

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dawn And Chris' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dawn And Chris' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1916903  
 Host Name: Dawn And Chris  
 Host Link: <http://www.airbnb.com/users/show/1916903>  
 Host Home Location: Twain Harte, California, United States  
 Listing ID: 1751224  
 Listing Link: <http://www.airbnb.com/rooms/1751224>  
 Listing Description: "Private room for \$200 CAD. PLEASE NOTE - WE ARE NOT ABLE TO HOST CHILDREN DUE TO THE SHARP MARBLE CORNERS, STEEP STAIRCASES, AND BUSINESS TRAVELERS IN THE HOME. WE DO APOLOGI..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Sunday, April 26, 2015 10:21 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

From: Airbnb Customer Experience <[support@airbnb.zendesk.com](mailto:support@airbnb.zendesk.com)>

Sent: Sunday, April 26, 2015 10:22 AM

To: Guss Dolan

Subject: Email Not Received.

Categories: AIRBNB

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at: <https://www.airbnb.com/support>. If you're unable to find what you're looking for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 10:22 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1827776

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Red A' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Red A' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 9286303  
 Host Name: Red A  
 Host Link: <http://www.airbnb.com/users/show/9286303>  
**Host Home Location:** Berkeley, California, United States  
 Listing ID: 1827776  
 Listing Link: <http://www.airbnb.com/rooms/1827776>  
 Listing Description: "Entire home/apt for \$311 CAD. Located on the ground floor of a uniquely beautiful San Francisco residence, this unit has old world charm plus all the modern conveniences in a pr..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 10:23 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1836971

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Todd' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Todd' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 2245180  
 Host Name: Todd  
 Host Link: <http://www.airbnb.com/users/show/2245180>  
 Host Home Location: paris  
 Listing ID: 1836971  
 Listing Link: <http://www.airbnb.com/rooms/1836971>  
 Listing Description: "Entire home/apt for \$1005 CAD. This home is peaceful, quiet and sweet! A wonderful indoor/outdoor living space. The flowered terrace garden has an outdoor shower, kitchen and ev..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Sunday, April 26, 2015 10:22 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Sunday, April 26, 2015 10:23 AM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 10:23 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1841678

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Sandeep' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Sandeep' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 8474261  
 Host Name: Sandeep  
 Host Link: <http://www.airbnb.com/users/show/8474261>  
 Host Home Location: South Lake Tahoe, California, United States  
 Listing ID: 1841678  
 Listing Link: <http://www.airbnb.com/rooms/1841678>  
 Listing Description: "Entire home/apt for \$250 CAD. New Spacious Studio, Great Location, Washer, Dishwasher. I need someone who is quiet, respectful, will take care of my things, and wants a super c..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Sunday, April 26, 2015 10:23 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:03 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1845152

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Joe' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Joe' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 3324300  
 Host Name: Joe  
 Host Link: <http://www.airbnb.com/users/show/3324300>  
**Host Home Location:** Clearlake Oaks, California, United States  
 Listing ID: 1845152  
 Listing Link: <http://www.airbnb.com/rooms/1845152>  
 Listing Description: "Entire home/apt for \$245 CAD. The three bedroom one bath home was built in 1927 on Twin Peaks around a picture window with a spectacular view of down-town San Francisco and the ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Sunday, April 26, 2015 11:03 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:03 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1861025

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Caitlin' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Caitlin' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 5928479  
 Host Name: Caitlin  
 Host Link: <http://www.airbnb.com/users/show/5928479>  
**Host Home Location:** St. Louis, Missouri, United States  
 Listing ID: 1861025  
 Listing Link: <http://www.airbnb.com/rooms/1861025>  
 Listing Description: "Private room for \$231 CAD. Enjoy a spacious 2 bedroom and 2 full bath apartment. Beautiful views of the bay from the living room best enjoyed while relaxing on the couch. Jus..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:03 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1896736

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dan' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dan' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 8 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 9619661  
 Host Name: Dan  
 Host Link: <http://www.airbnb.com/users/show/9619661>  
**Host Home Location:** San Mateo, California, United States  
 Listing ID: 1896736  
 Listing Link: <http://www.airbnb.com/rooms/1896736>  
 Listing Description: "Entire home/apt for \$192 CAD. Our property is really great! Check it out! Our property is really great! Check it out! Look at this cute cat. This is a great space. (website..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:04 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1910127

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'June' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'June' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 9911613  
 Host Name: June  
 Host Link: <http://www.airbnb.com/users/show/9911613>  
 Host Home Location: Wayne, New Jersey, United States  
 Listing ID: 1910127  
 Listing Link: <http://www.airbnb.com/rooms/1910127>  
 Listing Description: "Entire home/apt for \$816 CAD. 4BD,3baths including a master suite. An executive office with a half bath in one side, a gourmet kitchen with breakfast area in the other side. Ne..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** response@airbnb.com  
**Sent:** Sunday, April 26, 2015 11:03 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

**Sent:** Sunday, April 26, 2015 11:04 AM

**To:** Guss Dolan

**Subject:** Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:04 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1926261

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Audrey' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Audrey' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 7272201  
 Host Name: Audrey  
 Host Link: <http://www.airbnb.com/users/show/7272201>  
**Host Home Location:** Mountain View, California, United States  
 Listing ID: 1926261  
 Listing Link: <http://www.airbnb.com/rooms/1926261>  
 Listing Description: "Entire home/apt for \$211 CAD. Perfect for the busy professional or an on-the-go traveler, my new modern studio will be all yours to offer you comfort and convenience in San Fran..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:05 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1954963

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Marijke' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Marijke' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6411847  
 Host Name: Marijke  
 Host Link: <http://www.airbnb.com/users/show/6411847>  
 Host Home Location: Carmel, California, United States  
 Listing ID: 1954963  
 Listing Link: <http://www.airbnb.com/rooms/1954963>  
 Listing Description: "Entire home/apt for \$188 CAD. Clean cozy studio in beautiful Victorian in NOPA. Safe,secure and quiet. Great location. Walk to Golden Gate Park, Haight Ashbury, stores,restaura..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
 shorttermrentals@sfgov.org

**From:** response@airbnb.com  
**Sent:** Sunday, April 26, 2015 11:04 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Sunday, April 26, 2015 11:04 AM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Sunday, April 26, 2015 11:05 AM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:05 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 1998903

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Terry & J P' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Terry & J P' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 6 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 7464103  
 Host Name: Terry & J P  
 Host Link: <http://www.airbnb.com/users/show/7464103>  
**Host Home Location:** Palo Alto, California, United States  
 Listing ID: 1998903  
 Listing Link: <http://www.airbnb.com/rooms/1998903>  
 Listing Description: "Private room for \$195 CAD. For ONE FEMALE room-mate. MONTHLY Comfortable master bedroom with attached bathroom in a modern luxury apt with elevator and shared roof d..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:06 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2066449

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'George' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'George' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 4375203  
 Host Name: George  
 Host Link: <http://www.airbnb.com/users/show/4375203>  
**Host Home Location:** New York, New York, United States  
 Listing ID: 2066449  
 Listing Link: <http://www.airbnb.com/rooms/2066449>  
 Listing Description: "Entire home/apt for \$13 CAD. Our 1BR is located in Hayes Valley, which is central, close to shopping & Alamo Square Park. There is a dining room and living room that can be us..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Sunday, April 26, 2015 11:05 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Sunday, April 26, 2015 11:06 AM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:06 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2075379

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Leslie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Leslie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 10607159  
 Host Name: Leslie  
 Host Link: <http://www.airbnb.com/users/show/10607159>  
**Host Home Location:** Mill Valley, California, United States  
 Listing ID: 2075379  
 Listing Link: <http://www.airbnb.com/rooms/2075379>  
 Listing Description: "Entire home/apt for \$314 CAD. This beautifully furnished 1908 Edwardian Flat includes all utilities, cable/wifi, bi-monthly housekeeping, gourmet kitchen and a lovely terraced g..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:07 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2084031

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Trevor' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Trevor' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 7079746  
 Host Name: Trevor  
 Host Link: <http://www.airbnb.com/users/show/7079746>  
 Host Home Location: Eugene, Oregon, United States  
 Listing ID: 2084031  
 Listing Link: <http://www.airbnb.com/rooms/2084031>  
 Listing Description: "Entire home/apt for \$214 CAD. Our classic San Francisco apt has everything you need to enjoy a wonderful vacation in SF. Bedroom and additional queen size blow up mattress in li..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Sunday, April 26, 2015 11:06 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

**Sent:** Sunday, April 26, 2015 11:07 AM

**To:** Guss Dolan

**Subject:** Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:07 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2084256

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Andri' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Andri' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 528555  
 Host Name: Andri  
 Host Link: <http://www.airbnb.com/users/show/528555>  
 Host Home Location: Palo Alto, California, United States  
 Listing ID: 2084256  
 Listing Link: <http://www.airbnb.com/rooms/2084256>  
 Listing Description: "Entire home/apt for \$237 CAD. A great one bedroom in Nob Hill/Russian Hill, only a block from Polk street restaurants, cafe&#x27;s and shops. Walking distance to downtown. Fully equi..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:08 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2088800

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Wendy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Wendy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 7858294  
 Host Name: Wendy  
 Host Link: <http://www.airbnb.com/users/show/7858294>  
 Host Home Location: Oakland, California, United States  
 Listing ID: 2088800  
 Listing Link: <http://www.airbnb.com/rooms/2088800>  
 Listing Description: "Entire home/apt for \$314 CAD. Large 3 bedrooms 2 bath at the Corner of Cabrillo /27th Avenue with access to 3 bus lines to downtown, Grocery store 3 blocks away, one block fro..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Sunday, April 26, 2015 11:07 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:08 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2108200

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Yelena' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Yelena' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 2 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 3209334  
 Host Name: Yelena  
 Host Link: <http://www.airbnb.com/users/show/3209334>  
 Host Home Location: New York, New York, United States  
 Listing ID: 2108200  
 Listing Link: <http://www.airbnb.com/rooms/2108200>  
 Listing Description: "Entire home/apt for \$201 CAD. Bright and sunny 1 bedroom apartment in a super central location in SF, between the Mission, Castro, Hayes Valley, and Lower Haight. Great kitchen,..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:09 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2155689

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Eve' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Eve' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1732387  
 Host Name: Eve  
 Host Link: <http://www.airbnb.com/users/show/1732387>  
**Host Home Location:** Charlottesville, Virginia, United States  
 Listing ID: 2155689  
 Listing Link: <http://www.airbnb.com/rooms/2155689>  
 Listing Description: "Entire home/apt for \$176 CAD. Comfortable one bedroom apartment in the heart of Noe Valley, a vibrant and safe neighborhood! Huge backyard, large kitchen, and just 1.5 blocks f..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:09 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2182851

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jason' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jason' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 10135  
 Host Name: Jason  
 Host Link: <http://www.airbnb.com/users/show/10135>  
 Host Home Location: New York, New York, United States  
 Listing ID: 2182851  
 Listing Link: <http://www.airbnb.com/rooms/2182851>  
 Listing Description: "Private room for \$119 CAD. Large private bedroom in a typical SF Victorian house. The bedroom is one in a four BR house, located in the Mission, one of San Francisco's most d..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:10 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2188919

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jason' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jason' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 10135  
 Host Name: Jason  
 Host Link: <http://www.airbnb.com/users/show/10135>  
 Host Home Location: New York, New York, United States  
 Listing ID: 2188919  
 Listing Link: <http://www.airbnb.com/rooms/2188919>  
 Listing Description: "Private room for \$116 CAD. Large private bedroom in a typical SF Victorian house. The bedroom is one in a four BR house, located in the Mission, one of San Francisco's most d..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:10 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2188976

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jason' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jason' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 10135  
 Host Name: Jason  
 Host Link: <http://www.airbnb.com/users/show/10135>  
 Host Home Location: New York, New York, United States  
 Listing ID: 2188976  
 Listing Link: <http://www.airbnb.com/rooms/2188976>  
 Listing Description: "Private room for \$117 CAD. Large private bedroom in a typical SF Victorian house. The bedroom is one in a four BR house, located in the Mission, one of San Francisco's most d..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:10 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2193638

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jason' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jason' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 10135  
 Host Name: Jason  
 Host Link: <http://www.airbnb.com/users/show/10135>  
 Host Home Location: New York, New York, United States  
 Listing ID: 2193638  
 Listing Link: <http://www.airbnb.com/rooms/2193638>  
 Listing Description: "Private room for \$232 CAD. 2 private adjoining bedrooms separated by a connecting door with lock. Rooms are in a typical 4BR SF Victorian house located in the Mission, one o..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:11 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 2198399

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jason' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jason' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 10135  
Host Name: Jason  
Host Link: <http://www.airbnb.com/users/show/10135>  
**Host Home Location:** New York, New York, United States  
Listing ID: 2198399  
Listing Link: <http://www.airbnb.com/rooms/2198399>  
Listing Description: "Private room for \$114 CAD. Large private bedroom in a typical San Francisco Victorian house. The bedroom is in a four BR house, located in the Mission, one of SF's most desir..."  
Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:11 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2219598

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Nadav' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Nadav' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 2965679  
 Host Name: Nadav  
 Host Link: <http://www.airbnb.com/users/show/2965679>  
**Host Home Location:** Mill Valley, California, United States  
 Listing ID: 2219598  
 Listing Link: <http://www.airbnb.com/rooms/2219598>  
 Listing Description: "Private room for \$82 CAD. Located right next to the Golden Gate Park, the apartment is in a quiet and safe neighborhood, close to many public transportation lines, which get..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:12 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2236226

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'David' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'David' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 11417078  
 Host Name: David  
 Host Link: <http://www.airbnb.com/users/show/11417078>  
 Host Home Location: London, England, United Kingdom  
 Listing ID: 2236226  
 Listing Link: <http://www.airbnb.com/rooms/2236226>  
 Listing Description: "Entire home/apt for \$256 CAD. Bright and comfortable one-bedroom apartment, in fantastic Telegraph Hill/North Beach location. Sleeps up to seven people, with bedroom, kitchen, d..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:12 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2244652

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'David' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'David' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 11417078  
 Host Name: David  
 Host Link: <http://www.airbnb.com/users/show/11417078>  
**Host Home Location:** London, England, United Kingdom  
 Listing ID: 2244652  
 Listing Link: <http://www.airbnb.com/rooms/2244652>  
 Listing Description: "Entire home/apt for \$156 CAD. A cozy studio apartment, in a fantastic North Beach/Telegraph Hill location. Sleeps up to four people, with kitchenette, bathroom, and wifi Interne..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:13 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2266597

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Lisa' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Lisa' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 5522456  
 Host Name: Lisa  
 Host Link: <http://www.airbnb.com/users/show/5522456>  
**Host Home Location:** Los Angeles, California, United States  
 Listing ID: 2266597  
 Listing Link: <http://www.airbnb.com/rooms/2266597>  
 Listing Description: "Entire home/apt for \$440 CAD. Gorgeous 2 bdrm/ 2 bath condo in SoMa on the 17th floor of luxury building. Floor to ceiling windows, balcony, and breathtaking views of the city a..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:14 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2294356

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Rey' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Rey' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 3 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 602654  
 Host Name: Rey  
 Host Link: <http://www.airbnb.com/users/show/602654>  
 Host Home Location: Delta, Utah, United States  
 Listing ID: 2294356  
 Listing Link: <http://www.airbnb.com/rooms/2294356>  
 Listing Description: "Entire home/apt for \$142 CAD. IF STAYING ON A FRIDAY OR SATURDAY, THERE IS A 2 NIGHT MINIMUM UNLESS BOOKING IS WITHIN 48 HOURS OF CHECK-IN. One Bedroom Hotel: Queen in master, ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:14 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2343901

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Laurie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Laurie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 11969606  
 Host Name: Laurie  
 Host Link: <http://www.airbnb.com/users/show/11969606>  
 Host Home Location: Mendham, New Jersey, United States  
 Listing ID: 2343901  
 Listing Link: <http://www.airbnb.com/rooms/2343901>  
 Listing Description: "Entire home/apt for \$440 CAD. Spacious home in the Inner Sunset with remodeled gourmet kitchen and Master bath. Great location off Irving Street with wonderful restaurants and ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:14 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2381384

