

# airbnb.org



**IMPACT REPORT**  
2023





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Hawai'i, U.S., 2023



# Our mission:

To unlock the power of sharing space, resources, and support in times of need.

**airbnb.org**



## Welcome from Joe Gebbia

That platform allows Airbnb Hosts—and anyone with a home—to respond to global crises by connecting displaced people with an urgent and immediate need: temporary housing.

Staying in homes—instead of hotels or emergency shelters—can help guests experience a greater sense of safety and well-being at a time when they are at their most vulnerable, while also providing timely financial relief. Many of our Hosts have gone even further, helping their guests forge a genuine sense of belonging with the surrounding community.

Again and again, I've been inspired by how Hosts, donors, and nonprofit organizations have responded to crises like the war in Ukraine and the Maui fires. The impact we have made as a young organization owes everything to you.

Thank you for joining us on this journey, and for continuing to share the power of your actions and the generosity of your spirits as we move forward.

A handwritten signature of Joe Gebbia in black ink.

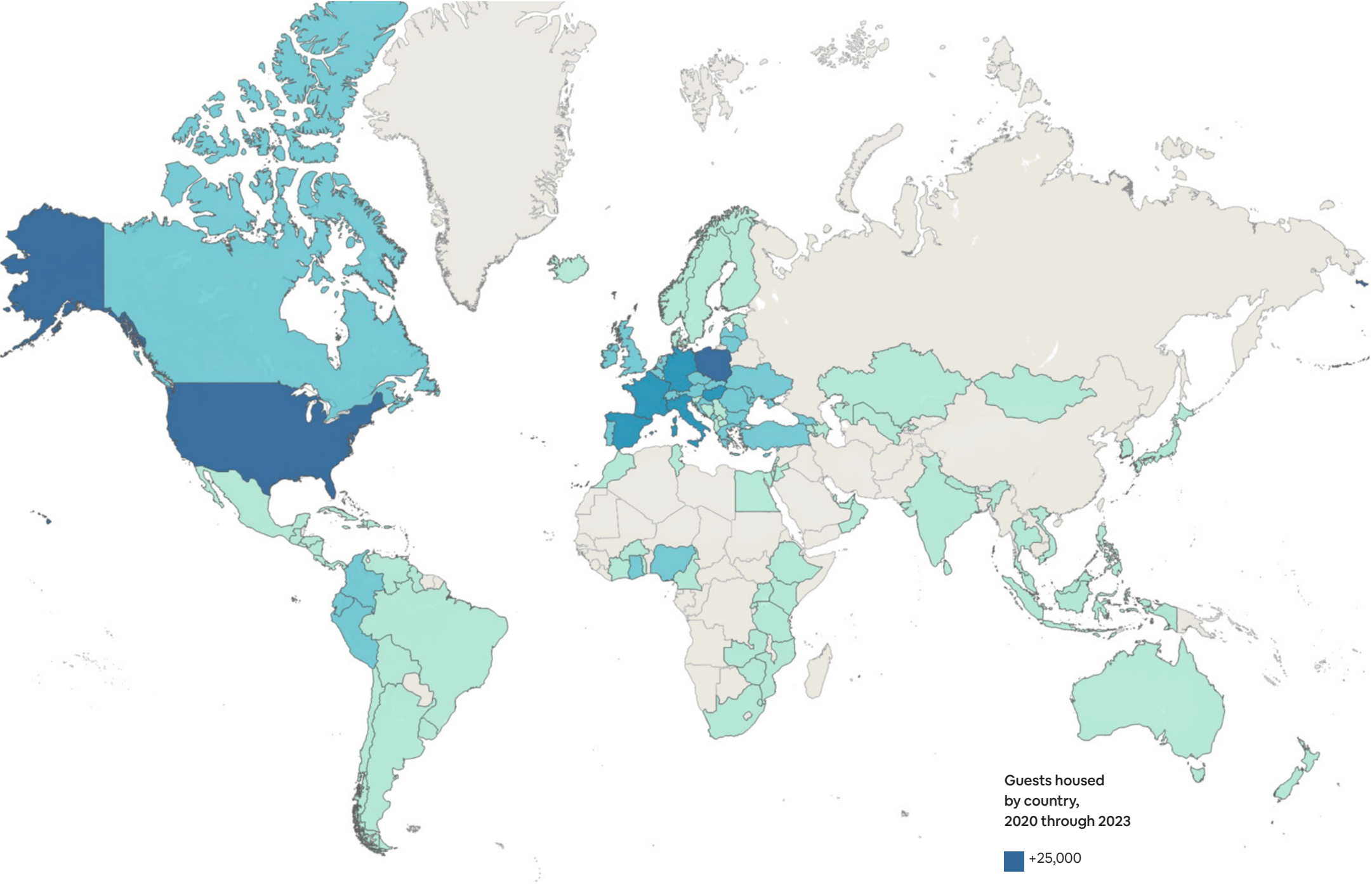
**Joe Gebbia**

*President and Chairman, Airbnb.org,  
and Co-founder, Airbnb and Samara*

When Brian Chesky, Nate Blecharczyk, and I formally launched Airbnb in 2008, we asked ourselves: What role do we want to play in the world, and how do we want to give back? That question inspired Airbnb to offer free stays during Hurricane Sandy in 2012 and support the reversal of the 2017 travel ban—ultimately, it led us to establish Airbnb.org in 2020. We formed this new nonprofit organization to tap into Airbnb's global Host community in order to help people find free, temporary places to stay in times of crisis.

This first-ever Airbnb.org impact report captures the work we have done since 2020 to connect more than 220,000 people with temporary emergency housing for more than 1.4 million nights. And we're just getting started.

I like to tell people that, in building the largest accommodations platform on the planet, Airbnb also enabled an incredible humanitarian housing platform.



