

Therefore, we'll need to use this letter as the supporting documentation exclusive of the Airbnb resolution center.

CHECK-IN PROCEDURES

When checking-into the apartment the process was extremely rushed. We were not walked around the unit. We did not receive an explanation on how anything works. We did not receive an explanation of the area. The host simply told us that if we turned on more than 2-3 electrical functions that the circuit breaker would trip. In other words, we wouldn't be able to run the stove and the hot water heater or the heater and the stove, or some other combination thereof, **because the whole apartment was hooked up to one circuit breaker**. On the way out of the apartment (near the entrance to the building) the host showed us how to reset the circuit breaker. After 2 minutes she quickly provided the key and departed.

Our first impression of the unit was that this did not live up to the National Electrical Code we use in the USA. We were also immediately concerned about incurring a fire or electrocution. Based upon this fear we noticed that **both the apartment entrance door and building entrance door (there's only one) are both locked from the inside**. In other words the fire escape routes were impeded. We also noticed open electrical wires hanging from the ceiling in the bathroom and light switches configured oddly. Within the first 5 minutes of being associated with this unit we noticed two enormous safety concerns that would not be allowed based on the International Building Code (IBC).

Please note, the host knew that the building was not up to IBC prior to our booking and failed to fix or inform us prior to our booking.

INITIAL IMPRESSIONS OF THE UNIT

Upon digesting the errors in building code we began a tour of the unit. The unit did seem clean. We did have some initial concerns though. We noticed that the windows were open and that the street traffic was extremely noisy. So we closed them. We also noticed that a rug was strategically placed over a drain in the bathroom. We moved the rug because it was over a drain. Finally, we noticed that there were air fresheners in every room. This of course is a huge red flag. Anyone who travels frequently knows that when they see this the next logical question to ask is; what smell is the host attempting to cover-up?

Please note that during the booking we specifically asked the host if the unit was quiet. We were looking for a quiet retreat. The host stated (in the Airbnb message center), "It is in a fairly quiet." Upon touring the city during our stay we realized that the unit is at one of the busiest intersections (if not the busiest) within the entire city. Hardly, a "fairly" quiet location. We could only bare to keep the windows open a few minutes per day because the noise was so overbearing. **Again, please note that the host knew the location was not quiet before our initial booking.** The host insinuated that it was quiet by giving a blanket response.

INVENTORY CHECKLIST OF THE UNIT

Based upon us booking 28 days we also did an inventory of what items were provided. Since we frequently book long-term stays it's nice when items like a broom, dustpan, vacuum, extra towels, cooking utensils, pot holders and cleaning solutions. In other words items to maintain the unit and live comfortably. Obviously, when one is staying a month they'll need to perform a certain level of cleaning.

Please note that the unit did not come with some essential items. The following items were not provided in the unit:

- Broom nor dustpan
- Extra towels
- Dish rags
- There was silverware but there was not cooking utensils
- The host also never told us where to put garbage

We contacted the host (Airbnb Message Center) about these items and we were able to come to a compromise. However, the lack of essentials supplied by the host displays a lack of understanding of what is needed and required by a host when offering to accommodate long-term stays.

PROBLEMS INCURRED DURING OUR STAY

During our first night we came to a realization why the unit had so many air fresheners and why the rug was placed over the drain in the bathroom. Upon coming back to the unit after dinner we smelled the horrid odor of sewage gas coming from the bathroom. We immediately opened the windows (from when we closed them earlier). We contacted the host (via the Airbnb Message center) about this issue immediately. The host stated, "It's probably coming from the street. Try to close the window till it passes. I'm really sorry but don't know how to help you." The host additionally stated, "Try to cover the drain with the rug again to see if that helps or put a plastic bag or something on it so the air from in there doesn't come up if this is where the smell comes from." That night we slept with the sheets over our head.

Please note that the host knew about this problem before we initiated our booking but failed to fix it or inform us of the problem prior to booking. The host was attempting to cover-up the problem by placing a rug over the drain. This is a serious issue because it's not healthy to breathe sewer gas. Sewer gas can be dangerous. It also can start a fire. The foul smell is hydrogen sulfide, a gas that comes from decaying organic matter (sewage).

The host did follow up with the sewage problem the next day. Upon meeting, we also discussed the broken toilet seat. The host, once again, stated that they knew the toilet seat was broken but couldn't find the correct part. We mentioned to the host that about a block away from the unit was a hardware store. We informed the host that if the host would reimburse us we'd go purchase the needed parts and install the toilet seat. We also mentioned that if the host purchases the parts that we'd install it for them. Once again, the host gave a blanket response.

Please note that during our entire stay, 28 days, we were forced to sit on a broken toilet seat even though we informed the host of the problem very early into our stay. **Additionally, the host knew about this problem before we initially booked the unit but failed to fix it or inform us of the problem prior to our booking.** Also note, that during this resolution process the host stated, "I did not have time to fix the toilet seat as I was on a business trip during most of your stay in Dubrovnik." After the first week, we knew the toilet seat was not going to get fixed during our stay because of the host's lackadaisical approach to the problems seen and incurred thus far.