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Lilian' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Lilian' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1135602  
 Host Name: Lilian  
 Host Link: <http://www.airbnb.com/users/show/1135602>  
 Host Home Location: Campbell, California, United States  
 Listing ID: 2381384  
 Listing Link: <http://www.airbnb.com/rooms/2381384>  
 Listing Description: "Private room for \$226 CAD. Just three miles from the Golden Gate Bridge, this home is walking distance to Crissy Field and a diversity of bars and restaurants on lively Polk ..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:15 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2453999

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Tatyana' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Tatyana' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1988650  
 Host Name: Tatyana  
 Host Link: <http://www.airbnb.com/users/show/1988650>  
**Host Home Location:** Mill Valley, California, United States  
 Listing ID: 2453999  
 Listing Link: <http://www.airbnb.com/rooms/2453999>  
 Listing Description: "Entire home/apt for \$226 CAD. THE SPACE This delightful studio in historic Victorian building nestled in the heart of Haight Ashbury. You are within minutes from the coffee sho..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:15 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 2454390

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Albert' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Albert' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 573143  
Host Name: Albert  
Host Link: <http://www.airbnb.com/users/show/573143>  
**Host Home Location:** Menlo Park, California, United States  
Listing ID: 2454390  
Listing Link: <http://www.airbnb.com/rooms/2454390>  
Listing Description: "Private room for \$126 CAD. 1 bedroom available in a spacious 4 bedroom flat on 21st and Harrison. It technically has 6 bedrooms but two are pretty small so we use them as clo..."  
Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:15 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2455313

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jaysa' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jaysa' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 12556651  
 Host Name: Jaysa  
 Host Link: <http://www.airbnb.com/users/show/12556651>  
**Host Home Location:** Boston, Massachusetts, United States  
 Listing ID: 2455313  
 Listing Link: <http://www.airbnb.com/rooms/2455313>  
 Listing Description: "Entire home/apt for \$371 CAD. Gorgeous house on quiet street off Cortland. A short walk to shops/restaurants, Holly Park, the top of Bernal Hill and vibrant Mission Street! A br..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:16 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2467942

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Red A' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Red A' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 9286303  
 Host Name: Red A  
 Host Link: <http://www.airbnb.com/users/show/9286303>  
 Host Home Location: Berkeley, California, United States  
 Listing ID: 2467942  
 Listing Link: <http://www.airbnb.com/rooms/2467942>  
 Listing Description: "Entire home/apt for \$644 CAD. This 2 story, 2 unit building with private street entrance was built 3 years ago and has been featured in countless magazines, television shows, co..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:16 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2499257

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Kristi' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Kristi' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 12791805  
 Host Name: Kristi  
 Host Link: <http://www.airbnb.com/users/show/12791805>  
 Host Home Location: Fairway, Kansas, United States  
 Listing ID: 2499257  
 Listing Link: <http://www.airbnb.com/rooms/2499257>  
 Listing Description: "Entire home/apt for \$1382 CAD. Be the guest of a Bay Area designer. Post-Haste is our family's city space, shared occasionally with friends and clients. A two-story penthouse in ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:17 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2502488

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Nancy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Nancy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 8049342  
 Host Name: Nancy  
 Host Link: <http://www.airbnb.com/users/show/8049342>  
**Host Home Location:** Oakland, California, United States  
 Listing ID: 2502488  
 Listing Link: <http://www.airbnb.com/rooms/2502488>  
 Listing Description: "Private room for \$98 CAD. Private bedroom downstairs in 6-bedroom house. Comfy, full-size bed, shared bath, kitchen. My Cantonese grandmother and little sister live here, so..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:17 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 2602213

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Nancy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Nancy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 8049342  
Host Name: Nancy  
Host Link: <http://www.airbnb.com/users/show/8049342>  
**Host Home Location:** Oakland, California, United States  
Listing ID: 2602213  
Listing Link: <http://www.airbnb.com/rooms/2602213>  
Listing Description: "Private room for \$80 CAD. Private bedroom downstairs in 6-bedroom house. Comfy, full-size bed, shared bath, kitchen. My Cantonese grandmother and little sister live here, so..."  
Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 11:18 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2611820

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Red' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Red' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 101521  
 Host Name: Red  
 Host Link: <http://www.airbnb.com/users/show/101521>  
 Host Home Location: Chicago, Illinois, United States  
 Listing ID: 2611820  
 Listing Link: <http://www.airbnb.com/rooms/2611820>  
 Listing Description: "Entire home/apt for \$225 CAD. Perfect sundrenched one bedroom with easy access to Muni, bus lines and the freeways. Located between Mission and Valencia at 19th Street, there ar..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:32 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2754308

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Darryl' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Darryl' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 14059180  
 Host Name: Darryl  
 Host Link: <http://www.airbnb.com/users/show/14059180>  
**Host Home Location:** Napa, California, United States  
 Listing ID: 2754308  
 Listing Link: <http://www.airbnb.com/rooms/2754308>  
 Listing Description: "Entire home/apt for \$245 CAD. Modern 1 bedroom condo in the heart of South Beach, just steps from the waterfront and AT&T Park. Luxury amenities include pool, hot tub, sauna & ..."
   
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:33 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2801519

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jesse' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jesse' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 9296727  
 Host Name: Jesse  
 Host Link: <http://www.airbnb.com/users/show/9296727>  
 Host Home Location: Vancouver, British Columbia, Canada  
 Listing ID: 2801519  
 Listing Link: <http://www.airbnb.com/rooms/2801519>  
 Listing Description: "Entire home/apt for \$220 CAD. Downtown San Francisco is all yours from this exciting urban location. WorldMark San Francisco occupies a historic building dating from 1908 on the..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Sunday, April 26, 2015 1:32 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Sunday, April 26, 2015 1:33 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:33 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2863488

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Josh' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Josh' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 13587736  
 Host Name: Josh  
 Host Link: <http://www.airbnb.com/users/show/13587736>  
 Host Home Location: Palo Alto, California, United States  
 Listing ID: 2863488  
 Listing Link: <http://www.airbnb.com/rooms/2863488>  
 Listing Description: "Private room for \$111 CAD. - Huge room, big windows, Tempurpedic queen bed - Perfect SF location with bars, restaurants, and shops steps away and other fun neighborhoods shor..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Sunday, April 26, 2015 1:34 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:36 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2926901

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dana' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dana' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6346492  
 Host Name: Dana  
 Host Link: <http://www.airbnb.com/users/show/6346492>  
**Host Home Location:** Los Angeles, California, United States  
 Listing ID: 2926901  
 Listing Link: <http://www.airbnb.com/rooms/2926901>  
 Listing Description: "Entire home/apt for \$225 CAD. The ~~Donatello~~ is a timeshare/hotel which is one of the top hotels in San Francisco. Availability can be very volatile. I try to keep the calendar..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:37 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2933899

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dana' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dana' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6346492  
 Host Name: Dana  
 Host Link: <http://www.airbnb.com/users/show/6346492>  
 Host Home Location: Los Angeles, California, United States  
 Listing ID: 2933899  
 Listing Link: <http://www.airbnb.com/rooms/2933899>  
 Listing Description: "Entire home/apt for \$226 CAD. The ~~Donatello~~ is a timeshare/hotel which is one of the top hotels in San Francisco. Availability can be very volatile. I try to keep the calenda..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** response@airbnb.com  
**Sent:** Sunday, April 26, 2015 1:36 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

From: Airbnb Customer Experience <[support@airbnb.zendesk.com](mailto:support@airbnb.zendesk.com)>

Sent: Sunday, April 26, 2015 1:37 PM

To: Guss Dolan

Subject: Email Not Received.

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at: <https://www.airbnb.com/support>. If you're unable to find what you're looking for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:37 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2937902

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dana' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dana' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6346492  
 Host Name: Dana  
 Host Link: <http://www.airbnb.com/users/show/6346492>  
**Host Home Location:** Los Angeles, California, United States  
 Listing ID: 2937902  
 Listing Link: <http://www.airbnb.com/rooms/2937902>  
 Listing Description: "Entire home/apt for \$226 CAD. The ~~Donatello~~ is a timeshare/hotel which is one of the top hotels in San Francisco. Availability can be very volatile. I try to keep the calenda..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:38 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 2979458

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Tony' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Tony' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1230397  
 Host Name: Tony  
 Host Link: <http://www.airbnb.com/users/show/1230397>  
 Host Home Location: Oakland, CA, USA  
 Listing ID: 2979458  
 Listing Link: <http://www.airbnb.com/rooms/2979458>  
 Listing Description: "Private room for \$276 CAD. Come stretch in the street! Vvvbbbn"  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** response@airbnb.com  
**Sent:** Sunday, April 26, 2015 1:37 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience  
 Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with

you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.  
For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Sunday, April 26, 2015 1:38 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.  
For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:38 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3039454

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Michael' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Michael' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 8 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 5650414  
 Host Name: Michael  
 Host Link: <http://www.airbnb.com/users/show/5650414>  
 Host Home Location: Ann Arbor, Michigan, United States  
 Listing ID: 3039454  
 Listing Link: <http://www.airbnb.com/rooms/3039454>  
 Listing Description: "Private room for \$176 CAD. Beautiful modern Victorian home located on the highly desirable tree-lined Henry Street in Duboce Triangle, one of the City's most sought after and..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:38 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3040312

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Nancy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Nancy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 8049342  
 Host Name: Nancy  
 Host Link: <http://www.airbnb.com/users/show/8049342>  
**Host Home Location:** Oakland, California, United States  
 Listing ID: 3040312  
 Listing Link: <http://www.airbnb.com/rooms/3040312>  
 Listing Description: "Private room for \$90 CAD. Private bedroom downstairs in 6-bedroom house. Comfy, queen-size bed, shared bath, kitchen. My Cantonese grandmother and little sister live here, s..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:39 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3042127

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jaysa' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jaysa' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 12556651  
 Host Name: Jaysa  
 Host Link: <http://www.airbnb.com/users/show/12556651>  
**Host Home Location:** Boston, Massachusetts, United States  
 Listing ID: 3042127  
 Listing Link: <http://www.airbnb.com/rooms/3042127>  
 Listing Description: "Entire home/apt for \$358 CAD. Gorgeous house on quiet street off Cortland. A short walk to shops/restaurants, Holly Park, the top of Bernal Hill and vibrant Mission Street! A br..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Sunday, April 26, 2015 1:38 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

From: Airbnb Customer Experience <[support@airbnb.zendesk.com](mailto:support@airbnb.zendesk.com)>

Sent: Sunday, April 26, 2015 1:39 PM

To: Guss Dolan

Subject: Email Not Received.

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at: <https://www.airbnb.com/support>. If you're unable to find what you're looking for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Sunday, April 26, 2015 1:39 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:39 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3153511

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Christian' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Christian' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1381099  
 Host Name: Christian  
 Host Link: <http://www.airbnb.com/users/show/1381099>  
**Host Home Location:** Oakland, California, United States  
 Listing ID: 3153511  
 Listing Link: <http://www.airbnb.com/rooms/3153511>  
 Listing Description: "Private room for \$126 CAD. Enjoy our sun filled suite in the heart of San Francisco. It makes for a true city experience with all the comfort and romantic vibes. Easy access ..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:40 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3173609

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Gabriel' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Gabriel' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 16093597  
 Host Name: Gabriel  
 Host Link: <http://www.airbnb.com/users/show/16093597>  
 Host Home Location: Boca Raton, Florida, United States  
 Listing ID: 3173609  
 Listing Link: <http://www.airbnb.com/rooms/3173609>  
 Listing Description: "Entire home/apt for \$188 CAD. 1BR + 1Bath apartment less than a block from Polk St on Clay St in San Francisco. Basic amenities include full kitchen/bath, king size bed, high-sp..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Sunday, April 26, 2015 1:39 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

**Sent:** Sunday, April 26, 2015 1:40 PM

**To:** Guss Dolan

**Subject:** Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:40 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3175769

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jeff' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jeff' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 16103943  
 Host Name: Jeff  
 Host Link: <http://www.airbnb.com/users/show/16103943>  
**Host Home Location:** Mill Valley, California, United States  
 Listing ID: 3175769  
 Listing Link: <http://www.airbnb.com/rooms/3175769>  
 Listing Description: "Entire home/apt for \$628 CAD. Wake up every morning to beautiful views of the Palace of Fine Arts and San Francisco Bay! Nestled in a quiet neighborhood in Cow Hollow, but walki..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:41 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3192957

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Alexandra' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Alexandra' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 9 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 636875  
 Host Name: Alexandra  
 Host Link: <http://www.airbnb.com/users/show/636875>  
 Host Home Location: Mill Valley, California, United States  
 Listing ID: 3192957  
 Listing Link: <http://www.airbnb.com/rooms/3192957>  
 Listing Description: "Entire home/apt for \$170 CAD. A quiet retreat in the middle of the city: Our spacious 1-bedroom apartment comes with gourmet kitchen, views, lots of light, on-site laundry and s..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:41 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3209423

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dawn And Chris' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dawn And Chris' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1916903  
 Host Name: Dawn And Chris  
 Host Link: <http://www.airbnb.com/users/show/1916903>  
 Host Home Location: Twain Harte, California, United States  
 Listing ID: 3209423  
 Listing Link: <http://www.airbnb.com/rooms/3209423>  
 Listing Description: "Private room for \$162 CAD. Gorgeous remodeled three story home with spectacular views of the San Francisco Bay. The Cave is located on a private level carved off of the side ..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Sunday, April 26, 2015 1:40 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Sunday, April 26, 2015 1:41 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:41 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3317591

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Nick' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Nick' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 7581411  
 Host Name: Nick  
 Host Link: <http://www.airbnb.com/users/show/7581411>  
**Host Home Location:** Berkeley, California, United States  
 Listing ID: 3317591  
 Listing Link: <http://www.airbnb.com/rooms/3317591>  
 Listing Description: "Private room for \$157 CAD. Stay in a modern private room in 6BR Flat in a Victorian House. Meet awesome musicians, artists, and a cool French girl! Located in the center of..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:42 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3332556

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Akram' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Akram' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 4161807  
 Host Name: Akram  
 Host Link: <http://www.airbnb.com/users/show/4161807>  
 Host Home Location: Menlo Park, California, United States  
 Listing ID: 3332556  
 Listing Link: <http://www.airbnb.com/rooms/3332556>  
 Listing Description: "Private room for \$289 CAD."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** response@airbnb.com  
**Sent:** Sunday, April 26, 2015 1:41 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience  
 Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with

you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.  
For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Sunday, April 26, 2015 1:41 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.  
For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Sunday, April 26, 2015 1:42 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

#### Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:42 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3360304

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Marc & ...' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Marc & ...' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 3054387  
 Host Name: Marc & ...  
 Host Link: <http://www.airbnb.com/users/show/3054387>  
**Host Home Location:** Palo Alto, California, United States  
 Listing ID: 3360304  
 Listing Link: <http://www.airbnb.com/rooms/3360304>  
 Listing Description: "Entire home/apt for \$352 CAD. Two blocks from the bay bridge near the waters edge on the Embarcadero. Our lovely Luxury Complex Apartment has floor to ceiling windows in both ro..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:42 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3399253

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Brandon' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Brandon' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 6 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1457994  
 Host Name: Brandon  
 Host Link: <http://www.airbnb.com/users/show/1457994>  
**Host Home Location:** San Diego, California, United States  
 Listing ID: 3399253  
 Listing Link: <http://www.airbnb.com/rooms/3399253>  
 Listing Description: "Entire home/apt for \$182 CAD. Walking distance to all things great! This charming studio in the heart of downtown San Francisco give the has the old city feel with modern amenit..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:43 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3404748