Our global impact

**1,452,800** nights of free, emergency housing

2020-2023 by the numbers

Data: December 2020 to September 2023

**225,900** Guests housed

**75,000**  
Free, temporary stays provided to guests

**15**   
Average number of nights of an Airbnb.org stay

**187**   
Countries and regions where Hosts have signed up with Airbnb.org

**76,800**  
Hosts who have opted in to provide free or discount Airbnb.org stays

Some of our responses, 2020-2023

- |                           |                               |
|---------------------------|-------------------------------|
| Ukraine war               | Hurricane Idalia (U.S.)       |
| Afghan refugee crisis     | Mississippi tornadoes (U.S.)  |
| Venezuelan refugee crisis | Morocco earthquake            |
| Hurricane Ian (U.S.)      | Hurricane Fiona (U.S., P.R.)  |
| Maui fires (U.S.)         | Western Europe floods         |
| Türkiye-Syria earthquakes | New South Wales floods (Aus.) |



# Who we are

**More than a decade ago, Airbnb Hosts told Airbnb they were looking for ways to share their space and their kindness with people displaced by natural disasters and other global events.**

In response, Airbnb created a program for Hosts to provide temporary stays for displaced people and relief workers during times of crisis. Over the years, it became clear that, in order to scale our impact and unlock the full potential of the global Airbnb platform, we needed a dedicated team and a separate 501(c)(3) organization.

Airbnb.org launched in December 2020 with initial funding from Airbnb. Because Airbnb covers all of Airbnb.org's operating expenses, including paying for staff and technology, 100% of every donation goes toward funding emergency stays and supporting our nonprofit partners. These donations have allowed us to house more than 220,000 people to date—at no cost to any of our guests. Stays through Airbnb.org are always free.

Airbnb.org serves a unique, innovative role in the field of emergency response. By leveraging the Airbnb platform and global network of more than 4 million Hosts, Airbnb.org is able to connect Hosts willing to open their homes with guests who need a place to stay in times of crisis.



*In 2012, Shell (center) hosted New Yorkers displaced by Hurricane Sandy for free.*



Today, more people are forcibly displaced than at any point in recorded history.

The UN High Commissioner for Refugees estimates that, by the end of 2022, more than 108 million people lived away from their homes as a result of large-scale conflicts, persecution, or environmental disasters. Thousands more are fleeing every day.

The number of people uprooted from their homes is predicted to rise as climate change drives an increase in extreme weather events and conflicts over resources. Each time a conflict or natural disaster strikes, marginalized communities are often hardest hit.

Displacement around the globe

1 in 74

More than 1 in every 74 people on Earth has been forced to flee their home.

UNHCR

32.6M

In 2022, 32.6 million people globally (including 3 million Americans) were displaced due to a disaster.

IOM, Scientific American

216M

By 2050, climate-related factors may displace as many as 216 million people.

World Bank

Italy, 2018

Airbnb.org timeline

Airbnb.org launched as an independent nonprofit in 2020, but our work actually began in 2012, when a Host named Shell offered to open her Brooklyn home to New Yorkers displaced by Hurricane Sandy for free. With Airbnb’s help, one thousand Hosts followed her lead.

2012

The idea starts with a Host.

2013

Airbnb launches a disaster response tool.

2017

In response to the U.S. government’s ban on immigration from Muslim countries, Airbnb formally launches its Open Homes program.

2020

Airbnb founds Airbnb.org as a separate 501(c)(3) organization with an independent board of directors to help provide temporary housing for people displaced by environmental disasters and humanitarian crises, as well as for frontline workers responding to the COVID-19 pandemic.

2021

Airbnb.org commits to welcoming up to 20,000 Afghan refugees and helps house survivors of Hurricane Ida.

2022

Airbnb.org provides stays for over 100,000 people fleeing the war in Ukraine, and offers support to survivors of Hurricane Ian.

2023

Airbnb.org assists with disaster responses in Türkiye and Syria as well as Maui, and launches the Sponsorship Initiative to further support refugees and asylum seekers.



# How we work



**W**hen a crisis occurs, Airbnb.org works with its Host community and an array of humanitarian organizations to connect people with temporary places to stay by tapping into Airbnb’s global network of 7 million listings worldwide. While any Host can welcome an Airbnb.org guest, almost 77,000 Hosts in 187 countries and regions have offered to welcome people in times of crisis for free or at a discount by signing up with Airbnb.org. In the immediate aftermath of an event—whether it’s a fire, an earthquake, or a conflict leading to a refugee crisis—Airbnb.org collaborates with trusted nonprofits and

government entities to better understand and assess the needs on the ground. By connecting organizations, guests, and Hosts through the Airbnb platform, we can facilitate communication and ensure guests and Hosts are protected by Airbnb’s policies and Airbnb.org’s specially-trained customer support. Guests, in turn, can find a comfortable place that meets their needs in ways that emergency congregate shelters can’t. Our nonprofit partners help identify the most suitable accommodations, and in situations where hosted stays are not available, guests may stay in other accommodations.



## Key facts about Airbnb.org

1

### Airbnb supports Airbnb.org by:

- Covering Airbnb.org’s operational expenses (including staffing and technology costs), so that 100% of donations to Airbnb.org go toward temporary housing for people in times of crisis and supporting Airbnb.org’s nonprofit partners
- Waiving all service fees for Airbnb.org stays
- Providing Airbnb.org Hosts with AirCover damage protection and liability coverage

2

### Airbnb.org guests stay for free. These guests are:

- People affected by major disasters in areas where Airbnb.org is able to take action
- Refugees and those in the process of seeking asylum or another immigration status with a similar humanitarian purpose
- Relief workers responding to disasters in an official capacity

3

### Airbnb Hosts:

- Welcome Airbnb.org guests into their homes and often help connect them with the local community
- Have the option to offer their place for free or at a discount. Discounted stays are covered by donations to Airbnb.org. Airbnb waives its service fees on all Airbnb.org stays.
- Receive damage protection and liability insurance through AirCover

## Organizations we work with

**Nonprofit and governmental** organizations are critical to our work. These organizations amplify the number of people we can reach during fast-moving crises. Because many of them have deep connections to the communities we serve, they ensure we reach people who most urgently need temporary housing. These organizations also integrate Airbnb.org stays with other services they may provide, such as support for long-term housing, employment, food security, and healthcare.

Over the past three years, we have worked with over 140 nonprofits, government agencies, and other entities to connect people to temporary housing. We currently engage with these organizations by providing grants to enable them to help people book emergency stays, and by coordinating with them to refer eligible people to Airbnb.org for stays. A list of 50 organizations Airbnb.org worked with in 2023 is on page 50.



