



# You involved Airbnb in this request

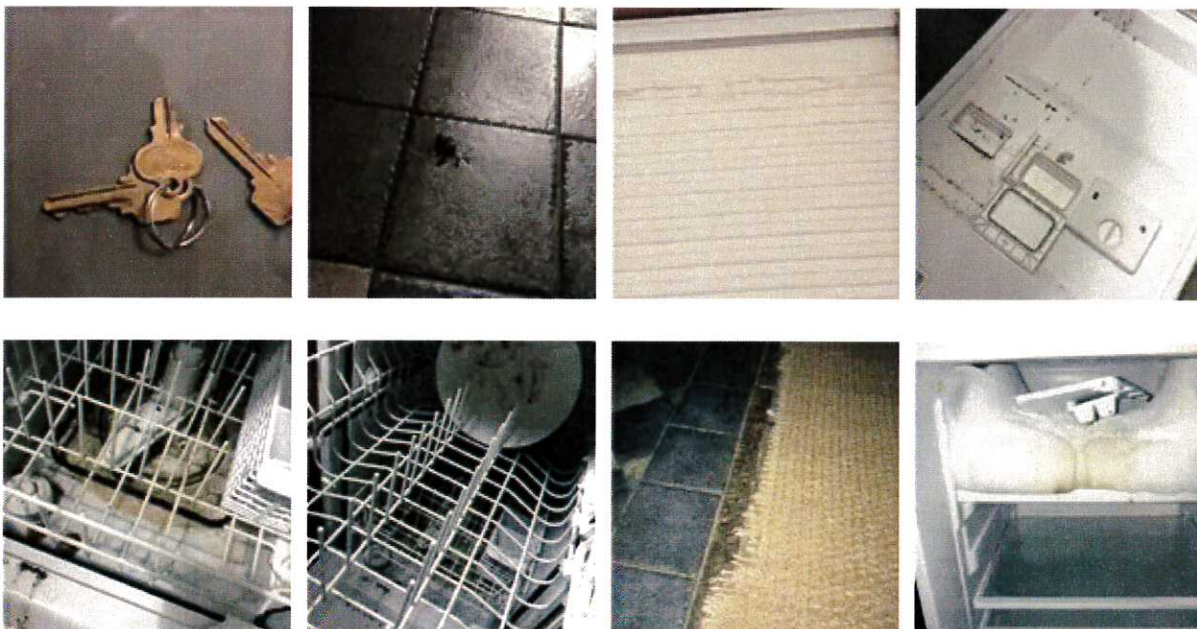
Unclean or inaccurate listing



## Private message to Airbnb

My sister booked this accommodation on my account by mistake. This mistake was noted at the time and Alex was promptly emailed through Air BnB (you should be able to trace this) of the error and given details to contact Julie so that she may get instructions on how to rectify this. He never came back to us to let us know what to do. He had the details of the guests that were going to be staying. This was on the 18th September 18. As we wouldn't be able to get a refund after the 48 hours we obviously thought that he was ok with this change. Her stay was terrible and she had already contacted him once to get the cleaner to come in. She sent him an email on Sunday (of which you have a copy) via ask the host a question and once again we never heard from him. Please can you contact my sister directly... Julie Allen 07775 862286. The only reason she stayed as long as she did was because they couldn't get alternative accommodation at short notice.

## Photos





Send message

## Request history

### You involved Airbnb in this request

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5 days ago ?



### Alex declined your request

I'm sorry but you never made me aware of any problem during you stay.

