



## Flash Eurobarometer 495

# Short-term rentals in the EU

Report



Fieldwork:

**September 2021**

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Survey requested by the European Commission, Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs and coordinated by the Directorate-General for Communication

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Flash Eurobarometer 495 – Ipsos European Public Affairs





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Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs

Survey coordinated by the European Commission, Directorate-General for Communication  
(DG COMM “Media Monitoring and Eurobarometer” Unit)

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## Table of contents

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Introduction .....	1
Key findings.....	2
Section 1. Booking short-term rentals via platforms.....	4
1.1. Experience with booking short-term rentals via platforms.....	4
1.2. Reasons for booking short-term rentals via platforms.....	8
1.3. Recommending short-term rentals booked via platforms.....	11
Section 2. Offering short-term rentals via platforms.....	14
2.1. Experience with offering a short-term rental via a platform.....	14
2.2. Frequency and type of accommodation offered.....	16
2.3. Reasons for not offering a short-term rental via a platform.....	17
Section 3. Perceived impacts of short-term rentals.....	18
3.1. Advantages of short-term rentals booked via platforms.....	18
3.2. Disadvantages of short-term rentals booked via platforms.....	21
3.3. Impact on quality of life in Europe's neighbourhoods.....	24
Technical specifications.....	27
Questionnaire.....	30
Data annex.....	34



## Introduction

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On behalf of the European Commission, Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs, Ipsos European Public Affairs conducted a Flash Eurobarometer survey about **short-term rentals in the EU, booked via platforms**. A short-term rental in the context of this survey is defined as **a room in a private residence (not a hotel room), or an apartment or house** booked via a platform. At the start of the survey, respondents were explained that there are various **collaborative or 'sharing' economy platforms** offering short-term or vacation rentals, and that these platforms are websites or apps that provide an open marketplace where they can connect with individuals offering rentals on an occasional basis or as professionals.

For this Flash Eurobarometer, a representative sample of citizens, aged 15 and over, was interviewed in each of the 27 Member States of the European Union. Between 1 and 9 September 2021, 25 700 interviews were conducted over the telephone (landline and mobile phones).

### Notes:

- 1) Survey data are weighted to known population proportions. The EU27 averages are weighted according to the size of the 15+ population of each EU Member State.
- 2) Survey results are subject to sampling tolerances meaning that not all apparent differences between groups may be statistically significant. Thus, only differences that are statistically significant (at the 5% level) – i.e. where it can be reasonably certain that they are unlikely to have occurred by chance – are highlighted in the text.
- 3) Due to rounding, the percentages shown in the charts and tables do not always exactly add up to the totals mentioned in the text.
- 4) In this report, countries are referred to by their official abbreviation. The abbreviations used in this report correspond to:

BE		Belgium	FR		France	NL		Netherlands
BG		Bulgaria	HR		Croatia	AT		Austria
CZ		Czechia	IT		Italy	PL		Poland
DK		Denmark	CY		Rep. of Cyprus*	PT		Portugal
DE		Germany	LV		Latvia	RO		Romania
EE		Estonia	LT		Lithuania	SI		Slovenia
IE		Ireland	LU		Luxembourg	SK		Slovakia
EL		Greece	HU		Hungary	FI		Finland
ES		Spain	MT		Malta	SE		Sweden

\* Cyprus as a whole is one of the 27 EU MS. However, the 'acquis communautaire' has been suspended in the part of the country which is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews carried out in the part of the country controlled by the government of the Republic of Cyprus are included in the 'CY' category.