Another problem during our stay was the armrest/leg of the couch. The armrest on the couch was wobbly. As we used the couch during our stay we observed the armrest getting even more wobbly. The problem with the couch is in the design and the resolution of forces. There are only 2 bolts holding the armrest into the side rail of the couch. The bolts are positioned near the bottom of the couch making the armrest extremely top heavy. There is no support on the top-end. The bolts only support vertical (upwards/downwards) forces. The couch does not support horizontal movement. By the looks of the couch we determined it to be at least 20 years old. In theory, the lack of design and normal wear/tear would lead to the armrest to wobble and eventually detach from the side rail.

Please note that during our checkout the host stated that they frequently move the couch to cover-up (or hide) the bubble in the laminate flooring. Putting any additional strain on the couch (such as moving it) could lead to advanced wear/tear on the armrest/leg. Especially, when pulling/pushing on the top part of the armrest, when only the bottom is supported. This additional strain is being put on by the host.

Another problem incurred during our stay was that the laminate flooring next to the couch began buckling and bubbling. The flooring created a bubble that was 3-4 feet in diameter and 2 inches high. We were concerned about tripping over this bubble. We were also concerned that the TV was going to fall off the stand it was on because the entire floor would shake when walking over this area. This problem began approximately our 3rd week into the stay when the weather began to change. It began getting much colder at night. This didn't surprise us very much though. We knew there was a lack of craftsmanship and experience displayed in how the electrical and plumbing was designed and configured. At this point, we came to the notion that the entire unit was built by a local handy man and not someone certified in their trade. We did not inform the host of this problem because of the numerous issues observed and incurred thus far. We were also under the assumption that if the host couldn't fix a simple problem like a toilet seat, how in the world were they going to fix bigger problems.

Please note that during a verbal conversation with the host, the host confirmed that they knew about the broken toilet seat before we initially booked the unit but failed to fix it or inform us of the problem prior to our booking. The host also failed to fix it during our stay, as stated by the host, "I did not have time to fix the toilet seat as I was on a business trip during most of your stay in Dubrovnik."

CHECKOUT PROCESS

We did meet and greet the host during the checkout process. The host came into the apartment and inspected the unit. The host never stated any problems with the couch. The couch was located against the pillar and stone wall during our stay. This is similar to the pictures listed on the Airbnb site. At this time, the couch did not look like how the pictures appear in the resolution center. The pictures (attached by the host) of the couch in the Airbnb resolution center show the couch moved much closer to the window. In other words, the couch was once again moved (by the host) to cover-up the bubbly laminate flooring. To cover-up the bubbly laminate flooring for the next guest (which was checking-in later that day). This movement to the couch is adding additional strain and advanced wear/tear on the couch.

EXTORTION

The most disturbing part of this experience was how the host attempted to rectify the situation. The host quoted us four different amounts. We were asked to pay (USD) in this order: 1) \$70 2) A brand new couch 3) \$233 4) \$159. **All of these quoted amounts were sent by the host within approximately 24 hours.**

Upon reading the above reasons, it's easy to see why we offered to pay \$11 USD for the damage to the couch. It was simply out of good faith and to cover any expenses incurred during our stay. We also didn't want to receive a bad review. We take great pride in leaving the units in as good or better shape than we initially received them. The host stated in the Airbnb message center that they know we can afford to pay whatever they deem the appropriate amount is because, as the host stated, "I really don't know how people who travel the world can even make such an offer." In other words, because we're traveling the world, we can afford to pay any amount she sculpts.

It delegitimizes all of the quotes by supplying so many in such a small amount of time. It appears to be a way to extort money. Especially, when the host mentioned reviews. The host stated (Airbnb message center), "But as I hear I'm not the first person having had problems with you."

CONCLUSION

There were many serious issues we incurred during our stay at this unit. Many were health and safety related. In fact, one needs to question whether this unit is any condition to be rented out in the first place. With that aside, the one issue that stands out the most is the bubbling floor next to the couch. Per the host, the flooring was improperly installed. Per the host, the host never fixed the flooring/problem. Per the host, the host was forced to move the couch to cover-up the bubbly flooring. The lack of action by the host to fix the underlying problem, the flooring, caused the host to constantly move the couch to cover-up (the bubbly flooring).

The host inspected the unit prior to our departure. We left the couch in the identical location as positioned on the Airbnb listing site. The pictures that the host provided in the escalation center indicate that the couch was again moved, this time closer to the window. The last person to move the couch was the host. Moving the couch adds

excessive wear/tear to an already poorly designed structure. For all we know this couch may have broken in the past and had been improperly repaired by the local handy man. Possibly, the same person responsible for the electrical issues, plumbing issues, flooring issues, and other issues that run rampant in this unit.

Once again, we take great pride in the places that we rent. Many times we build great relationships with the hosts and even become friends. Which is why we're concerned about the review process for both ourselves and the host. Will there be reviews for this posted to Airbnb? Below you'll find all of the recorded communication between the host and ourselves. Please feel free to contact us with any questions,
- Audrey & Harry Lesner