## Technology and team



**Technology is key to Airbnb.org’s response to environmental disasters and other crises. It’s what allows us to quickly team up with disaster relief and humanitarian organizations working on the ground, and to connect guests with Hosts around the world.**

We have customized Airbnb’s location-based search platform so that it’s specifically designed to help people find a place to stay during a crisis. This includes a simplified user experience, informed by research on how people process information after traumatic experiences.

Similarly, Airbnb.org Hosts can exclusively offer their home to Airbnb.org guests—this means their listings are only available to Airbnb.org guests and nonprofit organizations. We also share resources with Hosts to help them welcome guests who have been through a crisis.

### Airbnb.org’s interdisciplinary team

Airbnb pays for a full interdisciplinary team to provide dedicated support to Airbnb.org. This team brings together two key dimensions of Airbnb.org’s response to a crisis—the technological and the human. Our staff includes people with expertise in:

- Disaster response and refugee assistance
- Engineering
- Data science and research
- Technology, product, and operations
- Community facilitation
- Design and writing
- Marketing
- Specialized customer support

Having an inclusive team and leadership is essential to fulfilling our mission to unlock the power of sharing space, resources, and support in times of need. By 2025, our goal is that a third of Airbnb.org’s U.S. staff self-identify as an under-represented race/ethnicity. We are well on our way toward fulfilling that goal.

## How we work with marginalized communities



**As part of our** commitments to diversity, equity, inclusion, and accessibility, Airbnb.org aims to center our work on individuals from marginalized communities who have historically experienced limited access to resources as a result of social, cultural, economic, or political oppression.

To help achieve that goal, we collaborate with organizations that share our commitment to equity. Many are deeply embedded in historically marginalized communities, including people who identify as members of racial and ethnic minorities, the LGBTQ+ community, and families affected by rare diseases.

Our design practice is equity-centered and trauma-informed. This means we prioritize design and content choices that are simple, clear, and informative. We partner in creative decision-making with guests, Hosts, and organizations, honoring their language choices and the way they choose to be represented.

**Strengthening our support**

We strive to ensure that all Airbnb.org guests experience a high-quality stay as they navigate a time of crisis. As we move forward, we’re leveraging data insights to better serve individuals from marginalized communities, including by:

- Developing our capacity to collect and model aggregate diversity, equity, inclusion, and accessibility (DEIA) data, starting with the U.S.-based disaster organizations we work with, to better understand who is served through Airbnb.org and its nonprofit network
- Implementing a review process specific to Airbnb.org stays to help us understand and improve the guest experience
- Employing a specialized community support team to respond to every request from Airbnb.org guests

### Our collaborators

A few of the organizations that have helped us reach marginalized communities:

**Black Women for Black Lives** connected 2,000 African students who were displaced by the war in Ukraine to free stays in nearby countries.

**EURORDIS** helped people with rare diseases fleeing the war in Ukraine reach cities in other countries where they could get specific treatment and support.

**Women for Afghan Women**, based in both Afghanistan and the U.S., helped resettle hundreds of women and children in Virginia and New York.

**Insight**, a Ukrainian advocacy organization, helped LGBTQ+ people fleeing the country find housing in other European cities.

**SBP** (formerly St. Bernard Project), a disaster relief organization, prioritized repairing the homes of low-income families after hurricanes in the U.S., Puerto Rico, and the Bahamas.



# Our Host community

If you're a Host who supports Airbnb.org's work, thank you. We're very grateful for Hosts' incredible generosity and help in furthering our mission.



# The global Airbnb Host community is at the heart of our work. Hosts contribute to Airbnb.org’s work in many ways:

## Opening their homes with generosity.

Almost 77,000 Hosts in 187 countries and regions have signed up to provide stays for free or a discount — which enables Airbnb.org funding to support more people.

## Funding our work.

By 2023, more than 12,000 Airbnb Hosts became recurring donors, opting to contribute a percentage of their Host earnings to fund Airbnb.org stays.

## Going above and beyond.

Many Hosts see this work as a calling, not just a hobby. They leave welcome gifts for their guests. They gather clothing, food, toys, and supplies from their neighbors. They drive their guests to appointments. They write letters of recommendation for jobs and permanent housing in their new communities.

## Spreading the word.

When major crises happen, Hosts amplify our requests for additional Hosts and donations through social media and email—as well as by telling their friends.