## Key findings

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### Booking short-term rentals via platforms

- Across the EU27, **29% of respondents have booked a room in a private residence, or an apartment or house via a platform**. The largest number (17%) say they do so **sporadically**, while fewer do so at least every few months (8%); 4% reply that they have booked a short-term rental via a platform, but that they no longer do so.
- At the country level, the proportion of **'current users'** varies between less than one in six in Austria (12%), Germany (13%), Italy and Portugal (both 16%) to close to one in two in France (47%). Respondents in France are also the most frequent users with 21% saying they book a short-term rental via a platform at least once every few months.
- Respondents who have booked a short-term rental via a platform do so, for example, because this type of accommodation is **cheaper** (mentioned by 63%), offers **better facilities** for their needs (49%) and/or is **better located** (43%).
- Across the EU27, 89% of respondents who have booked a short-term rental via a platform would **recommend this type of accommodation** to others; this figure is higher than 80% in 24 of the 27 EU Member States.

### Offering short-term rentals via a platform

- Across the EU27, **4% of respondents say they at least sporadically offer a room, apartment or house as a short-term rental via a platform**, while 2% have offered a short-term rental via a platform, but stopped doing so. A majority of these 'hosts' answer that they rent out (a room in) their own apartment/house, while fewer say they rent out an apartment or house bought for that purpose (51% vs 18%).
- In Spain, 10% of respondents reply that they offer a room, apartment or house as a short-term rental via a platform. This also applies for 7% of respondents in Croatia, 6% in Denmark and Luxembourg and 5% in Greece, Germany, Malta and Portugal.

### Perceived impacts of short-term rentals booked via platforms

- Respondents were most likely to refer to **financial advantages of short-term rentals**: 58% say this type of accommodation is advantageous because it is an additional source of income for hosts and 52% answer that short-term rentals make travelling more affordable. Four in ten respondents (41%) think that short-term rentals encourage visitors to spend more money in the neighbourhood where they are staying.
- The disadvantage selected most frequently is that short-term rentals cause **an increase in nuisance by tourists**, such as noise, congestion and waste, selected by 45% of respondents.



The second most mentioned disadvantage, selected by 42% of respondents, is the **negative impact on price and availability of housing** from short-term rentals.

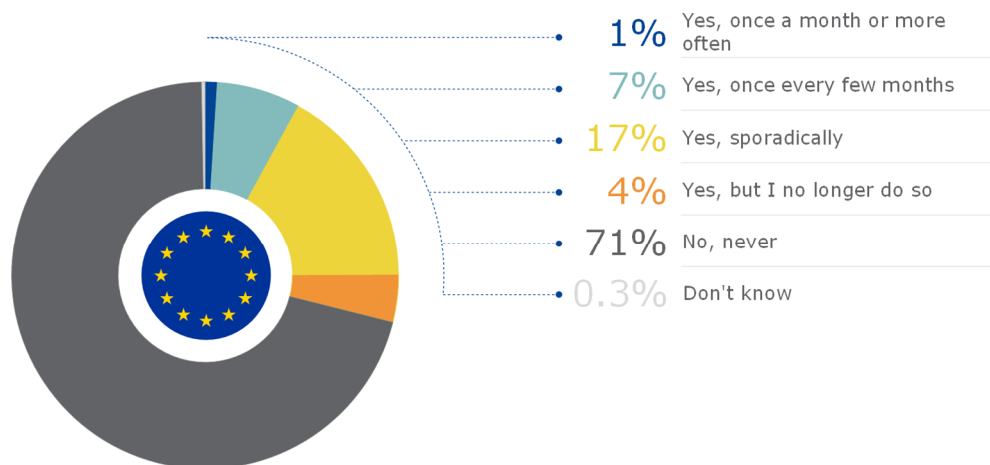
- While 38% of respondents say that short-term rentals **make visitors stay in less-touristed neighbourhoods** (a potential advantage), 34% believe it **leads to a concentration of tourists** in certain neighbourhoods (a potential disadvantage).
- Just over a third of respondents think that, in their own neighbourhood, short-term rentals have a **positive overall effect on quality of life**; 8% think there is a *very positive effect* and 27% a *somewhat positive effect*. Fewer respondents say there are negative effects in their neighbourhood; 3% think there are *very negative effects* and 9% *somewhat negative effects*.
- In Malta and Croatia, a slim majority of respondents (51%-52%) say that, in their own neighbourhood, the overall effect on quality of life of short-term rentals is positive. The largest proportions saying that there are negative effects in their neighbourhood are observed in Romania (21%), the Netherlands (18%) and Malta (17%).
- Close to one in two respondents across the EU (46%) think that, on balance, there are **no effects on the quality of life** in their neighbourhood from short-term rentals; this figure varies between 27% in Malta and 59% in Czechia.

