

FOI REF:	17370
RESPONSE SENT:	08.07.2026

Request

I am writing to request information regarding the council's use of short-term holiday accommodation platforms—specifically Airbnb—to house individuals or families experiencing homelessness.

For the purposes of this request, "emergency housing" or "temporary accommodation" refers to any interim or nightly-paid accommodation secured or arranged by the local authority to meet its statutory homelessness duties.

Please provide the following information:

1. Usage and Expenditure

(a) Does the council book properties via Airbnb (either directly or via an external agency/intermediary) to use as emergency or temporary housing for unhoused individuals/families?

(b) What is the total financial expenditure by the council on booking Airbnb properties for this purpose for each of the last five complete financial years (2021/22, 2022/23, 2023/24, 2024/25, and 2025/26), broken down by year?

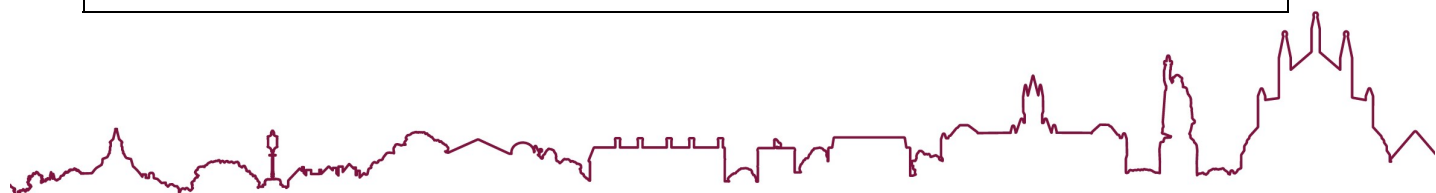
2. Council Policies and Disclosures

(a) What is the council's official policy or procedure regarding informing Airbnb property owners/hosts that the booking is being made by the local authority to house a homeless client?

(b) What is the council's official policy or contractual agreement regarding paying out for any property damage, anti-social behavior, or extra cleaning costs caused to an Airbnb property during a placement?

3. Compensation Payments

(a) How much money has the council paid out in compensation, damages, extra cleaning fees, or dispute resolution payments directly to Airbnb hosts or via the Airbnb platform for each of the last five complete financial years (2021/22 to 2025/26), broken down by year?



If either of 1b or 3a parts of this request cannot be responded to due to AirBnb being too specific, please provide the figures for "Nightly-Paid Private Landlord" costs or similar for emergency housing

Response

1. No WCC do not use Airbnb
- 2a. N/A we have not had a need to use Airbnb
- 2b. N/A as above
3. N/A