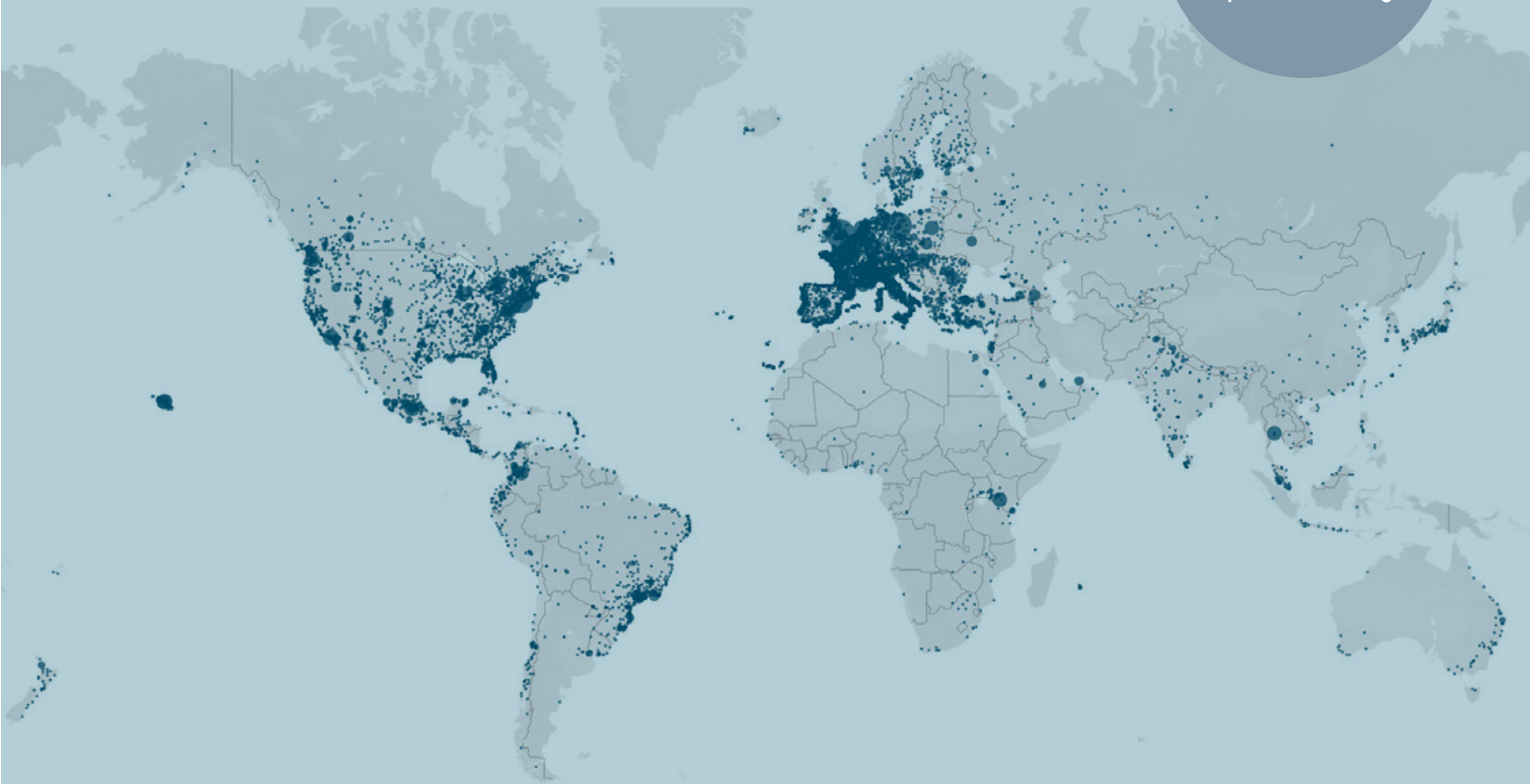
## The value of AirCover for our Hosts

Airbnb provides every Airbnb.org Host with AirCover, which includes up to \$3 million USD in damage protection and \$1 million USD in liability insurance. Many Airbnb.org Hosts have told us AirCover helped them decide to sign up. For more information, visit [www.airbnb.com/aircover-for-hosts](http://www.airbnb.com/aircover-for-hosts).

## Hosting through Airbnb.org around the world

187

Countries and regions where Hosts have signed up with Airbnb.org



76,800

Hosts who have opted in to provide free or discount Airbnb.org stays

12,300

Airbnb Hosts who have made recurring donations from their Airbnb income\*

\$5 Million

Contributions from Airbnb Hosts making recurring donations\*

Map credit: Mapbox OpenStreetMap

Data: December 2020 to September 2023

\*Audited financial figures from the inception of Airbnb.org through December 31, 2022





# Thank you to our donors

Our deepest gratitude to everyone who has contributed to Airbnb.org over the past three years. Your support has lifted us up and made our work possible.

Hawai'i, U.S., 2023

**Earthquakes. Conflicts. Hurricanes. Each time Airbnb.org has announced a commitment to connect people displaced by a major event to temporary housing, donors around the world have shown up to support this important work.**

Airbnb.org is positioned to respond quickly to these global crises because of our unique funding structure: Airbnb covers all of Airbnb.org's operational expenses, waives its service fees for Airbnb.org stays, and often provides initial funding for major relief efforts. That means **every dollar donated to Airbnb.org goes toward funding emergency stays and supporting our nonprofit partners.**

In just three years, we've been able to significantly scale our work thanks to the generosity of thousands of donors. Some, such as The Shapiro Foundation, Ron Conway, and Tech for Refugees, provided exceptional gifts that exponentially increased the number of guests Airbnb.org was able to house.

Airbnb founders Brian Chesky, Joe Gebbia, and Nathan Blecharczyk have provided early and ongoing foundational support to establish Airbnb.org, and to enable it to grow and make a meaningful impact in its first three years. We'd also like to thank Brian, Joe, and Nathan and his wife, Elizabeth, for their personal generosity as donors to Airbnb.org.

In addition, we're grateful to our recurring donors—the more than 12,000 Airbnb Hosts who donated a percentage of their Airbnb earnings to support Airbnb.org. This consistent funding helps Airbnb.org be ready to respond to the next crisis.

Whether you are an Airbnb Host, an Airbnb employee or alumnus, or someone who felt called to donate after learning about our efforts, we are honored that you have trusted us with your contributions.

## Contributions received\*

**\$5M**

Contributions from Airbnb Hosts making recurring donations

**\$96M**

Cash and in-kind contributions from Airbnb

**\$104M**

One-time donations from the general public

\*Audited financial figures from the inception of Airbnb.org through December 31, 2022



“As an early investor in Airbnb, I’ve been impressed by the founders’ search for ways to activate their global network of Hosts in order to do more good—especially by creating Airbnb.org. Airbnb.org is now doing something no other organization can: using Airbnb’s technology and the collective power of Hosts to respond immediately to crises all over the world. In just three years, Airbnb.org has made an impact on hundreds of thousands of people’s lives, and I’m proud to support this work.”

—Ron Conway, founder, SV Angel



Hawaii, U.S., 2023

“At The Shapiro Foundation, our mission is to support the win-win connection between local communities and refugees. After working with Airbnb.org on other international projects, we actively partnered as part of Operation Allies Welcome in 2021, when the U.S. welcomed almost 90,000 of our Afghan allies. I continue to be impressed by the generosity and massive impact that Airbnb.org continues to have on the people in desperate need of short-term housing solutions. We are grateful for our ongoing partnership, and look forward to advancing sponsorship programs in the U.S. in the coming years.”

—Ed Shapiro, founder and trustee,  
The Shapiro Foundation

“Contributing a portion of my hosting income to Airbnb.org aligns with my values in terms of doing business. Housing is such a crisis in our country—most especially for people who are having to flee other countries, where there’s war, or in our country due to natural disasters. I feel very lucky that I do have a home, and that I share it on a part-time business. Giving back a little to Airbnb.org felt right for me.”

—Christine, Airbnb Host, Maine, U.S.

## Key Airbnb.org Host donors

A special thank you to members of the Airbnb Host community who share a portion of their income with Airbnb.org to house people in need.