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Katherine' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Katherine' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 17170828  
 Host Name: Katherine  
 Host Link: <http://www.airbnb.com/users/show/17170828>  
 Host Home Location: PH  
 Listing ID: 3404748  
 Listing Link: <http://www.airbnb.com/rooms/3404748>  
 Listing Description: "Entire home/apt for \$176 CAD. Cozy, comfortable studio in Western Addition. Comfortably fits 2 and is located a few blocks from Alamo Square and Civic Center. Near popular sites..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Sunday, April 26, 2015 1:42 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Sunday, April 26, 2015 1:42 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Sunday, April 26, 2015 1:43 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:43 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3410214

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Alicia' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Alicia' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 713631  
 Host Name: Alicia  
 Host Link: <http://www.airbnb.com/users/show/713631>  
**Host Home Location:** Boulder, Colorado, United States  
 Listing ID: 3410214  
 Listing Link: <http://www.airbnb.com/rooms/3410214>  
 Listing Description: "Entire home/apt for \$440 CAD. Our spacious two bedroom apartment rests in the heart of the Castro, within a block of MUNI. The bedrooms have bay windows and face a sunny, tree-l..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:43 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 3415876

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Aaron' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Aaron' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 8 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 3085126  
Host Name: Aaron  
Host Link: <http://www.airbnb.com/users/show/3085126>  
**Host Home Location:** Palo Alto, California, United States  
Listing ID: 3415876  
Listing Link: <http://www.airbnb.com/rooms/3415876>  
Listing Description: "Entire home/apt for \$153 CAD. My private top floor studio is located in the center of Mission near 18th and Valencia on a cute side street with no traffic. The studio has great..."  
Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:44 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3440501

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Sumeet' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Sumeet' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 8 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 17338743  
 Host Name: Sumeet  
 Host Link: <http://www.airbnb.com/users/show/17338743>  
**Host Home Location:** San Francisco, Zulia, Venezuela  
 Listing ID: 3440501  
 Listing Link: <http://www.airbnb.com/rooms/3440501>  
 Listing Description: "Entire home/apt for \$251 CAD. Beautiful east-facing (for beautiful sunrises) mission 1BR apartment with ornate stained glass, lovely Asian art and a working gas fireplace. Locat..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:44 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3459012

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Alon' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Alon' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 16013287  
 Host Name: Alon  
 Host Link: <http://www.airbnb.com/users/show/16013287>  
**Host Home Location:** Cape Town, Western Cape, South Africa  
 Listing ID: 3459012  
 Listing Link: <http://www.airbnb.com/rooms/3459012>  
 Listing Description: "Shared room for \$113 CAD. Shared room in Mission. Will share a room with one other. Cozy living room, full kitchen, 1.5 bathrooms, patio and laundry facilities."  
 Share Type: Shared room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:45 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3477850

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Andrew' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Andrew' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 4408461  
 Host Name: Andrew  
 Host Link: <http://www.airbnb.com/users/show/4408461>  
**Host Home Location:** Santa Monica, California, United States  
 Listing ID: 3477850  
 Listing Link: <http://www.airbnb.com/rooms/3477850>  
 Listing Description: "Entire home/apt for \$211 CAD. This charming sunny studio apt is located in the heart of the city. 3 blocks away from the shops/restaurants and bars of the 'french' neighborhood ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:45 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3489100

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Erica' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Erica' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 4641823  
 Host Name: Erica  
 Host Link: <http://www.airbnb.com/users/show/4641823>  
 Host Home Location: Austin, Texas, United States  
 Listing ID: 3489100  
 Listing Link: <http://www.airbnb.com/rooms/3489100>  
 Listing Description: "Entire home/apt for \$2008 CAD. 4BR/3BA San Francisco Home in Pacific Heights With Hot Tub!The fast paced San Francisco life slows down a bit when you relax at our beautiful 4 bed..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:45 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3571291

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Sumeet' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Sumeet' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 17338743  
 Host Name: Sumeet  
 Host Link: <http://www.airbnb.com/users/show/17338743>  
**Host Home Location:** San Francisco, Zulia, Venezuela  
 Listing ID: 3571291  
 Listing Link: <http://www.airbnb.com/rooms/3571291>  
 Listing Description: "Private room for \$126 CAD. Beautiful east-facing (for incredible sunrises) mission 1BR apartment with ornate stained glass, lovely Asian art and a working gas fireplace. Loca..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:46 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3695050

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Nayoung' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Nayoung' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 16424714  
 Host Name: Nayoung  
 Host Link: <http://www.airbnb.com/users/show/16424714>  
 Host Home Location: Hong Kong  
 Listing ID: 3695050  
 Listing Link: <http://www.airbnb.com/rooms/3695050>  
 Listing Description: "Entire home/apt for \$273 CAD. Charming Victorian in Pacific Heights. ~800 sq ft with 1.5 bed room on a 3rd floor of a walk-up. It comfortably fits 2 and there is a spare full-s..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:46 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3722510

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Anup' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Anup' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 4176136  
 Host Name: Anup  
 Host Link: <http://www.airbnb.com/users/show/4176136>  
 Host Home Location: San Jose, California, United States  
 Listing ID: 3722510  
 Listing Link: <http://www.airbnb.com/rooms/3722510>  
 Listing Description: "Entire home/apt for \$138 CAD. Cozy studio with one queen bed. - Walking distance to (email hidden)leep 2 comfortably. - Full functional kitchen. - TV/Cable and Wifi access. L..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Sunday, April 26, 2015 1:47 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3750361

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Eiman' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Eiman' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 186885  
 Host Name: Eiman  
 Host Link: <http://www.airbnb.com/users/show/186885>  
 Host Home Location: San Jose, California, United States  
 Listing ID: 3750361  
 Listing Link: <http://www.airbnb.com/rooms/3750361>  
 Listing Description: "Entire home/apt for \$440 CAD. Enjoy AMAZING views of Fleet Week (Blue Angels Air Show and Fireworks on Sat) this weekend from our living room or our rooftop deck! Our house is ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:10 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3757614

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jules' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jules' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 3537234  
 Host Name: Jules  
 Host Link: <http://www.airbnb.com/users/show/3537234>  
 Host Home Location: Paris, Île-de-France, France  
 Listing ID: 3757614  
 Listing Link: <http://www.airbnb.com/rooms/3757614>  
 Listing Description: "Private room for \$88 CAD. Large private room with comfy queen size bed. Windows + private bathroom. In cosy apartment with 2 other rooms + 1 other bathroom. Kitchen + Inte..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:10 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3769110

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Steve' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Steve' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 19854  
 Host Name: Steve  
 Host Link: <http://www.airbnb.com/users/show/19854>  
 Host Home Location: Berkeley, California, United States  
 Listing ID: 3769110  
 Listing Link: <http://www.airbnb.com/rooms/3769110>  
 Listing Description: "Entire home/apt for \$232 CAD. This is a very rare indoor outdoor unit set in a terrific garden on a south facing slope with western protection from the wind -so you can spend a ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
 shorttermrentals@sfgov.org

**From:** response@airbnb.com  
**Sent:** Monday, April 27, 2015 1:10 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:10 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3779249

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Mohan' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Mohan' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 19384332  
 Host Name: Mohan  
 Host Link: <http://www.airbnb.com/users/show/19384332>  
 Host Home Location: Palo Alto, California, United States  
 Listing ID: 3779249  
 Listing Link: <http://www.airbnb.com/rooms/3779249>  
 Listing Description: "Entire home/apt for \$236 CAD. This is a studio in a great location. I love the neighborhood. Great area of the city with lots of great places to eat. you will have access to ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:11 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3810554

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Tom' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Tom' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6777950  
 Host Name: Tom  
 Host Link: <http://www.airbnb.com/users/show/6777950>  
 Host Home Location: New York, New York, United States  
 Listing ID: 3810554  
 Listing Link: <http://www.airbnb.com/rooms/3810554>  
 Listing Description: "Private room for \$214 CAD. The room is a large sunlit space with bay windows. It's in a newly renovated Victorian on a quiet alley in the heart of SoMa. You'll share the spa..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** Airbnb Customer Experience <support@airbnb.zendesk.com>  
**Sent:** Monday, April 27, 2015 1:10 AM  
**To:** Guss Dolan  
**Subject:** Email Not Received.  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience  
 Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at: <https://www.airbnb.com/support>. If you're unable to find what you're looking for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** response@airbnb.com

Sent: Monday, April 27, 2015 1:10 AM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

From: Airbnb Customer Experience <support@airbnb.zendesk.com>

Sent: Monday, April 27, 2015 1:11 AM

To: Guss Dolan

Subject: Email Not Received.

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at: <https://www.airbnb.com/support>. If you're unable to find what you're looking for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our [Help Center](#)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:11 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3812792

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Linda' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Linda' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6689576  
 Host Name: Linda  
 Host Link: <http://www.airbnb.com/users/show/6689576>  
 Host Home Location: Sausalito, California, United States  
 Listing ID: 3812792  
 Listing Link: <http://www.airbnb.com/rooms/3812792>  
 Listing Description: "Entire home/apt for \$226 CAD. This spacious one bedroom apartment is so perfectly located in the heart of San Francisco surrounded by a wonderful friendly gay pride neighborhood..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:11 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3877462

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Carly' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Carly' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 20037498  
 Host Name: Carly  
 Host Link: <http://www.airbnb.com/users/show/20037498>  
 Host Home Location: San Rafael, California, United States  
 Listing ID: 3877462  
 Listing Link: <http://www.airbnb.com/rooms/3877462>  
 Listing Description: "Private room for \$144 CAD. A perfect spot for anyone commuting down the peninsula, or those visiting the city who want more bang their buck. Sunniest area of the city, quiet ..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:12 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3882574

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Greg' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Greg' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 20074010  
 Host Name: Greg  
 Host Link: <http://www.airbnb.com/users/show/20074010>  
 Host Home Location: Ithaca, New York, United States  
 Listing ID: 3882574  
 Listing Link: <http://www.airbnb.com/rooms/3882574>  
 Listing Description: "Private room for \$126 CAD. One room available for rent Nob Hill House. Room includes bed, tv, large closet, and views of the bay from the room. House is all recent college g..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** response@airbnb.com  
**Sent:** Monday, April 27, 2015 1:11 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 1:12 AM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 1:12 AM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:13 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3889219

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Ian' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Ian' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 734170  
 Host Name: Ian  
 Host Link: <http://www.airbnb.com/users/show/734170>  
 Host Home Location: Menlo Park, California, United States  
 Listing ID: 3889219  
 Listing Link: <http://www.airbnb.com/rooms/3889219>  
 Listing Description: "Entire home/apt for \$603 CAD. Gorgeous and clean Art Deco condo, in 4 unit bldg, footsteps from chic Union Street shopping district, Fillmore St., Polk St, and a ten minute walk..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:13 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3908055

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Travis' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Travis' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 20243006  
 Host Name: Travis  
 Host Link: <http://www.airbnb.com/users/show/20243006>  
**Host Home Location:** San Jose, California, United States  
 Listing ID: 3908055  
 Listing Link: <http://www.airbnb.com/rooms/3908055>  
 Listing Description: "Entire home/apt for \$187 CAD. Great 1 Bedroom Marina apartment. Our place has one large bedroom, living room, separate kitchen and bathroom. All amenities are included. Steps fr..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:14 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3908374

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Matthew & Rachael' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Matthew & Rachael' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 10676188  
 Host Name: Matthew & Rachael  
 Host Link: <http://www.airbnb.com/users/show/10676188>  
**Host Home Location:** Petaluma, California, United States  
 Listing ID: 3908374  
 Listing Link: <http://www.airbnb.com/rooms/3908374>  
 Listing Description: "Entire home/apt for \$345 CAD. This apartment is located near North Beach/Telegraph Hill, Russian Hill, Fisherman's Wharf and Chinatown, there is plenty to see and do in the area..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:14 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3932558

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jordie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jordie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 3179232  
 Host Name: Jordie  
 Host Link: <http://www.airbnb.com/users/show/3179232>  
**Host Home Location:** Oakland, California, United States  
 Listing ID: 3932558  
 Listing Link: <http://www.airbnb.com/rooms/3932558>  
 Listing Description: "Entire home/apt for \$565 CAD. NEW LISTING!! Stanford professor/owner is taking a 10-month sabbatical to write a book and opening up his home for others to enjoy! Tons of 1913 c..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Monday, April 27, 2015 1:13 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 1:13 AM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

From: Airbnb Customer Experience <[support@airbnb.zendesk.com](mailto:support@airbnb.zendesk.com)>

Sent: Monday, April 27, 2015 1:14 AM

To: Guss Dolan

Subject: Email Not Received.

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at:

<https://www.airbnb.com/support>. If you're unable to find what you're looking for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:14 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3959558

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jeremy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jeremy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 18330804  
 Host Name: Jeremy  
 Host Link: <http://www.airbnb.com/users/show/18330804>  
 Host Home Location: Rockville, Maryland, United States  
 Listing ID: 3959558  
 Listing Link: <http://www.airbnb.com/rooms/3959558>  
 Listing Description: "Private room for \$93 CAD. Huge private bedroom with a full size bed and desk position in front of gorgeous bay windows with great sunlight. Bedroom is in a 3 bedroom apartme..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** response@airbnb.com  
**Sent:** Monday, April 27, 2015 1:14 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 1:14 AM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:15 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 3971090

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Izzy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Izzy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 9 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 2060012  
 Host Name: Izzy  
 Host Link: <http://www.airbnb.com/users/show/2060012>  
 Host Home Location: Tel Aviv, Israel  
 Listing ID: 3971090  
 Listing Link: <http://www.airbnb.com/rooms/3971090>  
 Listing Description: "Entire home/apt for \$279 CAD. Welcome to our brand new & clean penthouse (2 Bedrooms + 2 bathrooms). Central location in the heart of SF. 10-15 walk to the marina area, near sa..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:15 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4003323

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Blair' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Blair' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 20035576  
 Host Name: Blair  
 Host Link: <http://www.airbnb.com/users/show/20035576>  
 Host Home Location: New York, New York, United States  
 Listing ID: 4003323  
 Listing Link: <http://www.airbnb.com/rooms/4003323>  
 Listing Description: "Entire home/apt for \$314 CAD. Only available for Jess"  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:16 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4015491

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Elliott' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Elliott' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 2 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 4344454  
 Host Name: Elliott  
 Host Link: <http://www.airbnb.com/users/show/4344454>  
 Host Home Location: Toronto, Ontario, Canada  
 Listing ID: 4015491  
 Listing Link: <http://www.airbnb.com/rooms/4015491>  
 Listing Description: "Shared room for \$149 CAD. Extra long, very comfortable couch in beautiful garden apartment in ever-sunny Mission district. Perfect for chill, traveller-types and commuters. ..."  
 Share Type: Shared room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Monday, April 27, 2015 1:15 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 1:16 AM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 1:16 AM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:16 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4033630

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Celeste' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Celeste' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 20913365  
 Host Name: Celeste  
 Host Link: <http://www.airbnb.com/users/show/20913365>  
**Host Home Location:** Fairfield, California, United States  
 Listing ID: 4033630  
 Listing Link: <http://www.airbnb.com/rooms/4033630>  
 Listing Description: "Entire home/apt for \$377 CAD. A 2 Bedroom 1 Bath flat located in walking distance to so much. Parking space is included. Newly remodeled bath and kitchen. It is the top unit of ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:16 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4045947

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Alex' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Alex' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 9 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 2414495  
 Host Name: Alex  
 Host Link: <http://www.airbnb.com/users/show/2414495>  
**Host Home Location:** Azusa, California, United States  
 Listing ID: 4045947  
 Listing Link: <http://www.airbnb.com/rooms/4045947>  
 Listing Description: "Private room for \$126 CAD. Beautiful, recently remodeled, home in the Mission off the intersection of Harrison and 24th Street. The back gate opens up onto the famous mural p..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:17 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4053678

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Aric' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Aric' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 2506919  
 Host Name: Aric  
 Host Link: <http://www.airbnb.com/users/show/2506919>  
 Host Home Location: New York, New York, United States  
 Listing ID: 4053678  
 Listing Link: <http://www.airbnb.com/rooms/4053678>  
 Listing Description: "Entire home/apt for \$214 CAD. Our apartment is modern, clean and comfortable. 5 minutes walk from the Caltrain, Safeway, coffee, etc. There is one large bedroom with a king size..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Monday, April 27, 2015 1:16 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

From: Airbnb Customer Experience <[support@airbnb.zendesk.com](mailto:support@airbnb.zendesk.com)>

Sent: Monday, April 27, 2015 1:16 AM

To: Guss Dolan

Subject: Email Not Received.