## Section 1. Booking short-term rentals via platforms

### 1.1. Experience with booking short-term rentals via platforms

Across the EU27, **29% of respondents**, in total, **answer that they have booked a room in a private residence, or an apartment or house via a platform**. The largest number of them – 17% – say they **sporadically** book short-term rentals via a platform, while a smaller number do so **more frequently**: 1% once a month or more often and 7% every few months. About 1 in 20 respondents (4%) reply that they have booked a short-term rental via a platform in the past, but that they no longer do so.

**Q4** Have you ever booked a room in a private residence (not a hotel room), or an apartment or house via a collaborative economy platform? (% EU27)

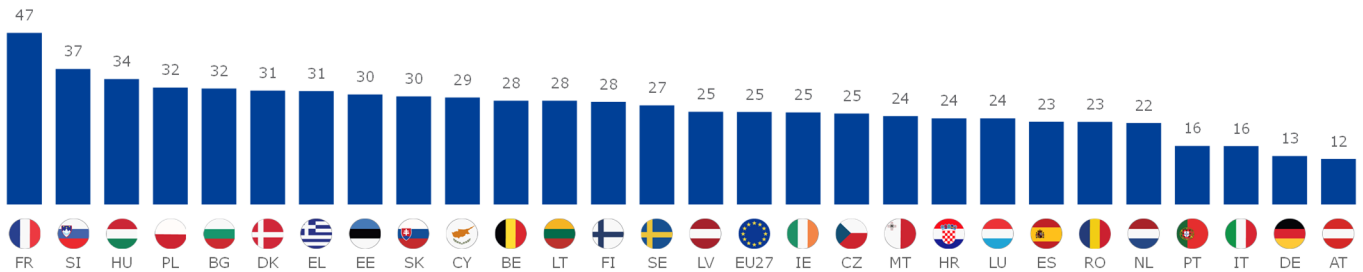


Base: all respondents (n=25 700)

The chart below shows that, across the EU27, 25% of respondents say they use platforms to book short-term rentals – this figure excludes those respondents who do no longer book this type of accommodation via a platform, and thus presents a picture of the number of **‘current users’ of short-term rentals booked via platforms**.

At the country level, the figure for ‘current users’ varies between less than one in six in Austria (12%), Germany (13%), Italy (16%) and Portugal (16%) to close to one in two in France (47%). Hungary and Slovenia are found closest to France with 34% and 37%, respectively, of respondents who at least sporadically book a short-term rental via a platform.

**Q4** Have you ever booked a room in a private residence (not a hotel room), or an apartment or house via a collaborative economy platform?  
**Yes, from ‘sporadically’ to ‘once a month or more often’** (% by country)