**Tina Etue**  
California, U.S.

**Rich Baxter**  
Arizona, U.S.

**Gillan Abercrombie Frame**  
California, U.S.

**April Fiegl**  
California, U.S.

**Sal Taylor Kydd**  
Maine, U.S.

**Kristina Smith**  
New York, U.S.

**Stephen Bushman**  
Missouri, U.S.

**Shawn Huffman**  
Tennessee, U.S.

**Adolfo Perez**  
Nevada, U.S.

**Michelle Andre**  
California, U.S.

**Amy Liu**  
California, U.S.

**Alison Pickart**  
California, U.S.





# Pillars of impact

Four ways we make a difference





Texas, U.S., 2021

## An Airbnb.org stay can impact guests' lives in four primary ways:

1. Financial relief and stability
2. Psychosocial wellbeing
3. Sense of safety
4. Connections to Hosts and communities

**A**fter a disaster or conflict, much of the temporary emergency housing available to displaced people is located in congregate settings such as shelters or hotels.

What **differentiates** Airbnb.org stays from these standard emergency housing options is that our guests are welcomed into private places with the comforts of home—many with a kitchen, laundry, and space for kids to play—adding an invaluable sense of normalcy to their lives.

The experience can even be **transformational** when we connect guests with Hosts who go above and beyond by offering longer-term housing, pathways to jobs, connections to neighbors, and even lasting friendships. This type of support from the community can give

people displaced by crises a strong foundation from which to rebuild their lives.

Based on field research and interviews we have conducted with guests, Hosts, and nonprofit organizations around the globe, we know an Airbnb.org stay can impact guests' lives in four primary ways: financial relief and stability, psychosocial wellbeing, sense of safety, and connections to Hosts and communities.

We've also seen the transformational effect Airbnb.org has on Hosts and their communities. In the coming years, we'll conduct additional research to understand how the connections between Airbnb.org Hosts and guests help build empathy and understanding—contributing to stronger, more welcoming, and more cohesive communities.



# Financial relief and stability

Airbnb.org stays can bring significant financial relief to people displaced by disaster and crisis. Research shows that people from marginalized communities may experience the biggest financial setbacks after a disaster: They are more likely to have hourly wage jobs and lose work. They also have fewer savings to draw on.<sup>1</sup> They may even miss out on formal emergency relief.<sup>2</sup> A free Airbnb.org stay allows people in crisis to save the limited funds they have for rebuilding their lives.

<sup>1</sup> Kaiser Family Foundation (2017), An Early Assessment of Hurricane Harvey’s Impact on Vulnerable Texans in the Gulf Coast Region.  
<sup>2</sup> Dorazio, J. (2022). “How FEMA Can Prioritize Equity in Disaster Recovery Assistance.” Center for American Progress.



“During Hurricane Ian, low-income families were staying in their destroyed homes instead of having the opportunity to relocate while critical construction projects took place. Airbnb.org and Global Empowerment Mission were able to assist them in finding short-term accommodations until longer-term plans were arranged. The difference between an overcrowded shelter and a private Airbnb makes all the difference to individuals facing hardship due to disasters.”

~~~~~  
**Michael Capponi**  
Founder/President, Global Empowerment Mission



## Psychosocial wellbeing

**F**ree, temporary housing gives people in crisis a much-needed break, allowing them the emotional and mental space they need to catch their breath while they consider next steps. Different types of housing also have a big impact on the health of displaced people. Research has shown that housing options like an Airbnb.org stay, which offer a private space and sense of belonging, reduce feelings of anxiety, disempowerment, and sadness for refugees.<sup>3</sup> Airbnb.org stays also support the psychosocial wellbeing of displaced people by providing home-like amenities like a kitchen for cooking, a dining room to gather as a family, or a space for kids to play. What's more, most Airbnb.org guests get to select an Airbnb listing that best meets their specific needs.

<sup>3</sup> Brake, T.-M.; Dudek, V.; Sauzet, O.; and Razum, O. (2023). "Psychosocial Attributes of Housing and Their Relationship With Health Among Refugee and Asylum-Seeking Populations in High-Income Countries: Systematic Review." Public Health Reviews.



Türkiye, 2023





# Hakan

Adana, Türkiye

“The apartment was like a painkiller for us. You feel the peace inside the house.”

*Hakan*



**The moment the** 7.8 earthquake that struck Türkiye on February 6, 2023, subsided, Hakan escaped his crumbling house with his wife, Begum, and their two toddlers.

Then he got to work.

Hakan is an engineer and a program manager for GOAL, an organization that responds to humanitarian crises and supports economic development in vulnerable communities. Adana, the city in Türkiye where Hakan lives and works, is just 150 miles west of the earthquake’s epicenter—and equally close to the 7.7 quake that struck nine hours later. The two February 6 earthquakes killed close to 60,000 people in Türkiye and Syria, including 32 of GOAL’s 1,000 staff in the region.

Even as Hakan drove to another town to rescue his parents-in-law, he was on the phone with colleagues, transforming GOAL’s newly built greenhouse in Adana into an emergency shelter. In just seven hours, the Greenhouse opened for disaster survivors—including, for the first three days, Hakan’s family.

A few days later, Airbnb.org began collaborating with GOAL to help 80 first responders like Hakan find safe places to stay so they could focus on their critical humanitarian work. By then, Hakan, his wife and children, and her parents were crowded into Hakan’s family house in Ankara. With Airbnb.org’s assistance, he was able to move with his immediate family into a nearby apartment for 45 days.

“The apartment was like a painkiller for us,” Hakan says. “You feel the peace inside the house.”

It gave the four of them the space to collect themselves and stop thinking about the disaster for a little while. Hakan would spend weekdays in Adana, sleeping in his camper caravan, while he helped the GOAL Greenhouse feed and house 1,000 people. On weekends, he could return to Ankara and focus on his first priority: his wife and children.

Hakan’s Airbnb.org Hosts, who lived in the same building, took extra steps to ensure his family’s comfort. They cooked for them and gave them eggs from their backyard chickens. One of the Hosts, a marionette artist, would often invite the children upstairs to play with her puppets.

The two families have continued to stay in touch. “They are like my real biological brothers and sisters,” Hakan says.



# Sense of Safety

Airbnb.org stays can offer guests an increased sense of security. According to research, vulnerable groups, including refugees, may experience fear of crime when they are directed to temporary housing in congregate settings such as shelters.<sup>4</sup> Because Airbnb.org stays offer a private space and supportive Host, they help increase guests’ peace of

mind and sense of security. The added safety protections that Airbnb’s tech-enabled platform offers also help build trust and secure communication between guests and Hosts. Airbnb.org and the organizations we work with verify the identities of both guests and Hosts to enable authentic communication.



Türkiye, 2023



“Our coordination with Airbnb.org was an overnight success. After spending days at the border, sometimes sleeping on a piece of a carton with small kids, fleeing Ukrainians were able to head to a private home or a hostel with clean sheets, a warm shower, and welcoming Hosts.”