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at: <https://www.airbnb.com/support>. If you're unable to find what you're looking for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:17 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4083166

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Andrew' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Andrew' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 14774036  
 Host Name: Andrew  
 Host Link: <http://www.airbnb.com/users/show/14774036>  
 Host Home Location: PH  
 Listing ID: 4083166  
 Listing Link: <http://www.airbnb.com/rooms/4083166>  
 Listing Description: "Entire home/apt for \$188 CAD. Studio in North Beach with full kitchen including fridge, stove/oven, dishwasher, microwave, coffee maker. Couch, TV, computer desk with chair. Que..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

From: Airbnb Customer Experience <support@airbnb.zendesk.com>  
**Sent:** Monday, April 27, 2015 1:17 AM  
**To:** Guss Dolan  
**Subject:** Email Not Received.  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience  
 Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at:  
<https://www.airbnb.com/support>. If you're unable to find what you're looking  
for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-  
footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

From: Airbnb Customer Experience <[support@airbnb.zendesk.com](mailto:support@airbnb.zendesk.com)>

Sent: Monday, April 27, 2015 1:17 AM

To: Guss Dolan

Subject: Email Not Received.

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-  
header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at:

<https://www.airbnb.com/support>. If you're unable to find what you're looking  
for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-  
footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:19 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4155352

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Henrik And Alexzandra' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Henrik And Alexzandra' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 8 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 5628157  
 Host Name: Henrik And Alexzandra  
 Host Link: <http://www.airbnb.com/users/show/5628157>  
 Host Home Location: Barcelona, Catalonia, Spain  
 Listing ID: 4155352  
 Listing Link: <http://www.airbnb.com/rooms/4155352>  
 Listing Description: "Entire home/apt for \$502 CAD. Our beautifully remodeled flat offer a private patio with fire pit, updated kitchen with top of the line appliances, updated bathroom, and two quee..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:19 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4179108

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Andy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Andy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 2 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 20801134  
 Host Name: Andy  
 Host Link: <http://www.airbnb.com/users/show/20801134>  
 Host Home Location: PH  
 Listing ID: 4179108  
 Listing Link: <http://www.airbnb.com/rooms/4179108>  
 Listing Description: "Private room for \$432 CAD. this is a test room"  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** response@airbnb.com  
**Sent:** Monday, April 27, 2015 1:19 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience  
 Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with

you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.  
For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:20 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4222197

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Hannah' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Hannah' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 3201737  
 Host Name: Hannah  
 Host Link: <http://www.airbnb.com/users/show/3201737>  
 Host Home Location: Chicago, Illinois, United States  
 Listing ID: 4222197  
 Listing Link: <http://www.airbnb.com/rooms/4222197>  
 Listing Description: "Private room for \$251 CAD. Full bedroom in gorgeous Twin Peaks two bedroom; featuring queen bedroom and private half-bath. Full use of kitchen, living room, shared full bathr..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:20 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4232730

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Rae' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Rae' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 12 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 346276  
 Host Name: Rae  
 Host Link: <http://www.airbnb.com/users/show/346276>  
**Host Home Location:** Atlanta, Georgia, United States  
 Listing ID: 4232730  
 Listing Link: <http://www.airbnb.com/rooms/4232730>  
 Listing Description: "Entire home/apt for \$195 CAD. This spacious one-bedroom is on the second floor of a building on a hill, with sweeping views of Golden Gate Park, the Golden Gate Bridge, Marin He..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:20 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4237349

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Nayoung' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Nayoung' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 16424714  
 Host Name: Nayoung  
 Host Link: <http://www.airbnb.com/users/show/16424714>  
 Host Home Location: Hong Kong  
 Listing ID: 4237349  
 Listing Link: <http://www.airbnb.com/rooms/4237349>  
 Listing Description: "Private room for \$157 CAD. Charming Victorian in Pacific Heights. ~800 sq ft on a 3rd floor of a walk-up. We have a room for you with a full-sized mattress. Fully furnished..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:21 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4257075

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jesse' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jesse' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 11 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 3942235  
 Host Name: Jesse  
 Host Link: <http://www.airbnb.com/users/show/3942235>  
 Host Home Location: New York, New York, United States  
 Listing ID: 4257075  
 Listing Link: <http://www.airbnb.com/rooms/4257075>  
 Listing Description: "Entire home/apt for \$4771 CAD. This jaw-dropping 16,897 sf space includes 11 gorgeous bedrooms, library, gym, meeting rooms, 2 full kitchens, an elevator, theatre room and more ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:21 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4288609

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jason' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jason' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 9 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 21676000  
 Host Name: Jason  
 Host Link: <http://www.airbnb.com/users/show/21676000>  
**Host Home Location:** Ross, California, United States  
 Listing ID: 4288609  
 Listing Link: <http://www.airbnb.com/rooms/4288609>  
 Listing Description: "Entire home/apt for \$283 CAD. This top-floor flat with views is ideally located in Noe Valley, adjacent to and surrounded by the Castro, Mission, Diamond Heights, Twin Peaks, Gl..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:21 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4312700

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dylan' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dylan' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 8 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 5620226  
 Host Name: Dylan  
 Host Link: <http://www.airbnb.com/users/show/5620226>  
 Host Home Location: Oakland, California, United States  
 Listing ID: 4312700  
 Listing Link: <http://www.airbnb.com/rooms/4312700>  
 Listing Description: "Private room for \$126 CAD. Medium room in a classic SF neighborhoods, Nob Hill, near China Town and North Beach. The apartment is a wonderful 4bedroom 2bathroom unit shared w..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:22 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 4343944

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Marek' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Marek' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 601310  
Host Name: Marek  
Host Link: <http://www.airbnb.com/users/show/601310>  
**Host Home Location:** Blacksburg, Virginia, United States  
Listing ID: 4343944  
Listing Link: <http://www.airbnb.com/rooms/4343944>  
Listing Description: "Entire home/apt for \$176 CAD. This is a cozy 1BR apartment in the heart of the Mission. Tucked away in a side street, you are walking steps away from Valencia Street filled with..."  
Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:22 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4352354

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Alex' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Alex' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 8 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6092518  
 Host Name: Alex  
 Host Link: <http://www.airbnb.com/users/show/6092518>  
**Host Home Location:** São Paulo, São Paulo, Brazil  
 Listing ID: 4352354  
 Listing Link: <http://www.airbnb.com/rooms/4352354>  
 Listing Description: "Private room for \$126 CAD. This room features a queen bed, high ceilings and bay windows in a traditional SF turret; you can even touch the Castro Street sign! Cool roommates..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:22 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4359014

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Ludivine' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Ludivine' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 9 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 10940977  
 Host Name: Ludivine  
 Host Link: <http://www.airbnb.com/users/show/10940977>  
**Host Home Location:** Annemasse, Rhone-Alpes, France  
 Listing ID: 4359014  
 Listing Link: <http://www.airbnb.com/rooms/4359014>  
 Listing Description: "Entire home/apt for \$226 CAD. In trendy and central Duboce Triangle, very close to Mission charming loft 1 bedroom with a lot of light, wooden floor and Mid Century Modern furni..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:23 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4379669

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Faisal' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Faisal' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 6 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 22741130  
 Host Name: Faisal  
 Host Link: <http://www.airbnb.com/users/show/22741130>  
**Host Home Location:** Los Angeles, California, United States  
 Listing ID: 4379669  
 Listing Link: <http://www.airbnb.com/rooms/4379669>  
 Listing Description: "Entire home/apt for \$565 CAD. Classic loft in trendy SoMa district. Spacious & modern for discerning clientele. 1500+ sq ft., East/West views, floor-ceiling windows, lots of nat..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:23 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4395156

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Eddie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Eddie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 8 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 586154  
 Host Name: Eddie  
 Host Link: <http://www.airbnb.com/users/show/586154>  
 Host Home Location: New York, New York, United States  
 Listing ID: 4395156  
 Listing Link: <http://www.airbnb.com/rooms/4395156>  
 Listing Description: "Entire home/apt for \$151 CAD. One-bedroom apartment in Mission with high ceilings, hardwood floors, WiFi, Apple TV, full kitchen. Queen bed in bedroom, library, back patio with ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:23 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4403887

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Alex' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Alex' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 6 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 3308189  
 Host Name: Alex  
 Host Link: <http://www.airbnb.com/users/show/3308189>  
 Host Home Location: Coppell, Texas, United States  
 Listing ID: 4403887  
 Listing Link: <http://www.airbnb.com/rooms/4403887>  
 Listing Description: "Entire home/apt for \$50 CAD. Efficiency studio with its own sink - 10 min walk from BART station - 15 min walk from embarcadero/ocean - shared bathroom - no internet quiet, ni..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:24 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4404152

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jon' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jon' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 6 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 4114020  
 Host Name: Jon  
 Host Link: <http://www.airbnb.com/users/show/4114020>  
**Host Home Location:** Toronto, Ontario, Canada  
 Listing ID: 4404152  
 Listing Link: <http://www.airbnb.com/rooms/4404152>  
 Listing Description: "Private room for \$168 CAD. This central & bright apartment has a warm feel to it the moment you walk in. The impressive view overlooks the entire city. Steps from the major t..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 1:24 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4404396

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Millie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Millie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 9 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 11332794  
 Host Name: Millie  
 Host Link: <http://www.airbnb.com/users/show/11332794>  
 Host Home Location: Berkeley, California, United States  
 Listing ID: 4404396  
 Listing Link: <http://www.airbnb.com/rooms/4404396>  
 Listing Description: "Private room for \$214 CAD. My room in Inner Richmond will perfectly accommodate a couple ready to explore the iconic San Fran sights. Located conveniently between Golden Gat..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:22 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4411392

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jesse' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jesse' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 10 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 3942235  
 Host Name: Jesse  
 Host Link: <http://www.airbnb.com/users/show/3942235>  
 Host Home Location: New York, New York, United States  
 Listing ID: 4411392  
 Listing Link: <http://www.airbnb.com/rooms/4411392>  
 Listing Description: "Entire home/apt for \$3140 CAD. Magnificent Payne Mansion Hotel which features a beautiful Ball Room and event space holds over 200 people for any kind of event."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Monday, April 27, 2015 9:22 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:22 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 4418457

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Katie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Katie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 8 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 5834919  
Host Name: Katie  
Host Link: <http://www.airbnb.com/users/show/5834919>  
**Host Home Location:** Stanford, California, United States  
Listing ID: 4418457  
Listing Link: <http://www.airbnb.com/rooms/4418457>  
Listing Description: "Private room for \$144 CAD. Located Alamo Square Park next to the Painted Ladies, and two blocks from the shops and restaurants of Divisadero, this place is all about location..."  
Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:23 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4419778

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Aviv' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Aviv' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 8 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 22942772  
 Host Name: Aviv  
 Host Link: <http://www.airbnb.com/users/show/22942772>  
 Host Home Location: Poway, California, United States  
 Listing ID: 4419778  
 Listing Link: <http://www.airbnb.com/rooms/4419778>  
 Listing Description: "Private room for \$94 CAD. Our furnished room receives natural light throughout the day. You would be living with three others. All roommates are young working professions w..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Monday, April 27, 2015 9:22 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:23 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4431090

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jeremy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jeremy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 18330804  
 Host Name: Jeremy  
 Host Link: <http://www.airbnb.com/users/show/18330804>  
 Host Home Location: Rockville, Maryland, United States  
 Listing ID: 4431090  
 Listing Link: <http://www.airbnb.com/rooms/4431090>  
 Listing Description: "Private room for \$93 CAD. Private bedroom with a comfy queen sized bed and huge closet.. The bedroom is in a 3 bedroom apartment that is perfectly situated in the heart of t..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:24 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4431152

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jeremy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jeremy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 9 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 18330804  
 Host Name: Jeremy  
 Host Link: <http://www.airbnb.com/users/show/18330804>  
 Host Home Location: Rockville, Maryland, United States  
 Listing ID: 4431152  
 Listing Link: <http://www.airbnb.com/rooms/4431152>  
 Listing Description: "Entire home/apt for \$250 CAD. Our 3 bedroom apartment is perfectly situated in the heart of the Marina / Cow Hollow neighborhood. The apartment is in a perfect location within ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:24 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4431217

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Magali' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Magali' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 17359827  
 Host Name: Magali  
 Host Link: <http://www.airbnb.com/users/show/17359827>  
**Host Home Location:** Washington, District of Columbia, United States  
 Listing ID: 4431217  
 Listing Link: <http://www.airbnb.com/rooms/4431217>  
 Listing Description: "Entire home/apt for \$207 CAD. Recently renovated apartment in an elegant two-story Victorian home conveniently located near the intersection of Divisadero and Haight Street, and..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** Airbnb Customer Experience <support@airbnb.zendesk.com>  
**Sent:** Monday, April 27, 2015 9:23 AM  
**To:** Guss Dolan  
**Subject:** Email Not Received.  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience  
 Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at:  
<https://www.airbnb.com/support>. If you're unable to find what you're looking  
for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-  
footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:25 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4431520

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jeremy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jeremy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 9 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 18330804  
 Host Name: Jeremy  
 Host Link: <http://www.airbnb.com/users/show/18330804>  
**Host Home Location:** Rockville, Maryland, United States  
 Listing ID: 4431520  
 Listing Link: <http://www.airbnb.com/rooms/4431520>  
 Listing Description: "Private room for \$93 CAD. Big private bedroom with a comfy bed and huge closet. The bedroom is in an amazing 3 bedroom apartment with access to a newly renovated 550 sqft de..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Monday, April 27, 2015 9:24 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 9:24 AM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 9:25 AM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:25 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4464545

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Alethea' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Alethea' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 9 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 10617754  
 Host Name: Alethea  
 Host Link: <http://www.airbnb.com/users/show/10617754>  
**Host Home Location:** Pacifica, California, United States  
 Listing ID: 4464545  
 Listing Link: <http://www.airbnb.com/rooms/4464545>  
 Listing Description: "Entire home/apt for \$345 CAD. Beautifully restored Victorian home maintained by Studio Choo Florists. Featuring handcrafted wallhangings, plantings, and wreaths that change s..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:26 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4465326

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jesse' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jesse' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 3942235  
 Host Name: Jesse  
 Host Link: <http://www.airbnb.com/users/show/3942235>  
 Host Home Location: New York, New York, United States  
 Listing ID: 4465326  
 Listing Link: <http://www.airbnb.com/rooms/4465326>  
 Listing Description: "Entire home/apt for \$1506 CAD. Enjoy the entire top floor of the magnificent Payne Mansion Hotel located in the heart of SF... Converted into your own private 4,000 sq ft 4-bedr..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

From: Airbnb Customer Experience <support@airbnb.zendesk.com>  
**Sent:** Monday, April 27, 2015 9:26 AM  
**To:** Guss Dolan  
**Subject:** Email Not Received.  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience  
 Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at:  
<https://www.airbnb.com/support>. If you're unable to find what you're looking  
for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-  
footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:26 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4475602

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Marcela' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Marcela' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 507064  
 Host Name: Marcela  
 Host Link: <http://www.airbnb.com/users/show/507064>  
**Host Home Location:** Richmond, Indiana, United States  
 Listing ID: 4475602  
 Listing Link: <http://www.airbnb.com/rooms/4475602>  
 Listing Description: "Private room for \$121 CAD. My partner and I live in a cute, 4 bedroom house in the Mission with two queer women, a cis man, 2 puppies and 1 cat. The house has plenty of comm..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:27 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4485008

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Andrew' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Andrew' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 8 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 7132214  
 Host Name: Andrew  
 Host Link: <http://www.airbnb.com/users/show/7132214>  
 Host Home Location: Chicago, Illinois, United States  
 Listing ID: 4485008  
 Listing Link: <http://www.airbnb.com/rooms/4485008>  
 Listing Description: "Entire home/apt for \$283 CAD. Modern 1 bedroom loft in the heart of South Beach. Amazing amenities including state-of-the-art fitness center & outdoor spa. Bedroom upstairs, bi..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Monday, April 27, 2015 9:26 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

From: Airbnb Customer Experience <[support@airbnb.zendesk.com](mailto:support@airbnb.zendesk.com)>

Sent: Monday, April 27, 2015 9:27 AM

To: Guss Dolan

Subject: Email Not Received.