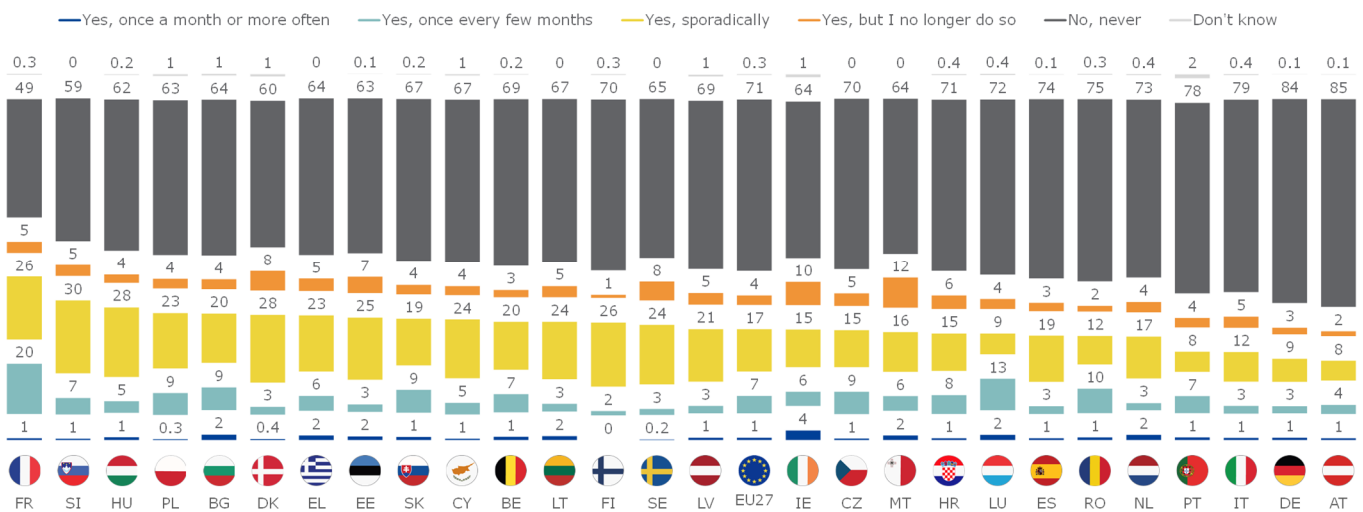
Base: all respondents (n=25 700)

The **most frequent users of short-term rentals booked via a platform** are found in France: 21% of respondents in this country say they book this type of accommodation at least once every few months. In Slovakia, Romania, Bulgaria and Luxembourg, this proportion is also higher than one in ten (11% in Slovakia and Romania, 12% in Bulgaria and 15% in Luxembourg).<sup>1</sup> The **largest numbers of 'sporadic' users** – i.e. those booking short-term rentals only sporadically – are found in Slovenia (30%), and Denmark and Hungary (both 28%).

In Austria and Germany, on the other hand, more than 80% of respondents say they have never booked a room in a private residence, or an apartment or house, via a platform (85% and 84%, respectively). This figure is also close to 80% in Italy and Portugal (79% and 78%, respectively).

In Malta, 12% of respondents reply that they no longer book short-term rentals via a platform; this also applies to 10% of respondents in Ireland and 8% in Denmark and Sweden. In most other Member States, this figure remains below 5%.

**Q4** Have you ever booked a room in a private residence (not a hotel room), or an apartment or house via a collaborative economy platform? (% by country)

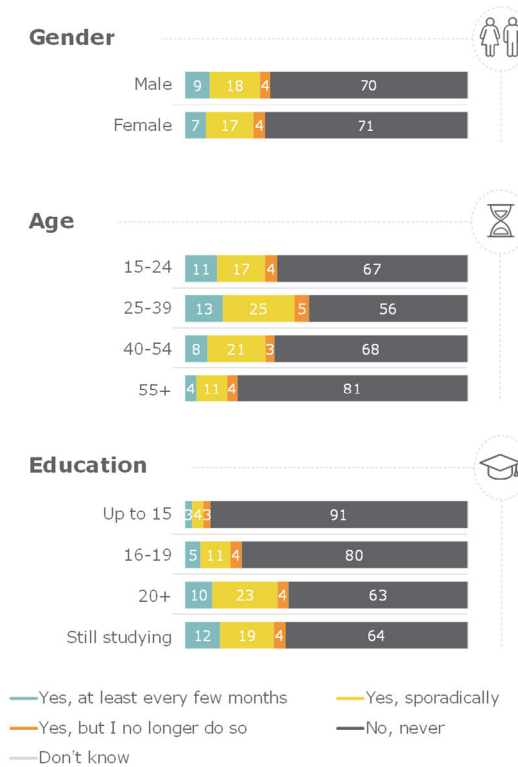


Base: all respondents (n=25 700)

<sup>1</sup> Due to rounding, the totals in the text do not always exactly add up to the percentages in the chart.