~~~~~  
**Julia Berzoy**  
Nova Ukraine

<sup>4</sup> Brake, Dudek, Sauzet and Razum (2023).



## ORAM

Berlin, Germany

### Over the course of 2022 and 2023, ORAM found Airbnb.org stays for 375 LGBTQ+ people fleeing Ukraine.

**Around the world,** violence and discrimination force people marginalized for their sexual orientation, gender identity, or gender expression to flee their homes. In the countries where they arrive, many encounter new forms of discrimination and bureaucratic hurdles that keep them from finding the security and sense of belonging we all deserve.

Founded in 2008, ORAM (Organization for Refuge, Asylum, and Migration) supports LGBTQ+ people in moments of crisis, both by training humanitarian nonprofits and governments on how to address this community's needs and by directly helping LGBTQ+ folks in Europe, Mexico, and Africa.

In 2018, ORAM joined forces with the global humanitarian organization Alight, an Airbnb.org partner. In March 2022, soon after Airbnb.org committed to housing 100,000 people fleeing the war in Ukraine, ORAM's Berlin staff and Alight began arranging free stays for people arriving in other European cities.

Word of mouth spread through Ukraine's close-knit LGBTQ+ community, bringing hundreds of LGBTQ+ people to ORAM. Over the course of 2022 and 2023, ORAM booked Airbnb.org stays for 375 LGBTQ+ people fleeing Ukraine. Some, like Dima, arrived in Berlin after arduous journeys across Poland. Others, like Momo and Zain, were third-country nationals living in Ukraine who encountered racism, as well as homophobia, as they made their way to Germany.

In 2023, Airbnb.org partnered with ORAM on a pilot program in Nairobi, where the organization helps LGBTQ+ refugees from neighboring African countries acquire career skills and small-business startup funds to build new lives in Kenya's capital city. With Airbnb.org's support, ORAM can now offer participants a place to stay as well, easing their process of transition.



Host Mary and guest Dima, Germany, 2022



## Connection to Hosts and communities

**M**any Airbnb.org guests receive the added benefit of being welcomed—not just by their Hosts but the surrounding community as well. Sometimes, this welcome translates into additional forms of support, such as connections to employers or longer-term housing. Research shows that informal networks such as these can make a big difference to refugees searching for a job.<sup>5</sup> Airbnb.org stays can also foster a stronger sense of belonging, which may translate into material and emotional support for guests long after their initial stay ends.

<sup>5</sup>Correa-Velez, I.; Barnett, A.; and Gifford, S. (2013). “Working for a Better Life: Longitudinal Evidence on the Predictors of Employment Among Recently Arrived Refugee Migrant Men Living in Australia.” International Migration.







Hawai'i, U.S., 2023

## Benny

Hawai'i, U.S.



**“I’m constantly in awe to see what we’re capable of doing once we make others our priority.”**

*Benny*

**In the days** after fires of historic proportions burned on Maui, people across the country called Biniam “Benny” Reinicke a hero. But being a hero didn’t save his home.

Benny grew up in San Diego, but after visiting Maui on vacation six years ago, he decided he never wanted to leave. “There’s just this sense of community, and beautiful culture, that I fell in love with,” he says. He settled in Lahaina, found a job, and made friends. Locals called him “Brother Benny.”

When the fires erupted on August 8, consuming so much of Lahaina, Benny sped toward the water in search of safety. Then he noticed an 88-year-old woman and her daughter struggling to stay ahead of the flames. He carried the older woman on his back all the way to the ocean, where they huddled for eight hours until firefighting teams brought them to safety.

The fires killed almost 100 people in Lahaina that night. The next morning, Benny discovered that his house and vehicles were destroyed. And he was far from alone. “I [was] having to couch-surf with the few friends that do have couches,” he says, “because most of us lost everything.”

At the same time, he says, it was humbling to see the spirit of community. Neighbors drove to the other side of the island to spend money they didn’t necessarily have, bringing back food to share with others. Residents from other islands showed up in boats filled with supplies. “I’m constantly in awe, and shocked, to see what we’re capable of doing once we make others our priority,” Benny says.

Even as ABC featured Benny and the women he helped on *Good Morning America*, he was sleeping in a congregate shelter. There, Benny heard that Airbnb.org had set up a station outside. The people staffing the station helped him find an apartment where he could stay for 21 days.

Those three weeks of stability, he says, made a huge difference for Benny and neighbors like him. “We were just in the worst hours of our lives not too long ago, and now we’re given an opportunity to just heal,” he says. “We’re given an opportunity to just be with our neighbors and with our families. We can be better prepared to get our community where it needs to be in order to bring our home back. In order to rebuild Lahaina.”



Paulina

Host, Ecuador

“Now, instead of just hearing about the Venezuelan refugee crisis, I feel what they are living.”

Paulina



**Hosting refugees often** transforms Hosts’ own understandings of a refugee crisis. That’s certainly true of Paulina, an Airbnb.org Host in Quito, who has welcomed guests from Colombia and Venezuela into her home through Airbnb.org partner HIAS.

HIAS, a global organization that provides vital services to refugees and asylum seekers, has had a presence in Ecuador for more than 15 years. By partnering with Airbnb.org, HIAS is able to find stays for these newcomers with Airbnb Hosts, most of whom live and host in the lower- and middle-income neighborhoods in Quito, where many immigrants also settle.