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at: <https://www.airbnb.com/support>. If you're unable to find what you're looking for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:28 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4486978

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Rober' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Rober' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 8 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 12250018  
 Host Name: Rober  
 Host Link: <http://www.airbnb.com/users/show/12250018>  
 Host Home Location: ES  
 Listing ID: 4486978  
 Listing Link: <http://www.airbnb.com/rooms/4486978>  
 Listing Description: "Private room for \$134 CAD. Habitación amplia y agogedora en el barrio de la Mision en SF. a 2 calles de market st y mission st"  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Monday, April 27, 2015 9:28 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 9:23 AM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 9:25 AM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:42 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 4518917

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Zachary' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Zachary' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 10535939  
Host Name: Zachary  
Host Link: <http://www.airbnb.com/users/show/10535939>  
**Host Home Location:** Boston, Massachusetts, United States  
Listing ID: 4518917  
Listing Link: <http://www.airbnb.com/rooms/4518917>  
Listing Description: "Private room for \$170 CAD. Incredible, brand new apartment (renting 1 room) with stunning roof deck. Location, fully modern, huge, roof deck. Roof deck. Email, text and ph..."  
Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:42 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4572480

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Matt' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Matt' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 760354  
 Host Name: Matt  
 Host Link: <http://www.airbnb.com/users/show/760354>  
 Host Home Location: Toronto, Ontario, Canada  
 Listing ID: 4572480  
 Listing Link: <http://www.airbnb.com/rooms/4572480>  
 Listing Description: "Private room for \$93 CAD. Large master bedroom with attached private bathroom in a well located Mission/Noe Valley home. Shared kitchen and a huge, sunny backyard. Steps fr..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:43 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4576487

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Yumi' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Yumi' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 8 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 23719876  
 Host Name: Yumi  
 Host Link: <http://www.airbnb.com/users/show/23719876>  
 Host Home Location: PH  
 Listing ID: 4576487  
 Listing Link: <http://www.airbnb.com/rooms/4576487>  
 Listing Description: "Private room for \$100 CAD. 1 single bedroom with 1 queen bed and shared kitchen and bathroom. Extremely cozy and very private single room with queen size bed. Please check..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** response@airbnb.com  
**Sent:** Monday, April 27, 2015 9:42 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

From: Airbnb Customer Experience <[support@airbnb.zendesk.com](mailto:support@airbnb.zendesk.com)>

Sent: Monday, April 27, 2015 9:43 AM

To: Guss Dolan

Subject: Email Not Received.

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at: <https://www.airbnb.com/support>. If you're unable to find what you're looking for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:43 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 4595544

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Johanna' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Johanna' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 14100542  
Host Name: Johanna  
Host Link: <http://www.airbnb.com/users/show/14100542>  
**Host Home Location:** New York, New York, United States  
Listing ID: 4595544  
Listing Link: <http://www.airbnb.com/rooms/4595544>  
Listing Description: "Private room for \$188 CAD. Spacious private room in Victorian apartment in Hayes Valley! Room comes furnished, empty drawers for clothing, air purifier, and piano keyboard. A..."  
Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:44 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4607996

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Varun' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Varun' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 3 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 10494656  
 Host Name: Varun  
 Host Link: <http://www.airbnb.com/users/show/10494656>  
 Host Home Location: Boston, Massachusetts, United States  
 Listing ID: 4607996  
 Listing Link: <http://www.airbnb.com/rooms/4607996>  
 Listing Description: "Entire home/apt for \$220 CAD. Modern Apartment in the Heart of SoMA, across the street from the CalTrain Station, Safeway. Walking distance from the heart of the city. Spacious,..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:44 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4643186

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Rodney' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Rodney' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 4227980  
 Host Name: Rodney  
 Host Link: <http://www.airbnb.com/users/show/4227980>  
**Host Home Location:** St. Louis, Missouri, United States  
 Listing ID: 4643186  
 Listing Link: <http://www.airbnb.com/rooms/4643186>  
 Listing Description: "Entire home/apt for \$200 CAD. Our adorable one bedroom apartment in one of the hottest neighborhoods in San Francisco is the perfect place for you to stay. It's quiet and cozy. ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Monday, April 27, 2015 9:43 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 9:43 AM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 9:44 AM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:45 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4643825

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Tiffany' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Tiffany' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 11125317  
 Host Name: Tiffany  
 Host Link: <http://www.airbnb.com/users/show/11125317>  
 Host Home Location: Miami, Florida, United States  
 Listing ID: 4643825  
 Listing Link: <http://www.airbnb.com/rooms/4643825>  
 Listing Description: "Private room for \$75 CAD. Sublet not per night only for 1 month \$1200 for the month amazing lighting during the day very spacious closet space 10x12 dimensions large bay wi..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:45 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4652523

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Benjamin' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Benjamin' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 8293437  
 Host Name: Benjamin  
 Host Link: <http://www.airbnb.com/users/show/8293437>  
 Host Home Location: Portland, Oregon, United States  
 Listing ID: 4652523  
 Listing Link: <http://www.airbnb.com/rooms/4652523>  
 Listing Description: "Private room for \$111 CAD. Private room with two great roommates in the Mission. - A few blocks from the 24th and Mission BART stop. - Spacious living room with musical ins..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** response@airbnb.com  
**Sent:** Monday, April 27, 2015 9:44 AM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

From: Airbnb Customer Experience <[support@airbnb.zendesk.com](mailto:support@airbnb.zendesk.com)>

Sent: Monday, April 27, 2015 9:45 AM

To: Guss Dolan

Subject: Email Not Received.

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at: <https://www.airbnb.com/support>. If you're unable to find what you're looking for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:45 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4652911

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Michael' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Michael' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6270363  
 Host Name: Michael  
 Host Link: <http://www.airbnb.com/users/show/6270363>  
**Host Home Location:** Boston, Massachusetts, United States  
 Listing ID: 4652911  
 Listing Link: <http://www.airbnb.com/rooms/4652911>  
 Listing Description: "Entire home/apt for \$241 CAD. Clean, Minimalist, Studio with a big queen-sized bed. Unit comes with washer and dryer, full kitchen with granite countertops, new appliances, and..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:46 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4699861

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Ian' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Ian' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 6 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 11048225  
 Host Name: Ian  
 Host Link: <http://www.airbnb.com/users/show/11048225>  
**Host Home Location:** Hermosillo, Sonora, Mexico  
 Listing ID: 4699861  
 Listing Link: <http://www.airbnb.com/rooms/4699861>  
 Listing Description: "Private room for \$75 CAD. Subletting my PRIVATE room and private bathroom from Dec 19th to Jan 23rd, all furnished, awesome fairly new place (3 yrs old) with awesome roommat..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** Airbnb Customer Experience <support@airbnb.zendesk.com>  
**Sent:** Monday, April 27, 2015 9:45 AM  
**To:** Guss Dolan  
**Subject:** Email Not Received.  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience  
 Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at:  
<https://www.airbnb.com/support>. If you're unable to find what you're looking  
for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-  
footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:46 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4701473

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Isabelle' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Isabelle' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6202502  
 Host Name: Isabelle  
 Host Link: <http://www.airbnb.com/users/show/6202502>  
**Host Home Location:** Dayton, Ohio, United States  
 Listing ID: 4701473  
 Listing Link: <http://www.airbnb.com/rooms/4701473>  
 Listing Description: "Private room for \$113 CAD. This sunny and comfortable room is in a convenient location! The apt is about 2 blocks away from the 16th St. BART station and is located in the He..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:47 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4701489

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jennifer' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jennifer' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 22267033  
 Host Name: Jennifer  
 Host Link: <http://www.airbnb.com/users/show/22267033>  
 Host Home Location: Singapore  
 Listing ID: 4701489  
 Listing Link: <http://www.airbnb.com/rooms/4701489>  
 Listing Description: "Entire home/apt for \$300 CAD. The ~~Donatello~~ is a hotel/timeshare and is one of the top rated in the city. Availability can be very volatile. I try to keep the calendar update..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:47 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4701725

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Isabelle' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Isabelle' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 6 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6202502  
 Host Name: Isabelle  
 Host Link: <http://www.airbnb.com/users/show/6202502>  
**Host Home Location:** Dayton, Ohio, United States  
 Listing ID: 4701725  
 Listing Link: <http://www.airbnb.com/rooms/4701725>  
 Listing Description: "Private room for \$113 CAD. Cozy and comfortable room in a convenient location! The apartment is about 2 blocks away from the 16th St. BART station and is located in the Heart..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:47 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4701778

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Isabelle' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Isabelle' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6202502  
 Host Name: Isabelle  
 Host Link: <http://www.airbnb.com/users/show/6202502>  
 Host Home Location: Dayton, Ohio, United States  
 Listing ID: 4701778  
 Listing Link: <http://www.airbnb.com/rooms/4701778>  
 Listing Description: "Entire home/apt for \$170 CAD. This spacious and private studio is in a great location and is about 3 blocks away from the 16th St. BART station and is located in the Heart of th..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:48 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4701904

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Isabelle' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Isabelle' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6202502  
 Host Name: Isabelle  
 Host Link: <http://www.airbnb.com/users/show/6202502>  
**Host Home Location:** Dayton, Ohio, United States  
 Listing ID: 4701904  
 Listing Link: <http://www.airbnb.com/rooms/4701904>  
 Listing Description: "Private room for \$113 CAD. This comfortable room is in an amazingly convenient location between Mission St & Valencia St. It's only about a 1 block away from the 16th St. BAR..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:48 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4701921

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Isabelle' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Isabelle' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6202502  
 Host Name: Isabelle  
 Host Link: <http://www.airbnb.com/users/show/6202502>  
 Host Home Location: Dayton, Ohio, United States  
 Listing ID: 4701921  
 Listing Link: <http://www.airbnb.com/rooms/4701921>  
 Listing Description: "Private room for \$119 CAD. This spacious and bright room is in an amazingly convenient location between Mission St & Valencia St. It's only about a 1 block away from the 16th..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:49 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4720781

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Lauryn' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Lauryn' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1028541  
 Host Name: Lauryn  
 Host Link: <http://www.airbnb.com/users/show/1028541>  
 Host Home Location: New York, New York, United States  
 Listing ID: 4720781  
 Listing Link: <http://www.airbnb.com/rooms/4720781>  
 Listing Description: "Private room for \$116 CAD. Clean, minimalist room in a 4 bedroom apartment with 4 other roommates. Quiet, friendly and right around the corner from bars, 24th street BART, am..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:49 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4728905

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Veronica' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Veronica' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 22826067  
 Host Name: Veronica  
 Host Link: <http://www.airbnb.com/users/show/22826067>  
 Host Home Location: Newark, California, United States  
 Listing ID: 4728905  
 Listing Link: <http://www.airbnb.com/rooms/4728905>  
 Listing Description: "Private room for \$170 CAD. Clean room. Full bathroom with Jacuzzi tub and separate shower. Housemates work/study in medicine. Street parking is easy and free. Golden Gate Pa..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:50 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4730974

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Roy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Roy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1975631  
 Host Name: Roy  
 Host Link: <http://www.airbnb.com/users/show/1975631>  
 Host Home Location: New York, New York, United States  
 Listing ID: 4730974  
 Listing Link: <http://www.airbnb.com/rooms/4730974>  
 Listing Description: "Private room for \$126 CAD. I live with two roommates. Since I frequently travel, I'm subletting it. It's a fairly large room with a bay window. It's on Pacific Heights meanin..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 9:49 AM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4730628

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Sam' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Sam' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 172371  
 Host Name: Sam  
 Host Link: <http://www.airbnb.com/users/show/172371>  
**Host Home Location:** Shaker Heights, Ohio, United States  
 Listing ID: 4730628  
 Listing Link: <http://www.airbnb.com/rooms/4730628>  
 Listing Description: "Private room for \$126 CAD. Great room in a palace. Sleeps one. The door has a lock."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 2:17 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4743804

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Crissy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Crissy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 11508147  
 Host Name: Crissy  
 Host Link: <http://www.airbnb.com/users/show/11508147>  
 Host Home Location: New York, New York, United States  
 Listing ID: 4743804  
 Listing Link: <http://www.airbnb.com/rooms/4743804>  
 Listing Description: "Entire home/apt for \$251 CAD. Great sunny apartment on a quiet street, just steps from the fun in the mission district and around the corner from public transit. This is a great..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 2:18 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4744373

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Nigel' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Nigel' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 7 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 23867083  
 Host Name: Nigel  
 Host Link: <http://www.airbnb.com/users/show/23867083>  
 Host Home Location: London  
 Listing ID: 4744373  
 Listing Link: <http://www.airbnb.com/rooms/4744373>  
 Listing Description: "Entire home/apt for \$275 CAD. Penthouse apartment with uninterrupted Bay views on the famous Filbert Steps on Telegraph Hill just below Coit Tower. Near the restaurants of North..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 2:18 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4744741

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Oscar' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Oscar' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 15640752  
 Host Name: Oscar  
 Host Link: <http://www.airbnb.com/users/show/15640752>  
**Host Home Location:** Boston, Massachusetts, United States  
 Listing ID: 4744741  
 Listing Link: <http://www.airbnb.com/rooms/4744741>  
 Listing Description: "Private room for \$124 CAD. The Mission is the flattest, less foggy, more active part of the city, with very high concentration of bars and restaurants. The room is in the 24t..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** Airbnb Customer Experience <support@airbnb.zendesk.com>  
**Sent:** Monday, April 27, 2015 2:17 PM  
**To:** Guss Dolan  
**Subject:** Email Not Received.  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience  
 Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at:  
<https://www.airbnb.com/support>. If you're unable to find what you're looking  
for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-  
footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

From: Airbnb Customer Experience <[support@airbnb.zendesk.com](mailto:support@airbnb.zendesk.com)>

Sent: Monday, April 27, 2015 2:18 PM

To: Guss Dolan

Subject: Email Not Received.

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-  
header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at:

<https://www.airbnb.com/support>. If you're unable to find what you're looking  
for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-  
footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 2:18 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4759311

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jj' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jj' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 6 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 9164785  
 Host Name: Jj  
 Host Link: <http://www.airbnb.com/users/show/9164785>  
**Host Home Location:** Menlo Park, California, United States  
 Listing ID: 4759311  
 Listing Link: <http://www.airbnb.com/rooms/4759311>  
 Listing Description: "Entire home/apt for \$251 CAD. My very comfortable one bedroom apartment has a great vibe and tons of space. It's on a quiet street, but the best parts of town (Polk St, Union St..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Monday, April 27, 2015 2:18 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 2:19 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:23 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 4759604

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Louise' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Louise' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 8988188  
Host Name: Louise  
Host Link: <http://www.airbnb.com/users/show/8988188>  
**Host Home Location:** Stockholm, Sweden  
Listing ID: 4759604  
Listing Link: <http://www.airbnb.com/rooms/4759604>  
Listing Description: "Entire home/apt for \$214 CAD. This spacious 2 bedroom apartment gives you a comfortable stay in the best SF location. Big dining area, fully equipped kitchen, 2 separate bedroom..."  
Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:23 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4759853

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Julian' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Julian' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 10139050  
 Host Name: Julian  
 Host Link: <http://www.airbnb.com/users/show/10139050>  
**Host Home Location:** Buenos Aires  
 Listing ID: 4759853  
 Listing Link: <http://www.airbnb.com/rooms/4759853>  
 Listing Description: "Private room for \$100 CAD. Located at the corner of Florida Street & Cesar Chavez this huge room with bay windows and a comfy full size bed is located a few minutes walk away..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:24 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4778594

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Paul' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Paul' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 6 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 10811796  
 Host Name: Paul  
 Host Link: <http://www.airbnb.com/users/show/10811796>  
 Host Home Location: Palo Alto, California, United States  
 Listing ID: 4778594  
 Listing Link: <http://www.airbnb.com/rooms/4778594>  
 Listing Description: "Entire home/apt for \$251 CAD. Recently renovated home in geographic center of SF. Upscale furniture, appliances, lighting, and fixtures. Walking distance to Financial District,..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:24 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4792110

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Rikin' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Rikin' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 692008  
 Host Name: Rikin  
 Host Link: <http://www.airbnb.com/users/show/692008>  
 Host Home Location: London  
 Listing ID: 4792110  
 Listing Link: <http://www.airbnb.com/rooms/4792110>  
 Listing Description: "Private room for \$188 CAD. Master suite in a luxury SoMa apartment; incredible walk-score of 96! Enjoy views over the city with floor to ceiling windows in every room. Comple..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Monday, April 27, 2015 6:23 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

From: Airbnb Customer Experience <[support@airbnb.zendesk.com](mailto:support@airbnb.zendesk.com)>

Sent: Monday, April 27, 2015 6:23 PM

To: Guss Dolan

Subject: Email Not Received.