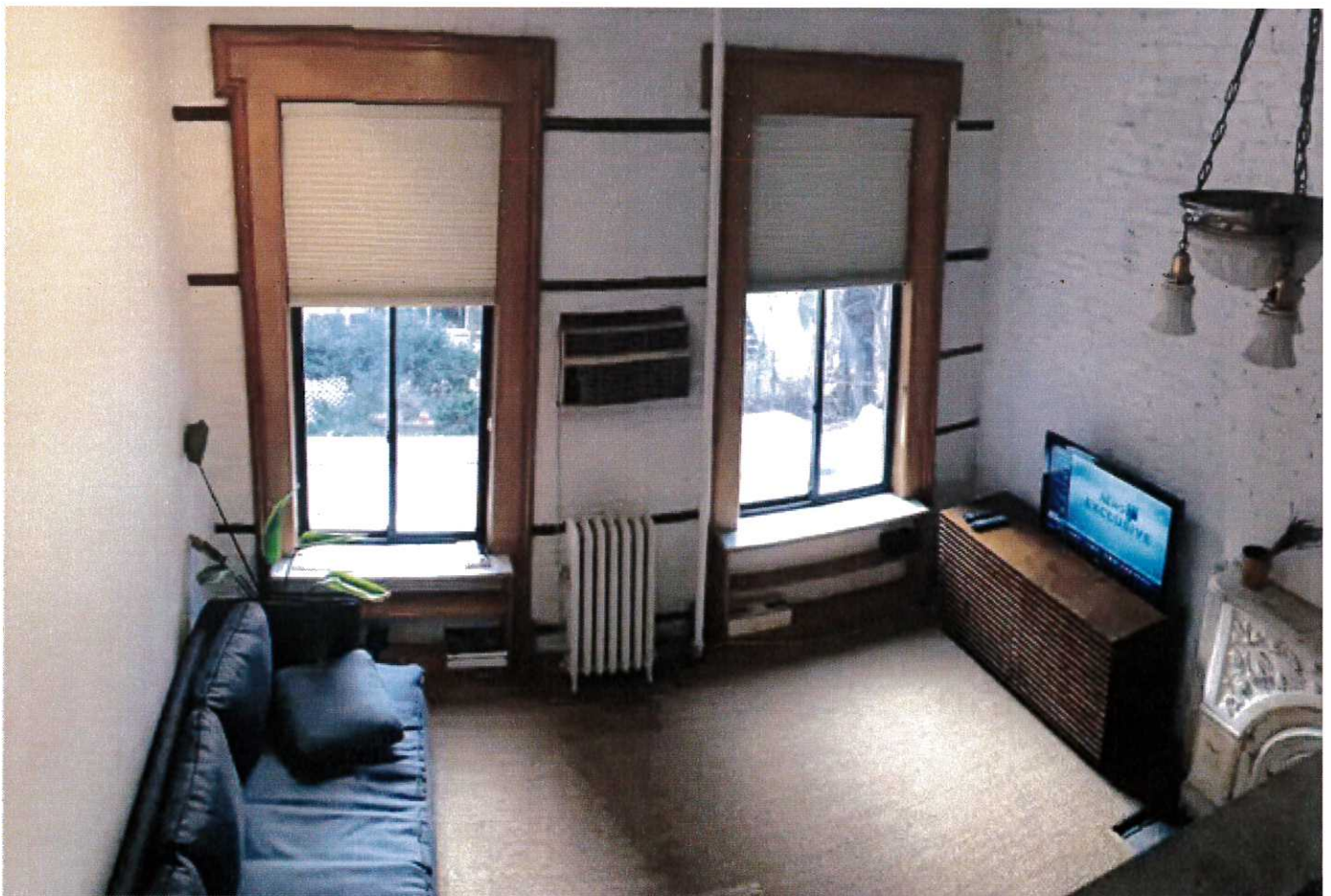


5 days ago ?

### You requested £874.14 from Alex

It is with regret that we had to book into a hotel for our last few days of our trip at an extra cost to ourselves. We would have checked out sooner but we couldn't find a place to stay at short notice. This was due to the lack of cleanliness and mice infestation. There were mouse droppings and urine on the kitchen work surfaces every day. The last straw was the appearance of some kind of cockroach which we had to kill. We had been unable to sit on the sofa due to it not being fit for purpose. When we arrived at your property the cleaner hadn't been in to clean from your last guest which you promptly rectified, but the property was insufficiently cleaned but as we were so exhausted from our flight we went straight to bed. The tap in the kitchen leaks water every time you turn it on, most of the lights don't have bulbs that work, the toilet seat is old and dirty with the lacquer peeling off, the fridge has brown ice forming thick at the top (unfit for use), you have mouse traps that are not even in use making them pointless, the carpets are frayed and dirty, the paintwork is dirty and we don't want to touch the handrails which are wobbly and dangerous, the floors were dirty. The bed advertised is not a bed it's a mattress on the floor. There was no mention of restricted headroom in the bedroom. The soap was dirty and used. We keep smelling gas! I have taken and added photos. If you haven't been to look at this property in a while I suggest you do.

5 days ago ?



May 8 - 14, 2019 · 2 guests

Cozy loft in Chelsea

260 West 25th Street  
New York, NY 10001