In places facing political upheaval, education and support from organizations like HIAS makes a difference. After her experience hosting families through HIAS and Airbnb.org, Paulina was moved to offer additional help to her Colombian guests, a family with a special-needs child. Her mother also went above and beyond for newcomers, calling a landlord to vouch for Airbnb.org guests from Venezuela who were looking for long-term housing.

“Now, instead of just hearing about the Venezuelan refugee crisis, I feel what they are living,” Paulina says.



Ecuador, 2022





# Our global impact

Airbnb.org’s major responses, 2020-23



Oregon, U.S., 2021

## Afghan refugees

2021-23

**Nine months after** Airbnb.org formed, we faced the first test of our ability to respond to a large, fast-moving refugee crisis.

On August 15, 2021, Taliban forces retook control of Afghanistan. President Joe Biden called for the United States to welcome Afghans and began an ambitious evacuation program.

Nine days later, Airbnb CEO Brian Chesky announced Airbnb.org’s commitment to help 20,000 people fleeing Afghanistan find temporary housing. News organizations around the globe picked up the story.

We rushed to strengthen our partnerships with the United States’ national refugee resettlement agencies, regional subsidiaries, and Afghan-led community groups. Our staff quickly created new online booking resources, as well as Host recruitment and fundraising campaigns. We coordinated closely with colleagues at the State Department, Department of Homeland Security, and the White House to make sure that the housing we provided was reaching Afghan refugees. The White House highlighted Airbnb.org’s effort to welcome Afghan refugees by helping them find temporary housing.

According to the U.S. Department of State, nearly 90,000 Afghans have been welcomed to the United States through Operation Allies Welcome (OAW) since 2021 Airbnb.org has supported nearly 28,000 Afghan newcomers to the U.S. during this time and a total of 35,000 Afghan newcomers across North America and Europe.

35,000

Guests housed

Key entities we worked with

Women for Afghan Women, Refugee Action, Afghan Coalition, Community Sponsorship Hub, and all nine U.S. resettlement agencies



# Ukraine

2022-23



Poland, 2022

In the six months that followed Russia’s February 2022 invasion of Ukraine, the UN’s refugee agency, UNHCR, estimated that 5.7 million people fled the country. Millions of families arrived in cities all over Europe with no idea when they might return home.

Several days after the invasion, Airbnb.org put out a worldwide call to Hosts, donors, and humanitarian organizations: Can you help us offer temporary housing for up to 100,000 people fleeing Ukraine? And the world responded.

The number of Hosts signed up with Airbnb.org doubled. Airbnb founders Brian Chesky, Joe Gebbia, and Nathan Blecharczyk and Nathan’s wife, Elizabeth, personally committed \$10 million in matching funds to Airbnb.org. In addition to \$20 million from Tech for Refugees and a \$17 million GoFundMe campaign sponsored by Mila Kunis and Ashton Kutcher, we received donations from people in 95 countries.

The need to scale up our capabilities fueled a period of rapid innovation and growth for Airbnb.org. We dramatically expanded our organization network, teaming up more than 50 nonprofits to connect people to temporary stays. A number of organizations came up with innovative strategies to meet the surge in need:

- **Each One Teach One** collaborated with Airbnb.org to onboard an entire Berlin hotel as an Airbnb.org Host to house dozens of people from vulnerable populations.
- **PHINEO** and **United for Ukraine** together set up a call center to connect people arriving in certain European cities with housing through Airbnb.org.
- **Alight** dispatched volunteer “navigators” to train stations in major cities, where they greeted new arrivals and helped them find social services and emergency housing through Airbnb.org.

Thanks to this outpouring of support, we surpassed our initial goal of housing 100,000 guests in just six months.

**137,700**  
Guests housed

**1M+**  
Nights housed  
through Airbnb.org

**Key entities  
we worked with**

HIAS, Church World Service,  
Canadian Ukrainian  
Immigrant Aid Society (CUIAS),  
Calgary Catholic Immigration  
Society, GEM, EURORDIS,  
Community Sponsorship Hub



# Türkiye-Syria

January 2023



Türkiye, 2023

**“Airbnb.org has been a valued partner in 2023, providing safe housing in the wake of the earthquakes in Türkiye and Syria. Because of their help, USA for UNHCR will be able to assist more than 500 of the most vulnerable earthquake survivors with temporary emergency housing. This support brings security, warmth, and comfort to those most in need.”**

—Suzanne Ehlers, Executive Director and CEO, USA for UNHCR

**At 4:15 a.m. on** February 6, 2023, a 7.8 earthquake struck southern Türkiye and northern Syria. Nine hours afterward, a second major temblor struck 59 miles to the southwest. The twin earthquakes killed close to 60,000 people and displaced more than 3 million, according to the UN’s International Organization for Migration.

Airbnb.org immediately reached out to organizations on the ground to understand the need for temporary housing and the habitability of existing housing. In response, we joined forces with humanitarian groups to find temporary stays for first responders and relief workers who were leading search-and-rescue operations and helping house and feed survivors. Some of these workers had lost their own homes in the quakes. (Read Hakan’s story on page 30.)

In collaboration with different nonprofits, Airbnb.org also provided free, temporary housing for earthquake survivors, including the particularly vulnerable subgroup of Syrian refugees who had settled in southern Türkiye after fleeing war in their own country.

In May 2023, Airbnb.org chairman Joe Gebbia and Hamdi Ulukaya, CEO of Chobani, came together to support local nonprofits leading earthquake relief efforts in Türkiye. Gebbia’s \$400,000 gift to Airbnb.org and Ulukaya’s \$400,000 gift to Turkish Philanthropy Funds were each channeled to local organizations providing relief and connecting people to temporary housing through Airbnb.org.

**1,600**

Guests housed  
(as of 9/30/23)

**9,200**

Nights housed  
through Airbnb.org  
(as of 9/30/23)

**Key entities  
we worked with**

Build Change, CARE, Choose Love, GOAL, Global Communities, International Organization for Migration, American Jewish Joint Distribution Committee (JDC), Operation Blessing, Syria Relief & Development, Turkish Philanthropy Fund, USA for UNHCR



# Maui

August 2023



Hawai'i, U.S., 2023

On August 8, 2023, fierce winds propelled wildfires across central and western Maui, one of the Hawaiian islands in the U.S. They leveled the city of Lahaina and destroyed swaths of the island’s more rural Upcountry region. Close to 100 people died in the blaze, and more than 7,400 people in Lahaina lost their homes.