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Unfortunately, your email has not reached Airbnb.

To find an answer to your question, please visit our Help Center at: <https://www.airbnb.com/support>. If you're unable to find what you're looking for, you can reach our Customer Experience team by visiting our contact page.

Thanks for using Airbnb,

The Airbnb Customer Service Team

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 6:24 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:24 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4807817

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dallas' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dallas' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 3 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 24708935  
 Host Name: Dallas  
 Host Link: <http://www.airbnb.com/users/show/24708935>  
 Host Home Location: Troy, New York, United States  
 Listing ID: 4807817  
 Listing Link: <http://www.airbnb.com/rooms/4807817>  
 Listing Description: "Entire home/apt for \$181 CAD. This place has a private door that opens into your own living room and kitchen. Through the hallway is a private full bath and master bedroom. We h..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:25 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4808512

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Alberto' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Alberto' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 6 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1304469  
 Host Name: Alberto  
 Host Link: <http://www.airbnb.com/users/show/1304469>  
 Host Home Location: Milan, Lombardia, Italy  
 Listing ID: 4808512  
 Listing Link: <http://www.airbnb.com/rooms/4808512>  
 Listing Description: "Entire home/apt for \$502 CAD. Great apartment in a luxurious building with amazing amenities in SOMA, south beach. The best area to live in SF. Walking distance to: -Union s..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Monday, April 27, 2015 6:24 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 6:25 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:25 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 4840958

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Spencer' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Spencer' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 6 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 10902050  
Host Name: Spencer  
Host Link: <http://www.airbnb.com/users/show/10902050>  
**Host Home Location:** Louisville, Kentucky, United States  
Listing ID: 4840958  
Listing Link: <http://www.airbnb.com/rooms/4840958>  
Listing Description: "Private room for \$191 CAD. We just started renting a newly renovated 3 bedroom apartment in downtown SF and have an open private room. It is basic with just a closet and mat..."  
Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:26 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4845964

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Amy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Amy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 16855211  
 Host Name: Amy  
 Host Link: <http://www.airbnb.com/users/show/16855211>  
**Host Home Location:** Pasadena, California, United States  
 Listing ID: 4845964  
 Listing Link: <http://www.airbnb.com/rooms/4845964>  
 Listing Description: "Entire home/apt for \$371 CAD. Our cute professionally decorated Victorian located in trendy Bernal Heights is the perfect place to unwind and enjoy San Francisco. Plenty of..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Monday, April 27, 2015 6:25 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 6:25 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:26 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4861880

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Nick' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Nick' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 3138864  
 Host Name: Nick  
 Host Link: <http://www.airbnb.com/users/show/3138864>  
 Host Home Location: Kirkland, Washington, United States  
 Listing ID: 4861880  
 Listing Link: <http://www.airbnb.com/rooms/4861880>  
 Listing Description: "Private room for \$176 CAD. Comfortable and high end private room in the heart of SOMA perfect for your vacation or business trip. Located in a brand new building, available ..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:27 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 4862940

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Rikin' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Rikin' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 692008  
Host Name: Rikin  
Host Link: <http://www.airbnb.com/users/show/692008>  
**Host Home Location:** London  
Listing ID: 4862940  
Listing Link: <http://www.airbnb.com/rooms/4862940>  
Listing Description: "Entire home/apt for \$377 CAD. Beautiful 2 bed 2 bath apartment in the heart of SoMa; incredible walk-score of 96! Enjoy views over the city with floor to ceiling windows in ever..."  
Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:27 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4872729

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Joe Jiawei' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Joe Jiawei' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 6 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6947616  
 Host Name: Joe Jiawei  
 Host Link: <http://www.airbnb.com/users/show/6947616>  
 Host Home Location: Middlebury, Vermont, United States  
 Listing ID: 4872729  
 Listing Link: <http://www.airbnb.com/rooms/4872729>  
 Listing Description: "Private room for \$69 CAD. A big sunny room in our shared 3BD apartment on the bottom of Potrero hill. 1 minute walk to muni 9/10/48, 10 minutes walk the mission, 15 mins to ..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Monday, April 27, 2015 6:26 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 6:26 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 6:27 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:27 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4891416

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Freeman' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Freeman' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 6 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 14091111  
 Host Name: Freeman  
 Host Link: <http://www.airbnb.com/users/show/14091111>  
**Host Home Location:** Millbrae, California, United States  
 Listing ID: 4891416  
 Listing Link: <http://www.airbnb.com/rooms/4891416>  
 Listing Description: "Entire home/apt for \$299 CAD. This lovely 3 bedroom, 2 baths home is beautifully re-conditioned and ready to welcome guests. Very easy access to Highway 101 North/South..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Monday, April 27, 2015 6:27 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 6:27 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:29 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4924665

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Karen' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Karen' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 25366072  
 Host Name: Karen  
 Host Link: <http://www.airbnb.com/users/show/25366072>  
 Host Home Location: San Jose, California, United States  
 Listing ID: 4924665  
 Listing Link: <http://www.airbnb.com/rooms/4924665>  
 Listing Description: "Entire home/apt for \$502 CAD. Available now! 4 days: \$600 or best offer! Beautiful location. scenic rooftop to watch fireworks! Overlooks Alcatraz Island & Golden Gate Bridge. ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:29 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4956493

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Christina' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Christina' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 20447625  
 Host Name: Christina  
 Host Link: <http://www.airbnb.com/users/show/20447625>  
**Host Home Location:** San Mateo, California, United States  
 Listing ID: 4956493  
 Listing Link: <http://www.airbnb.com/rooms/4956493>  
 Listing Description: "Private room for \$187 CAD. A huge bedroom in a light-filled beautiful San Francisco apartment! Centrally located in the most lively & convenient neighborhood in the city - t..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Monday, April 27, 2015 6:29 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:29 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4963753

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Caroline' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Caroline' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6471016  
 Host Name: Caroline  
 Host Link: <http://www.airbnb.com/users/show/6471016>  
 Host Home Location: Vallejo, California, United States  
 Listing ID: 4963753  
 Listing Link: <http://www.airbnb.com/rooms/4963753>  
 Listing Description: "Entire home/apt for \$230 CAD. This first floor one bedroom one bathroom flat is clean and bright with modern and timeless design. Private bedroom with cozy queen nest and couch ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:30 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 4987333

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Andrew' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Andrew' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 5198765  
 Host Name: Andrew  
 Host Link: <http://www.airbnb.com/users/show/5198765>  
 Host Home Location: Palo Alto, California, United States  
 Listing ID: 4987333  
 Listing Link: <http://www.airbnb.com/rooms/4987333>  
 Listing Description: "Private room for \$104 CAD. Enjoy sweeping views of SF Bay in our bright and spacious loft apartment! Your room is downstairs and you&#x27;ll share the living/kitchen room with ano..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Monday, April 27, 2015 6:29 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 6:29 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 6:30 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:30 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5005492

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Ashish' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Ashish' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 3411905  
 Host Name: Ashish  
 Host Link: <http://www.airbnb.com/users/show/3411905>  
 Host Home Location: Broomfield, Colorado, United States  
 Listing ID: 5005492  
 Listing Link: <http://www.airbnb.com/rooms/5005492>  
 Listing Description: "Private room for \$151 CAD. Awesome neighborhood on the south edge of the mission with great restaurants and bars nearby (including El Rio, The Front Porch, Blue Plate and mor..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:30 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5005692

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Yumi' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Yumi' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 23719876  
 Host Name: Yumi  
 Host Link: <http://www.airbnb.com/users/show/23719876>  
 Host Home Location: PH  
 Listing ID: 5005692  
 Listing Link: <http://www.airbnb.com/rooms/5005692>  
 Listing Description: "Private room for \$163 CAD. Large Single bedroom in Nob Hill SF. It comes with 1 queen bed, its own private bathroom, closet, and wifi. The kitchen is communal and very spaci..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:31 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5005798

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Yumi' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Yumi' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 23719876  
 Host Name: Yumi  
 Host Link: <http://www.airbnb.com/users/show/23719876>  
 Host Home Location: PH  
 Listing ID: 5005798  
 Listing Link: <http://www.airbnb.com/rooms/5005798>  
 Listing Description: "Private room for \$126 CAD. Single bedroom in Nob Hill SF. Equipped with 1 Queen bed, closet, and wifi. Shared bathroom. The kitchen is communal and very spacious and include..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Monday, April 27, 2015 6:30 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 6:31 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** [response@airbnb.com](mailto:response@airbnb.com)

Sent: Monday, April 27, 2015 6:31 PM

To: Guss Dolan

Subject: Request

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>

Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:31 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5025420

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Yumi' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Yumi' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 23719876  
 Host Name: Yumi  
 Host Link: <http://www.airbnb.com/users/show/23719876>  
 Host Home Location: PH  
 Listing ID: 5025420  
 Listing Link: <http://www.airbnb.com/rooms/5025420>  
 Listing Description: "Private room for \$126 CAD. Single private bedroom with one queen bed & furnishing with shared bathroom. Conveniently located on Polk & Sacramento with many restaurants, bars,..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:32 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 5028569

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Magalie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Magalie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 103427  
Host Name: Magalie  
Host Link: <http://www.airbnb.com/users/show/103427>  
**Host Home Location:** West Hollywood, California, United States  
Listing ID: 5028569  
Listing Link: <http://www.airbnb.com/rooms/5028569>  
Listing Description: "Entire home/apt for \$276 CAD. Studio unit with one large bed for up to 2 persons."  
Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:32 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5031745

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Yumi' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Yumi' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 2 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 23719876  
 Host Name: Yumi  
 Host Link: <http://www.airbnb.com/users/show/23719876>  
 Host Home Location: PH  
 Listing ID: 5031745  
 Listing Link: <http://www.airbnb.com/rooms/5031745>  
 Listing Description: "Private room for \$126 CAD. Single bedroom in Nob Hill SF. Equipped with 1 Queen bed, closet, and wifi. Shared bathroom. The kitchen is communal and very spacious and include..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** [response@airbnb.com](mailto:response@airbnb.com)  
**Sent:** Monday, April 27, 2015 6:31 PM  
**To:** Guss Dolan  
**Subject:** Request  
 <[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-header.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-header.jpg)>  
 Airbnb Customer Experience

Thank you for submitting your support request! At Airbnb, nothing is more important to us than your safety and peace of mind. We will be in touch with you soon; in the meantime, please review these recommendations on how you can protect yourself and ensure for a wonderful travel or hosting experience.

\*Keep your communication on the site. All contact info - email, phone number, and address - will be automatically exchanged between guest and host after the room is booked.

\*All legitimate payments are transacted online through Airbnb's secure payment system. You should not receive a paper or PDF invoice from a host asking you for payment via Western Union, MoneyGram, etc.

\*We are here for you. However, if you ever feel unsafe or threatened, please immediately contact local police or emergency services.

We believe that providing the right environment allows you to make safe, informed decisions. That's why we're constantly working on new features to minimize such incidents. We invite you to periodically check our Trust & Safety Center (<http://www.airbnb.com/safety>) for the latest updates and tips on how to have a positive Airbnb experience.

TO RESPOND TO THIS TICKET, REPLY TO THIS EMAIL

<[http://assets.airbnb.com/email/images/zendesk\\_cs\\_email/pretzel/logo-footer.jpg](http://assets.airbnb.com/email/images/zendesk_cs_email/pretzel/logo-footer.jpg)>

This email is a service from Airbnb Customer Experience.

For more information visit our Help Center

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:32 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5039986

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Yumi' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Yumi' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 23719876  
 Host Name: Yumi  
 Host Link: <http://www.airbnb.com/users/show/23719876>  
 Host Home Location: PH  
 Listing ID: 5039986  
 Listing Link: <http://www.airbnb.com/rooms/5039986>  
 Listing Description: "Private room for \$163 CAD. Large Single bedroom in Nob Hill SF. It comes with 2 twin beds, its own private bathroom, closet, and wifi. The kitchen is communal and very spacio..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:33 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5041933

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Nora' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Nora' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 26031246  
 Host Name: Nora  
 Host Link: <http://www.airbnb.com/users/show/26031246>  
**Host Home Location:** Huntington Beach, California, United States  
 Listing ID: 5041933  
 Listing Link: <http://www.airbnb.com/rooms/5041933>  
 Listing Description: "Entire home/apt for \$250 CAD. A bright beach themed studio for up to 4 guests located in the mid-market neighborhood. Close to everything - great restaurants, museums, tourist ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:33 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5042371

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Craig' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Craig' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1320304  
 Host Name: Craig  
 Host Link: <http://www.airbnb.com/users/show/1320304>  
 Host Home Location: New York, New York, United States  
 Listing ID: 5042371  
 Listing Link: <http://www.airbnb.com/rooms/5042371>  
 Listing Description: "Private room for \$173 CAD. A large queen bedroom in a comfortable and homey apartment near Alamo Square Park. Conveniently located in the center of SF, just footsteps from Go..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:34 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5059214

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Damian' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Damian' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 7528879  
 Host Name: Damian  
 Host Link: <http://www.airbnb.com/users/show/7528879>  
 Host Home Location: Mexico City, Federal District, Mexico  
 Listing ID: 5059214  
 Listing Link: <http://www.airbnb.com/rooms/5059214>  
 Listing Description: "Private room for \$100 CAD. This private bedroom will allow you to get to know the real San Francisco at an affordable price. If you are not a tourist, but an explorer, you wa..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:34 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5067339

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Kelly' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Kelly' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 9967305  
 Host Name: Kelly  
 Host Link: <http://www.airbnb.com/users/show/9967305>  
**Host Home Location:** Boston, Massachusetts, United States  
 Listing ID: 5067339  
 Listing Link: <http://www.airbnb.com/rooms/5067339>  
 Listing Description: "Shared room for \$63 CAD. Hey! Come stay w us Right on the Bay. We have an amazing sofa-bed. Organic home. Healthy & healing environment. Very Spa Zen. Organic meals ..."  
 Share Type: Shared room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:35 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5091663

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dario' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dario' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 5603061  
 Host Name: Dario  
 Host Link: <http://www.airbnb.com/users/show/5603061>  
 Host Home Location: San Rafael, California, United States  
 Listing ID: 5091663  
 Listing Link: <http://www.airbnb.com/rooms/5091663>  
 Listing Description: "Entire home/apt for \$149 CAD. Your own private, cozy efficiency studio with an amazing city view! Have a wonderful experience in SF: -coolest hood: in the heart of Castro, 30 ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:35 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5114942

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Sanford' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Sanford' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 85132  
 Host Name: Sanford  
 Host Link: <http://www.airbnb.com/users/show/85132>  
 Host Home Location: New Orleans, Louisiana, United States  
 Listing ID: 5114942  
 Listing Link: <http://www.airbnb.com/rooms/5114942>  
 Listing Description: "Entire home/apt for \$345 CAD. Resort Overview Reserve NOW for the FIFTIETH ANNIVERSARY of the NFL Title Game: &quot;SUPER BOWL 50&quot;. Downtown San Francisco is all yours from this ex..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:35 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5117430