The **socio-demographic analysis** shows that the largest differences in prevalence of booking short-term rentals via platforms are observed across age groups. Among respondents aged 25 to 39, 44% say they have booked a room in a private residence, or an apartment or house via a platform; the corresponding figure for those aged 55 and over is 19%. Among respondents aged 55 and over, 81% say they have never booked a room in a private residence, or an apartment or house, via a platform.

**Q4** Have you ever booked a room in a private residence (not a hotel room), or an apartment or house via a collaborative economy platform? (% by socio-demographics)



Base: all respondents (n=25 700)

## 1.2. Reasons for booking short-term rentals via platforms

Respondents who have booked a short-term rental via a platform were asked why they choose this type of accommodation as opposed to other accommodation types, such as a hotel room.

The fact that staying at a **short-term rental is cheaper** than other types of accommodation is **the most selected reason**, mentioned by 63% of respondents. One in two respondents (49%) say they chose a short-term rental because it offers **better facilities for their needs**, and 43% say that the **better location** of the accommodation led to this choice.

Other reasons selected by a third – or more – of respondents are: there is more choice in accommodations (mentioned by 37%), the availability of user ratings and reviews (35%) and having an authentic and local experience (33%). Finally, 24% reply that they chose a short-term rental because they like staying with a local person.

**Q5** Why did you choose a short-term rental as opposed to other types of accommodation, such as a hotel? (% EU27)



Base: respondents who have ever booked a short-term rental via a platform (n=8 843)

In 23 of the 27 EU Member States,<sup>2</sup> the largest share of respondents, who have booked a short-term rental via a platform, list as advantage of this type of accommodation that **it is cheaper than other accommodation types**; this reason, for example, is selected by 79% of respondents in Cyprus and 77% in Greece and Slovakia. In the Netherlands, on the other hand, just 41% of respondents chose a short-term rental because it is cheaper, while 47% say this type of accommodation **better fits their needs**. In Estonia, both of these reasons, i.e. being cheaper and better fitting their needs, are selected by the same proportion of respondents (51%). The highest proportion of respondents who say they chose a short-term rental because it better fits their needs, however, is observed in Romania (81% mention this reason).

Belgium stands out with 62% of respondents who say they have booked a short-term rental via a platform because they prefer **an authentic and local experience**; respondents in Belgium select this reason about as frequently as the reason of being cheaper (mentioned by 61%). In Slovakia, Czechia and Romania, having an authentic and local experience is also given as a reason by between 51% and 59% of respondents.





























Other notable findings at the Member State level are that:

- In four countries (Greece, Czechia, Slovakia and Romania), more than six in ten respondents (between 62% and 74%) refer to the availability of ratings and reviews by users as a reason for choosing short-term rentals compared to other types of accommodation.
- There is a large variation across countries in the proportion mentioning a better location of short-term rentals and more choice in accommodations (from 12% in Portugal to 78% in Romania for 'better location' and from 1% to 76%, respectively, for 'more choice').
- In Slovakia, 48% say they like short-term rentals because these offers them the opportunity to stay with a local person; in Sweden, on the other hand, just 7% select this reason. For this reason, respondents in Slovakia are joined at the higher end of the spectrum by respondents in Czechia (40%) and Belgium (37%).

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<sup>2</sup> This question was only presented to respondents who have booked a short-term rental via a platform. The number of respondents answering to this question varies between 142 in Luxembourg and 568 in France. Due to the lower base sizes at individual country level, caution should be exercised when interpreting the results.