One week later, Hawai'i governor Josh Green and Airbnb.org jointly announced that Airbnb.org would work with our partner organizations and the State of Hawai'i Department of Human Services to find temporary housing for at least 1,000 people displaced by the fires.

Airbnb.org sent a team to Maui and tested a new model of

support in which our staff worked one-on-one with displaced Maui residents as they completed the Airbnb.org search and booking process. (Read Benny’s story on page 38.) Hundreds of Hosts across the island signed up through Airbnb.org to open their homes to their neighbors for free, which helped the donations we received go even further.

This combination of personal and technological support allowed Airbnb.org to surpass our initial goal of providing temporary stays for 1,000 people. As of late 2023, we continue to work with organizations like GEM and Maui Rapid Response to connect people with local Hosts as they begin rebuilding their homes and communities.

1,800  
Guests housed  
(as of 9/30/23)

10,400  
Total nights housed  
(as of 9/30/23)

Key entities  
we worked with

Cajun Navy Ground Force,  
GEM, Maui Rapid Response,  
MEO, Operation Blessing,  
Operation HOPE,  
State of Hawai'i Department  
of Human Services



# Organizations we work with

Our work is possible because of collaboration with hundreds of organizations over the past three years, not to mention thousands of staff members and volunteers. We’re deeply grateful for their ability to innovate and adapt, their thoughtful feedback, and their powerful commitment to making the world a better place.

## Organizations that Airbnb.org collaborated with in 2023:

|   |   |  |  |
|---|---|--|--|
| Afghan Refugees Solidarity Association (ARSA)             | Church World Service  | HIAS   | ORAM (Organization for Refuge, Asylum and Migration) |
| African Communities Together                              | City of Half Moon Bay, CA   | Home for Refugees USA                          | PHINEO   |
| Alight  | City of Seattle, WA   | Independent Doctors Association                | Project:Camp   |
| All Hands and Hearts                                      | Community Sponsorship Hub   | Inspiritus                                     | Rainbow Railroad                                     |
| American Jewish Joint Distribution Committee (JDC)        | EURORDIS (European Organization for Rare Diseases)                  | International Organization for Migration (IOM) | RISE (Refugee and Immigrant Self-Empowerment)        |
| Arkansas Department of Human Services                     | Federation of Women’s Associations of Turkey (TKDF)                 | International Rescue Committee (IRC)           | SBP (St. Bernard Project)                            |
| Build Change  | Florida Conference of The United Methodist Church Disaster Recovery | IRIS (Integrated Refugee & Immigrant Services) | State of Hawai’i Department of Human Services        |
| Cajun Navy Ground Force                                   | Global Communities  | JIAS Toronto                                   | Syria Relief & Development                           |
| CARE  | Global Empowerment Mission (GEM)                                    | Maui Rapid Response                            | Together & Free                                      |
| Catholic Community Services of Western Washington         | GOAL  | MEO (Maui Economic Opportunity)                | Turkish Philanthropy Funds                           |
| Chicago Office of Emergency Management and Communications | Haitian Bridge Alliance   | New Life Centers                               | USA for UNHCR  |
| Choose Love   | Hand in Hand for Aid and Development                                | Operation Blessing                             | WelcomeNST   |
|   |   | Operation HOPE                                 | World Relief   |

# Our board

The members of Airbnb.org’s board of directors have a deep collective knowledge about technology, design, disaster response, and global humanitarian work.



**Jennifer Bond**  
Founder and CEO, Refugee Hub, and Chair, Global Refugee Sponsorship Initiative



**Joe Gebbia**  
Founder, Airbnb.org, and Cofounder, Airbnb and Samara



**Sharyanne McSwain**  
COO, Echoing Green



**Catherine Powell**  
Global Head of Hosting, Airbnb



**Rich Serino**  
Senior Fellow, Harvard T.H. Chan School of Public Health, and former Deputy Administrator, Federal Emergency Management Agency



**Melissa Thomas-Hunt**  
John D. Forbes Distinguished Professor of Business Administration and Professor of Public Policy, University of Virginia Darden School of Business



**Jocelyn Wyatt**  
CEO, Alight



# Looking ahead

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We continue to learn from each crisis response, and those lessons inform Airbnb.org's work and development moving forward. As we look to our fourth year as an organization—and beyond—here are a few of the ways we're growing and evolving:

## Continuing innovations

We're working with the Airbnb Technology teams to make it easier for guests and organizations to search for suitable housing, and give them more flexibility in booking stays. We are also making product changes to give more options for when and how to donate to Airbnb.org.

In addition, we plan to refine a promising new booking model we introduced in Maui this year. Shortly after the August 2023 fires, several Airbnb.org staff members flew to the island to directly work with families displaced by the fire. The one-on-one assistance our team provided through facilitated bookings helped us connect more people with local Hosts who had offered to share their homes for free, extending the impact of the donations we receive.

## Sponsorship Initiative

Thanks to a generous \$1 million grant from The Shapiro Foundation, Airbnb.org launched a \$2 million Sponsorship Initiative for refugees and asylum seekers in 2023 and 2024.

More and more, the U.S. government is looking to community sponsors to expand safe and legal pathways for newcomers. Sponsors provide emotional and financial support, helping newcomers adjust to life in their new country and community. Yet sponsors often have difficulty finding housing for newcomers.

Since 2021, Airbnb.org has partnered with organizations like Community Sponsorship Hub to help newly arrived families secure temporary housing until their sponsors can locate longer-term solutions. Under the new initiative, we're partnering with even more community-based sponsorship groups around the country, and fueling their own fundraising efforts with additional matching funds.

## Strengthening communities

Ultimately, we believe that welcoming newcomers—and hosting guests in times of crisis—can truly change our global society. As climate change and ongoing conflicts increase the number of displaced people around the world, the need for temporary housing is growing. So is our shared desire to help. At Airbnb.org, we see our role as facilitators, providing the support and the technology to bring Hosts and guests together. We believe that anyone can join this global effort to welcome strangers into our homes and strengthen all of our communities.



Ecuador, 2022