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Loni' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Loni' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 5850811  
 Host Name: Loni  
 Host Link: <http://www.airbnb.com/users/show/5850811>  
**Host Home Location:** Walnut Creek, California, United States  
 Listing ID: 5117430  
 Listing Link: <http://www.airbnb.com/rooms/5117430>  
 Listing Description: "Private room for \$206 CAD. At the corner of historic Haight & Ashbury, you will stay in the back room of a 5 bedroom unit, sharing a bath with one other tenant. Full bed, tv ..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:36 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5153194

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Karan' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Karan' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 5 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 8382696  
 Host Name: Karan  
 Host Link: <http://www.airbnb.com/users/show/8382696>  
**Host Home Location:** San Jose, California, United States  
 Listing ID: 5153194  
 Listing Link: <http://www.airbnb.com/rooms/5153194>  
 Listing Description: "Shared room for \$143 CAD. The apartment is conveniently located near Powell Street BART station (4 min walk), in downtown SF, near all good places/restaurants to hang out. ..."  
 Share Type: Shared room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:36 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5159062

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Sy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Sy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 9620841  
 Host Name: Sy  
 Host Link: <http://www.airbnb.com/users/show/9620841>  
**Host Home Location:** Stanford, California, United States  
 Listing ID: 5159062  
 Listing Link: <http://www.airbnb.com/rooms/5159062>  
 Listing Description: "Entire home/apt for \$301 CAD. Yay!! Again"  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:36 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5194720

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Christine' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Christine' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 5523422  
 Host Name: Christine  
 Host Link: <http://www.airbnb.com/users/show/5523422>  
 Host Home Location: New York, New York, United States  
 Listing ID: 5194720  
 Listing Link: <http://www.airbnb.com/rooms/5194720>  
 Listing Description: "Private room for \$94 CAD. Cozy, sunny room in a beautiful house in the central neighborhood of Noe Valley. Walking distance to Mission. Downstairs room is quiet + own bathr..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:37 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5242714

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jeff' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jeff' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 919364  
 Host Name: Jeff  
 Host Link: <http://www.airbnb.com/users/show/919364>  
 Host Home Location: Berkeley, California, United States  
 Listing ID: 5242714  
 Listing Link: <http://www.airbnb.com/rooms/5242714>  
 Listing Description: "Entire home/apt for \$377 CAD. Spacious 2 bed/2 Bath luxury apartment in a prime location in Downtown Soma/South Beach. 5 minute walk to the Moscone Center. 10 minutes walk t..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:37 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5242975

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Faruk' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Faruk' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 27136096  
 Host Name: Faruk  
 Host Link: <http://www.airbnb.com/users/show/27136096>  
 Host Home Location: TR  
 Listing ID: 5242975  
 Listing Link: <http://www.airbnb.com/rooms/5242975>  
 Listing Description: "Entire home/apt for \$421 CAD. Write e summary lkasldk lkaskdlk Åÿsak kalds la k Åÿlk ÅÿaksÅÿakd ÅÿkdÅÿk aÅÿkdÅÿak ÅÿakdaopqwkoadÅÿas"  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:38 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5269787

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jane' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jane' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 27277658  
 Host Name: Jane  
 Host Link: <http://www.airbnb.com/users/show/27277658>  
 Host Home Location: Toronto, Ontario, Canada  
 Listing ID: 5269787  
 Listing Link: <http://www.airbnb.com/rooms/5269787>  
 Listing Description: "Entire home/apt for \$259 CAD. Enjoy San Francisco in this newly furnished, modern apartment with great views in the coveted Pacific Heights neighborhood. You'll be walking dista..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:38 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5275915

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'B' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'B' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 4 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 263595  
 Host Name: B  
 Host Link: <http://www.airbnb.com/users/show/263595>  
**Host Home Location:** Wayne, Pennsylvania, United States  
 Listing ID: 5275915  
 Listing Link: <http://www.airbnb.com/rooms/5275915>  
 Listing Description: "Private room for \$283 CAD. You will have your own floor with large bedroom ,private bathroom and your own living room area and patio. The house is brand new and immaculate i..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:38 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5330747

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Steve' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Steve' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 3 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 19854  
 Host Name: Steve  
 Host Link: <http://www.airbnb.com/users/show/19854>  
 Host Home Location: Berkeley, California, United States  
 Listing ID: 5330747  
 Listing Link: <http://www.airbnb.com/rooms/5330747>  
 Listing Description: "Entire home/apt for \$245 CAD. Classic San Francisco. Top floor unit in an old single family building. Faces south with a nice deck and view. Sheltered from the west wind ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:39 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5345744

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Emily' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Emily' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 2 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 3963170  
 Host Name: Emily  
 Host Link: <http://www.airbnb.com/users/show/3963170>  
**Host Home Location:** Edmond, Oklahoma, United States  
 Listing ID: 5345744  
 Listing Link: <http://www.airbnb.com/rooms/5345744>  
 Listing Description: "Private room for \$100 CAD. This sunny bedroom is in charming apartment that's close to everything good in life: public transit, Golden Gate Park, delicious food, fun bars..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:39 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5385589

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Alexandra' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Alexandra' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 10281286  
 Host Name: Alexandra  
 Host Link: <http://www.airbnb.com/users/show/10281286>  
**Host Home Location:** Berkeley, California, United States  
 Listing ID: 5385589  
 Listing Link: <http://www.airbnb.com/rooms/5385589>  
 Listing Description: "Entire home/apt for \$251 CAD. Spacious, clean, cute one bedroom apartment in Noe Valley. The apartment is walking distance to the Mission, Castro and Bernal Heights. Great place..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:39 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 5433922

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Natalie' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Natalie' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 3 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 3608385  
Host Name: Natalie  
Host Link: <http://www.airbnb.com/users/show/3608385>  
**Host Home Location:** Salt Lake City, Utah, United States  
Listing ID: 5433922  
Listing Link: <http://www.airbnb.com/rooms/5433922>  
Listing Description: "Entire home/apt for \$440 CAD. Located on a quiet and quaint street with walkable access to BART and Caltrain, our open loft style two bedroom, two bathroom home is ideal. Blocks..."  
Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:40 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 5441836

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Kelly' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Kelly' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 3 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 9967305  
Host Name: Kelly  
Host Link: <http://www.airbnb.com/users/show/9967305>  
**Host Home Location:** Boston, Massachusetts, United States  
Listing ID: 5441836  
Listing Link: <http://www.airbnb.com/rooms/5441836>  
Listing Description: "Entire home/apt for \$314 CAD. Hey there, I've got an amazing 1 bedroom home w/ all the bells & whistles. Stay here for a conference instead of a hotel. You'll have access..."  
Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:40 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 5443678

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Michael' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Michael' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 3 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 5700952  
Host Name: Michael  
Host Link: <http://www.airbnb.com/users/show/5700952>  
**Host Home Location:** Dallas, Texas, United States  
Listing ID: 5443678  
Listing Link: <http://www.airbnb.com/rooms/5443678>  
Listing Description: "Entire home/apt for \$1884 CAD. Nice place with 1 bedroom."  
Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:40 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5459514

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Elliott' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Elliott' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 2 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 318000  
 Host Name: Elliott  
 Host Link: <http://www.airbnb.com/users/show/318000>  
 Host Home Location: New York, New York, United States  
 Listing ID: 5459514  
 Listing Link: <http://www.airbnb.com/rooms/5459514>  
 Listing Description: "Entire home/apt for \$220 CAD. Beautiful one bedroom apartment in brand new downtown SF complex. The building is equipped with a gym, two rooftop gardens and grill areas, games r..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:41 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 5466632

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Leticia' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Leticia' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 5796098  
Host Name: Leticia  
Host Link: <http://www.airbnb.com/users/show/5796098>  
**Host Home Location:** MX  
Listing ID: 5466632  
Listing Link: <http://www.airbnb.com/rooms/5466632>  
Listing Description: "Entire home/apt for \$257 CAD. The loft is spacious, quiet, and minimalist but incredibly comfortable. Centrally located amidst many hustle and bustle areas such as the Haight/A..."  
Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:41 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5491164

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Ian' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Ian' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 3 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1899126  
 Host Name: Ian  
 Host Link: <http://www.airbnb.com/users/show/1899126>  
**Host Home Location:** Berkeley, California, United States  
 Listing ID: 5491164  
 Listing Link: <http://www.airbnb.com/rooms/5491164>  
 Listing Description: "Entire home/apt for \$350 CAD. Comfortable & cozy 3BR/2BA in Russian Hill, walking distance from Fisherman's Wharf, Ghirardelli Sq., Lombard St, and much more. Sleeps up to 6, he..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:42 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5497527

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Sneha' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Sneha' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1823147  
 Host Name: Sneha  
 Host Link: <http://www.airbnb.com/users/show/1823147>  
**Host Home Location:** Chicago, Illinois, United States  
 Listing ID: 5497527  
 Listing Link: <http://www.airbnb.com/rooms/5497527>  
 Listing Description: "Private room for \$134 CAD. Stay in the heart of the city with gorgeous views of the sunset. 7 min walking to downtown, plenty of bus routes nearby. Floor to ceiling glas..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:42 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 5524859

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Greg' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Greg' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 2809997  
Host Name: Greg  
Host Link: <http://www.airbnb.com/users/show/2809997>  
**Host Home Location:** Long Beach, California, United States  
Listing ID: 5524859  
Listing Link: <http://www.airbnb.com/rooms/5524859>  
Listing Description: "Private room for \$207 CAD. Summary"  
Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:43 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5549613

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Felix' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Felix' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 2 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 8164679  
 Host Name: Felix  
 Host Link: <http://www.airbnb.com/users/show/8164679>  
 Host Home Location: Vancouver, British Columbia, Canada  
 Listing ID: 5549613  
 Listing Link: <http://www.airbnb.com/rooms/5549613>  
 Listing Description: "Private room for \$63 CAD. Hey there ! I&#x27;m leaving for Montreal for a couple of weeks and my sunny room in the mission is available ! The room itself has a large comfy quee..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:43 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5553375

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Hannah' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Hannah' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 2 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 261391  
 Host Name: Hannah  
 Host Link: <http://www.airbnb.com/users/show/261391>  
 Host Home Location: Durham, North Carolina, United States  
 Listing ID: 5553375  
 Listing Link: <http://www.airbnb.com/rooms/5553375>  
 Listing Description: "Entire home/apt for \$245 CAD. This apartment is truly a home away from home. Entire place is BRAND NEW! 3 BEDROOMS 2 FULL BATHS. Ground level with access to small outdoor gar..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:43 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5562544

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Moyukh' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Moyukh' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 2 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 6012990  
 Host Name: Moyukh  
 Host Link: <http://www.airbnb.com/users/show/6012990>  
**Host Home Location:** Boston, Massachusetts, United States  
 Listing ID: 5562544  
 Listing Link: <http://www.airbnb.com/rooms/5562544>  
 Listing Description: "Private room for \$151 CAD. Welcome to our apartment in the Mission! We have a fully furnished living room, dining room, and kitchen with in-unit washer/dryer. Just a short wa..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:44 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 5590617

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'William' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'William' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 2 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 382712  
Host Name: William  
Host Link: <http://www.airbnb.com/users/show/382712>  
**Host Home Location:** Redondo Beach, California, United States  
Listing ID: 5590617  
Listing Link: <http://www.airbnb.com/rooms/5590617>  
Listing Description: "Entire home/apt for \$251 CAD. Beautiful 2 bedroom Apt in lower Nob Hill. The Apt is very spacious and located at the back of the building so as to limit street noise. 10 minute ..."  
Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:44 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5642608

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Miles' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Miles' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 2 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 9958899  
 Host Name: Miles  
 Host Link: <http://www.airbnb.com/users/show/9958899>  
 Host Home Location: London, United Kingdom  
 Listing ID: 5642608  
 Listing Link: <http://www.airbnb.com/rooms/5642608>  
 Listing Description: "Private room for \$207 CAD. We're leaving at top floor of the building with stunning view on city hall! You'll have a bedroom with view on the GOLDEN GATE & city hall The bui..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:45 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5657601

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Johno' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Johno' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 2 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 836168  
 Host Name: Johno  
 Host Link: <http://www.airbnb.com/users/show/836168>  
 Host Home Location: New York, New York, United States  
 Listing ID: 5657601  
 Listing Link: <http://www.airbnb.com/rooms/5657601>  
 Listing Description: "Entire home/apt for \$314 CAD. Modern meets luxury in this one bedroom in iconic building. It features high-end italian-designed kitchen and appliances, walls of windows, built-i..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:45 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5684130

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Gina' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Gina' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 2 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 5243194  
 Host Name: Gina  
 Host Link: <http://www.airbnb.com/users/show/5243194>  
 Host Home Location: Los Angeles, California, United States  
 Listing ID: 5684130  
 Listing Link: <http://www.airbnb.com/rooms/5684130>  
 Listing Description: "Private room for \$188 CAD. Beautiful Apartment in very peaceful neighborhood. 4 bedrooms, this is just one room I am renting. Owner lives in San Diego. Very high end expensiv..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:45 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5693290

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dale' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dale' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 424190  
 Host Name: Dale  
 Host Link: <http://www.airbnb.com/users/show/424190>  
 Host Home Location: Winters, California, United States  
 Listing ID: 5693290  
 Listing Link: <http://www.airbnb.com/rooms/5693290>  
 Listing Description: "Shared room for \$38 CAD. This is a learning community for modern students, entrepreneurs, and professionals in San Francisco. It's brand new construction with easy access t..."  
 Share Type: Shared room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:46 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5696580

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Miles' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Miles' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 2 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 9958899  
 Host Name: Miles  
 Host Link: <http://www.airbnb.com/users/show/9958899>  
**Host Home Location:** London, United Kingdom  
 Listing ID: 5696580  
 Listing Link: <http://www.airbnb.com/rooms/5696580>  
 Listing Description: "Private room for \$188 CAD. We're leaving at top floor of the building with stunning view on city hall! You'll have a bedroom with view on the GOLDEN GATE & city hall The bui..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:46 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5708749

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Miles' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Miles' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 2 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 9958899  
 Host Name: Miles  
 Host Link: <http://www.airbnb.com/users/show/9958899>  
**Host Home Location:** London, United Kingdom  
 Listing ID: 5708749  
 Listing Link: <http://www.airbnb.com/rooms/5708749>  
 Listing Description: "Private room for \$220 CAD. Living at top floor of the building with stunning view of City Hall! You&#x27;ll have the largest bedroom with corner view of the Golden Gate & Twin Pe..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:47 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5717696

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jiao' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jiao' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 2 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 24466896  
 Host Name: Jiao  
 Host Link: <http://www.airbnb.com/users/show/24466896>  
 Host Home Location: CN  
 Listing ID: 5717696  
 Listing Link: <http://www.airbnb.com/rooms/5717696>  
 Listing Description: "Shared room for \$126 CAD. I am a artist. Some oil painting in my room. I have an ukulele. near by Bart ã€œ muni and SFSU. Balboa park and S F States"  
 Share Type: Shared room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:47 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5728031

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dale' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dale' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 424190  
 Host Name: Dale  
 Host Link: <http://www.airbnb.com/users/show/424190>  
 Host Home Location: Winters, California, United States  
 Listing ID: 5728031  
 Listing Link: <http://www.airbnb.com/rooms/5728031>  
 Listing Description: "Shared room for \$38 CAD. This is a learning community for modern students, entrepreneurs, and professionals in San Francisco. It's brand new construction with easy access t..."  
 Share Type: Shared room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:47 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 5762600

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Stephan' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Stephan' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 753943  
Host Name: Stephan  
Host Link: <http://www.airbnb.com/users/show/753943>  
**Host Home Location:** Berlin, Berlin, Germany  
Listing ID: 5762600  
Listing Link: <http://www.airbnb.com/rooms/5762600>  
Listing Description: "Private room for \$107 CAD. Beautiful room directly at the intersection of Haight and Masonic. Surrounded by restaurants, bars and close to the Golden Gate Park."  
Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:48 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5824982

