

# HousingAnywhere Reviews Policy

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At HousingAnywhere, we work to build a safe and trustworthy platform. The Reviews feature helps potential Tenants make an informed decision and gives Advertisers insights on improving their service. By using the Reviews feature, you agree to our [General Terms and Conditions](#) and this Reviews Policy.

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## Definitions

- **Reviewer** – Tenant that booked accommodation with the reviewed Advertiser.
- **Reviews** – Ratings and comments the Tenants leave about the Advertiser and the booked accommodation. Includes a written review of the Tenant's experience. Only Tenants that have booked accommodation with an Advertiser can rate the Advertiser.
- **Ratings** – Scores are given by the Tenant on different categories related to the Tenant's experience in the accommodation booked and with the Advertiser.
- **Descriptions** – Explanation of the Tenant's rating.

## How Reviews work

Tenants leave reviews about the accommodation booked, the communication between the Advertiser and the Tenant, and whether the property matches the listing.

Tenants review the following categories: location, cleanliness, amenities, furniture, advertiser experience, communication, move-in and move-out experience, listing accuracy, handling of Tenant requests, and the deposit return process.

Tenants can give a rating from 1 to 5. The Advertiser's rating is calculated based on all reviews left by Tenants, but not every Review has the same impact on their rating. Recent reviews have a bigger impact than older reviews.

Leaving a Review is optional. We might contact the Tenant if we find it necessary to guarantee the authenticity of their Review.

Tenants can choose to keep their written Review hidden until 30 days after the move-out date registered on their Booking.

## Who can leave Reviews

Tenants with a HousingAnywhere account and a confirmed Booking through our platform can leave a Review about the Advertiser and the accommodation booked.

The Tenant will receive an invitation from HousingAnywhere to share their experience 7 days after the move-in date and 7 days after the move-out date. A Tenant can leave a Review both times, only at move-in, only at move-out, or not at all.

Advertisers can respond to Reviews left by the Tenant. The Advertiser's responses will be public.

## Privacy

Once Reviews are public, they will be visible on different parts of the website.

A Review contains the following information:

- First name of the Reviewer
- Address of the accommodation booked
- Move-in and move-out dates
- Date of the Review
- Ratings
- Descriptions

When posting a Review, the Reviewer accepts the Terms of use of the Reviews feature and HousingAnywhere's use of their submitted personal data.

When posting a Review, the Reviewer grants HousingAnywhere the right to publish and reproduce said Review. The right is perpetual, unlimited, and irrevocable. HousingAnywhere is not bound to pay for exercising these rights.

## Liability

Views, thoughts, and opinions expressed in the text of a Review belong solely to the Reviewer and do not reflect the views or opinions of HousingAnywhere.

Under no circumstances is HousingAnywhere liable for any indirect, incidental, consequential, special, or exemplary damages arising out of or in connection with the access or use of or inability to access or use of the HousingAnywhere Reviews feature whether or not the damages were foreseeable and whether or not HousingAnywhere was advised of the possibility of such damages. HousingAnywhere's liability to the Advertiser shall not exceed the amount of the commission fee charged for the confirmation of the booking.

## Accuracy of Reviews

Reviews must be a helpful tool for potential Tenants to make informed decisions. This is why we take the following measures to ensure their authenticity:

The Reviewer will only be able to leave comments after a Booking has been confirmed on the platform and they have moved in and/or out of the property.

- As explained in the section [Who can leave Reviews](#), we invite the tenant to leave a Review at 2 specific moments.
- The Advertisers can't edit a Tenant's Review.

Negative and positive Reviews are posted as long as they are in line with the guidelines in this policy.

If a Review doesn't align with the guidelines in this policy, it can [be reported](#).

## Guidelines for Reviews

We aim to have truthful, appropriate, and helpful Reviews. We expect a Reviewer to adhere to the guidelines below. In case of violation of these terms, the Review can be reported and potentially removed.

- The Review should only explain the Reviewer's experience with the advertiser or their stay at the property.
- The Review should be based on facts that can help future Tenants of the accommodation and the Advertiser that is being reviewed.
- The Review should only refer to aspects within the Advertiser's control. For example, it should not refer to the work of a contractor the Advertiser hired to fix something in the property. Instead, the Review can address how quickly the contractor was sent out and how the communication with the Advertiser went.
- The Review should use respectful and polite language. Any content that is libelous, defamatory, harassing, threatening, or inflammatory is not allowed. For example, obscenities, profanity, any intolerance for people based on race, ethnicity, nationality, gender or gender identity, religion, sexual orientation, age, or disability.
- The Review should not include content that is obscene, pornographic, or lewd.
- The Review should not contain content that invades another's privacy. For example, phone numbers, email addresses, mailing addresses, other personal information, links to phishing or malware sites, etc., are not allowed.
- The Reviewer should not impersonate other people or organizations or pretend to be someone or something else.
- The Review should not contain links to other websites or mention other brand names.

## Violations

HousingAnywhere reserves the right to remove a Review if it goes against applicable laws and regulations or doesn't align with the guidelines in this policy.

Advertisers can report a violation of these guidelines directly from their account on the Review page. The Advertiser must choose a reason and describe why they're reporting the Review. [Learn more about reporting Reviews](#)

HousingAnywhere will investigate the report based on the guidelines of this policy and inform the Advertiser of the outcome via email.

If a review violates this Review Policy, it will be removed without the Reviewer being informed. Reviewers will not be able to leave another review for the same booking. HousingAnywhere's decision about removing or keeping a Review is final.