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Troy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Troy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 30234589  
 Host Name: Troy  
 Host Link: <http://www.airbnb.com/users/show/30234589>  
**Host Home Location:** Laguna Hills, California, United States  
 Listing ID: 5824982  
 Listing Link: <http://www.airbnb.com/rooms/5824982>  
 Listing Description: "Private room for \$225 CAD. Enjoy skylights in the warm, open upstairs area, or lounge downstairs in the candlelight while enjoying the Steinway. In the heart of the city, we&#x27;..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:48 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5826848

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Jeff' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Jeff' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 919364  
 Host Name: Jeff  
 Host Link: <http://www.airbnb.com/users/show/919364>  
 Host Home Location: Berkeley, California, United States  
 Listing ID: 5826848  
 Listing Link: <http://www.airbnb.com/rooms/5826848>  
 Listing Description: "Entire home/apt for \$289 CAD. Jnr 1 Bedroom in a highrise, 1 block from the Moscone Center. Modern, High-end finishes. 100/100 Walkscore. 5 mins walk to downtown 5 mins walk t..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:48 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5839732

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dale' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dale' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 424190  
 Host Name: Dale  
 Host Link: <http://www.airbnb.com/users/show/424190>  
**Host Home Location:** Winters, California, United States  
 Listing ID: 5839732  
 Listing Link: <http://www.airbnb.com/rooms/5839732>  
 Listing Description: "Shared room for \$38 CAD. This is a learning community for modern students, entrepreneurs, and professionals in San Francisco. It's brand new construction with easy access t..."  
 Share Type: Shared room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:49 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5847652

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dale' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dale' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 424190  
 Host Name: Dale  
 Host Link: <http://www.airbnb.com/users/show/424190>  
**Host Home Location:** Winters, California, United States  
 Listing ID: 5847652  
 Listing Link: <http://www.airbnb.com/rooms/5847652>  
 Listing Description: "Shared room for \$38 CAD. This is a learning community for modern students, entrepreneurs, and professionals in San Francisco. It's brand new construction with easy access t..."  
 Share Type: Shared room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:49 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5848898

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dale' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dale' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 424190  
 Host Name: Dale  
 Host Link: <http://www.airbnb.com/users/show/424190>  
**Host Home Location:** Winters, California, United States  
 Listing ID: 5848898  
 Listing Link: <http://www.airbnb.com/rooms/5848898>  
 Listing Description: "Shared room for \$38 CAD. This is a learning community for modern students, entrepreneurs, and professionals in San Francisco. It's brand new construction with easy access t..."  
 Share Type: Shared room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:50 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5849261

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dale' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dale' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 424190  
 Host Name: Dale  
 Host Link: <http://www.airbnb.com/users/show/424190>  
**Host Home Location:** Winters, California, United States  
 Listing ID: 5849261  
 Listing Link: <http://www.airbnb.com/rooms/5849261>  
 Listing Description: "Shared room for \$38 CAD. This is a learning community for modern students, entrepreneurs, and professionals in San Francisco. It's brand new construction with easy access t..."  
 Share Type: Shared room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:50 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5849443

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dale' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dale' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 424190  
 Host Name: Dale  
 Host Link: <http://www.airbnb.com/users/show/424190>  
**Host Home Location:** Winters, California, United States  
 Listing ID: 5849443  
 Listing Link: <http://www.airbnb.com/rooms/5849443>  
 Listing Description: "Shared room for \$38 CAD. This is a learning community for modern students, entrepreneurs, and professionals in San Francisco. It's brand new construction with easy access t..."  
 Share Type: Shared room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:50 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5858486

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Ramya' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Ramya' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 2428432  
 Host Name: Ramya  
 Host Link: <http://www.airbnb.com/users/show/2428432>  
**Host Home Location:** Mountain View, California, United States  
 Listing ID: 5858486  
 Listing Link: <http://www.airbnb.com/rooms/5858486>  
 Listing Description: "Entire home/apt for \$211 CAD. This is a beautiful, modern apartment in the heart of the bustling Mission - Valencia corridor, 2 blocks away from the 16th St Bart Station! You wi..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:51 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5861106

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Matt' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Matt' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1742199  
 Host Name: Matt  
 Host Link: <http://www.airbnb.com/users/show/1742199>  
**Host Home Location:** San Antonio, Texas, United States  
 Listing ID: 5861106  
 Listing Link: <http://www.airbnb.com/rooms/5861106>  
 Listing Description: "Private room for \$113 CAD. This is for one bedroom in a beautiful house on one of the most charming alleys in SF. We're 1/2 a block from BiRite & Tartine, a block from the be..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:51 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5870783

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
 Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Dale' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Dale' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
 To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 424190  
 Host Name: Dale  
 Host Link: <http://www.airbnb.com/users/show/424190>  
 Host Home Location: Winters, California, United States  
 Listing ID: 5870783  
 Listing Link: <http://www.airbnb.com/rooms/5870783>  
 Listing Description: "Shared room for \$38 CAD. This is a learning community for modern students, entrepreneurs, and professionals in San Francisco. It's brand new construction with easy access t..."  
 Share Type: Shared room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:51 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5871743

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Koy' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Koy' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 5189021  
 Host Name: Koy  
 Host Link: <http://www.airbnb.com/users/show/5189021>  
 Host Home Location: Los Angeles, California, United States  
 Listing ID: 5871743  
 Listing Link: <http://www.airbnb.com/rooms/5871743>  
 Listing Description: "Private room for \$126 CAD. Chill, quiet room in a 3bd 1bath place in a great neighborhood. Close to BART and other public transit. Parks, cafes and bars all within walking di..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:52 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 5874038

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Diana' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Diana' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 26450820  
Host Name: Diana  
Host Link: <http://www.airbnb.com/users/show/26450820>  
**Host Home Location:** Santa Monica, California, United States  
Listing ID: 5874038  
Listing Link: <http://www.airbnb.com/rooms/5874038>  
Listing Description: "Entire home/apt for \$275 CAD. Come live in our beautiful sunny apartment. Check out the pictures. Dogs welcome."  
Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:52 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5881749

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Ben' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Ben' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 191173  
 Host Name: Ben  
 Host Link: <http://www.airbnb.com/users/show/191173>  
 Host Home Location: New York, New York, United States  
 Listing ID: 5881749  
 Listing Link: <http://www.airbnb.com/rooms/5881749>  
 Listing Description: "Private room for \$112 CAD. This is a private bedroom in a 4 bed/2 bath home in a central SF neighborhood that defines charm w/ shady tree lined streets, locally owned bakerie..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:52 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5882403

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Ben' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Ben' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 191173  
 Host Name: Ben  
 Host Link: <http://www.airbnb.com/users/show/191173>  
 Host Home Location: New York, New York, United States  
 Listing ID: 5882403  
 Listing Link: <http://www.airbnb.com/rooms/5882403>  
 Listing Description: "Private room for \$112 CAD. This is a private bedroom in a 4 bed/2 bath home in a central SF neighborhood that defines charm w/ shady tree lined streets, locally owned bakerie..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:53 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5882644

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Ben' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Ben' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 191173  
 Host Name: Ben  
 Host Link: <http://www.airbnb.com/users/show/191173>  
 Host Home Location: New York, New York, United States  
 Listing ID: 5882644  
 Listing Link: <http://www.airbnb.com/rooms/5882644>  
 Listing Description: "Private room for \$112 CAD. This is a private bedroom in a 4 bed/2 bath home in a central SF neighborhood that defines charm w/ shady tree lined streets, locally owned bakerie..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:53 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5883018

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Ben' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Ben' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 191173  
 Host Name: Ben  
 Host Link: <http://www.airbnb.com/users/show/191173>  
 Host Home Location: New York, New York, United States  
 Listing ID: 5883018  
 Listing Link: <http://www.airbnb.com/rooms/5883018>  
 Listing Description: "Private room for \$112 CAD. This is a private bedroom in a 4 bed/2 bath home in a central SF neighborhood that defines charm w/ shady tree lined streets, locally owned bakerie..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:53 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 5904746

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.  
Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Victoria' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Victoria' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.  
To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 14769839  
Host Name: Victoria  
Host Link: <http://www.airbnb.com/users/show/14769839>  
**Host Home Location:** Berkeley, California, United States  
Listing ID: 5904746  
Listing Link: <http://www.airbnb.com/rooms/5904746>  
Listing Description: "Private room for \$251 CAD. In a beautiful, large, sunny 2BR/2B classic SF style apartment, near many restaurants, shops, cafes and much more. A beautifully tiled kitchen with..."  
Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:54 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5905163

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Diana' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Diana' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 8716218  
 Host Name: Diana  
 Host Link: <http://www.airbnb.com/users/show/8716218>  
**Host Home Location:** Sonoma, California, United States  
 Listing ID: 5905163  
 Listing Link: <http://www.airbnb.com/rooms/5905163>  
 Listing Description: "Private room for \$107 CAD. Come stay in our charming flat. It's a clean & quite neighborhood near many cafes and restaurants with public transport to anywhere in the city. We..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:54 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 5931093

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Aimee' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Aimee' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 4114183  
Host Name: Aimee  
Host Link: <http://www.airbnb.com/users/show/4114183>  
**Host Home Location:** Chicago, Illinois, United States  
Listing ID: 5931093  
Listing Link: <http://www.airbnb.com/rooms/5931093>  
Listing Description: "Entire home/apt for \$251 CAD. Beautifully decorated and comfortable two bed and one bath located on a quintessential San Francisco street in Russian Hill. Just around the corner..."  
Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:55 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5933430

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Sean' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Sean' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 1808969  
 Host Name: Sean  
 Host Link: <http://www.airbnb.com/users/show/1808969>  
**Host Home Location:** Carmel, California, United States  
 Listing ID: 5933430  
 Listing Link: <http://www.airbnb.com/rooms/5933430>  
 Listing Description: "Entire home/apt for \$239 CAD. Charming 3 bedroom with lovely garden in a safe and conveniently located neighborhood. Only three blocks from many restaurants, grocery store with ..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:55 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5959874

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Alban' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Alban' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 9871986  
 Host Name: Alban  
 Host Link: <http://www.airbnb.com/users/show/9871986>  
 Host Home Location: Austin, Texas, United States  
 Listing ID: 5959874  
 Listing Link: <http://www.airbnb.com/rooms/5959874>  
 Listing Description: "Private room for \$94 CAD. Sweet loft room above the kitchen in a cozy cottage right next to Dolores Park, in the middle of the Mission and a few blocks away from a BART stat..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:55 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 5978726

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Sade' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Sade' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 5910403  
 Host Name: Sade  
 Host Link: <http://www.airbnb.com/users/show/5910403>  
 Host Home Location: Boston, Massachusetts, United States  
 Listing ID: 5978726  
 Listing Link: <http://www.airbnb.com/rooms/5978726>  
 Listing Description: "Entire home/apt for \$264 CAD. Beautiful, modern, and fully furnished sublet in luxury apartment building available. Located in the heart of SOMA/South beach, near the water with..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:56 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
CC: Mayor Ed Lee, My San Francisco Supervisor  
RE: Airbnb Listing ID 6006218

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Kirill' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Kirill' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
A San Francisco Resident

Listing Location: San Francisco, CA, United States  
Host ID: 4480513  
Host Name: Kirill  
Host Link: <http://www.airbnb.com/users/show/4480513>  
**Host Home Location:** San Jose, California, United States  
Listing ID: 6006218  
Listing Link: <http://www.airbnb.com/rooms/6006218>  
Listing Description: "Shared room for \$49 CAD. We are a nice and friendly coliving/coworking environment for startups, freelancers and entrepreneurs. Situated in a private house we gather crea..."  
Share Type: Shared room

If you have any questions I suggest you contact:

San Francisco Planning Department  
(415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:56 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 6007486

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'David' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'David' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 10404372  
 Host Name: David  
 Host Link: <http://www.airbnb.com/users/show/10404372>  
 Host Home Location: Shanghai, Shanghai, China  
 Listing ID: 6007486  
 Listing Link: <http://www.airbnb.com/rooms/6007486>  
 Listing Description: "Private room for \$43. Just off the 37 MUNI bus line, find yourself up in Twin Peaks overlooking epic views of the city. Enjoy an apartment with a shared kitchen fully eq..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:57 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 6019953

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Aline' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Aline' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 15686249  
 Host Name: Aline  
 Host Link: <http://www.airbnb.com/users/show/15686249>  
**Host Home Location:** Daly City, California, United States  
 Listing ID: 6019953  
 Listing Link: <http://www.airbnb.com/rooms/6019953>  
 Listing Description: "Entire home/apt for \$289 CAD. SAN FRANCISCO CHARMING AND SPACIOUS 1 BEDROOM APT IN TWIN PEAKS NEIGHBORHOOD WITH DECK OVERLOOKING THE CITY AND THE (website hidden)(ROKU) WIRELESS..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:57 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 6028225

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Ornela' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Ornela' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 7033037  
 Host Name: Ornela  
 Host Link: <http://www.airbnb.com/users/show/7033037>  
**Host Home Location:** Los Angeles, California, United States  
 Listing ID: 6028225  
 Listing Link: <http://www.airbnb.com/rooms/6028225>  
 Listing Description: "Entire home/apt for \$438 CAD. We are traveling out of town and renting our apt for a limited amount of time,we pay 15k per month and trust me,it's worth it.Absolute heaven on ea..."  
 Share Type: Entire home/apt

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:58 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 6056604

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Max' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Max' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 21660411  
 Host Name: Max  
 Host Link: <http://www.airbnb.com/users/show/21660411>  
**Host Home Location:** Philadelphia, Pennsylvania, United States  
 Listing ID: 6056604  
 Listing Link: <http://www.airbnb.com/rooms/6056604>  
 Listing Description: "Private room for \$162 CAD. Our house is open for easy going & fun loving traveler(s) seeking a comfortable place in the Mission neighborhood. After spending a day in SF, you ..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:58 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 6055385

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'James' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'James' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 10795563  
 Host Name: James  
 Host Link: <http://www.airbnb.com/users/show/10795563>  
 Host Home Location: Sunnyvale, California, United States  
 Listing ID: 6055385  
 Listing Link: <http://www.airbnb.com/rooms/6055385>  
 Listing Description: "Shared room for \$50 CAD. Welcome home!"  
 Share Type: Shared room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)

**From:** gussdolan <gussdolan@darkanddifficult.com>  
**Sent:** Monday, April 27, 2015 6:57 PM  
**To:** 'trust@airbnb.com'; 'support@airbnb.com'; 'shorttermrentals@sfgov.org'  
**Cc:** 'mayoredwinlee@sfgov.org'; 'Breedstaff@sfgov.org'  
**Subject:** Airbnb Listing Violates San Francisco Short Term Rental Code

TO: Airbnb, San Francisco Planning Department  
 CC: Mayor Ed Lee, My San Francisco Supervisor  
 RE: Airbnb Listing ID 6028255

The following listing is in violation of San Francisco Short-Term Residential Rental municipal code.

Any person renting a San Francisco property on your website described as below needs to be a permanent San Francisco resident, which host 'Kirill' obviously is not, based upon what they list as their 'Home Location'. Please remove the listing, and any other listings host 'Kirill' may have posted on your website that violate our local laws.

This listing was active on your website on 04-18-2015, for a total of 1 known listing times since October 1, 2014.

TO: Airbnb: Please inform me of any actions taken regarding this request.

To: San Francisco Planning Department: Please inform me of any actions taken regarding this notification.

Thank you,  
 A San Francisco Resident

Listing Location: San Francisco, CA, United States  
 Host ID: 4480513  
 Host Name: Kirill  
 Host Link: <http://www.airbnb.com/users/show/4480513>  
 Host Home Location: San Jose, California, United States  
 Listing ID: 6028255  
 Listing Link: <http://www.airbnb.com/rooms/6028255>  
 Listing Description: "Private room for \$75 CAD. 35 mins from SoMa We are a nice and friendly coliving/coworking environment for startups, freelancers and entrepreneurs. Situated in a private ho..."  
 Share Type: Private room

If you have any questions I suggest you contact:

San Francisco Planning Department  
 (415) 575-9179  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)