**Q5** Why did you choose a short-term rental as opposed to other types of accommodation, such as a hotel? (% by country)

	It is cheaper	Better facilities for my needs	Better location	There is more choice	Availability of ratings and reviews by users	To have an authentic, local experience	Because I like staying with a local person	Other	Don't know
EU27 	63	49	43	37	35	33	24	5	1
BE 	61	55	59	50	52	62	37	10	1
BG 	42	41	30	11	11	22	16	11	1
CZ 	66	52	60	47	62	54	40	6	0
DK 	52	35	31	22	6	20	10	11	1
DE 	66	33	34	33	38	31	25	6	1
EE 	58	52	35	29	23	20	18	7	2
IE 	75	47	56	42	40	32	15	10	2
EL 	77	59	62	56	62	32	30	1	0
ES 	63	44	33	25	29	23	13	8	3
FR 	67	59	52	51	43	42	28	4	0
HR 	61	48	29	31	31	26	28	3	2
IT 	46	44	17	9	9	16	13	4	0
CY 	79	42	39	31	33	25	23	5	0
LV 	51	51	38	30	29	24	19	5	1
LT 	68	49	49	45	39	30	30	8	0
LU 	72	52	47	38	39	46	27	0	2
HU 	64	37	34	25	42	27	27	6	2
MT 	66	42	54	41	32	30	26	10	0
NL 	41	47	27	21	19	27	10	10	3
AT 	67	30	33	38	33	33	28	13	0
PL 	63	44	45	36	23	23	29	3	2
PT 	56	43	12	1	1	7	20	5	0
RO 	73	81	78	76	74	59	29	1	0
SI 	59	46	41	36	31	32	31	7	0
SK 	77	51	60	51	62	51	48	5	0
FI 	66	55	38	28	21	28	13	4	1
SE 	74	54	54	56	44	47	7	3	0

Base: respondents who have ever booked a short-term rental via a platform  
(n=8 843 for EU27 results; base sizes at individual country level vary between 142 and 568)

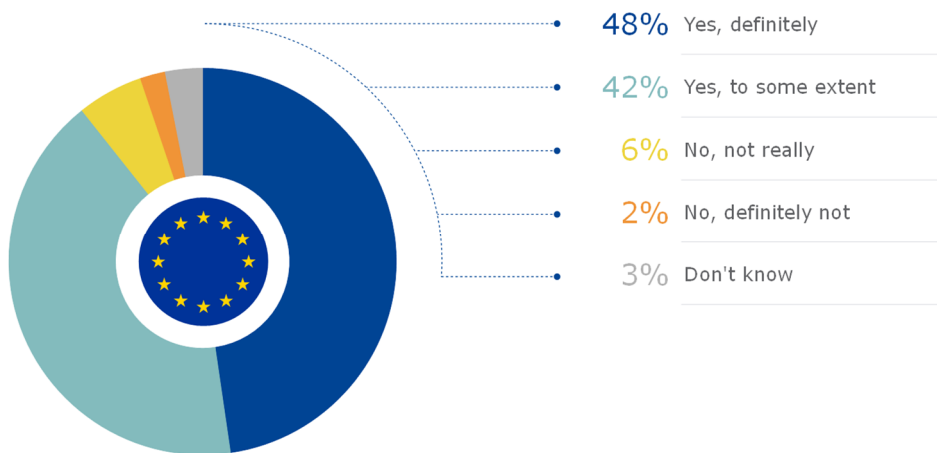


### 1.3. Recommending short-term rentals booked via platforms

Respondents who have booked a short-term rental via a platform were also asked if they would recommend this type of accommodation.

**About one in two (48%) reply that they would definitely recommend booking a short-term rental via a platform** and 42% say they would do so 'to some extent'. Less than one in ten respondents would not recommend this type of accommodation to others: 6% 'not really' and 2% 'definitely not'.

**Q6** Overall, would you recommend booking a short-term rental through a collaborative economy platform? (% EU27)

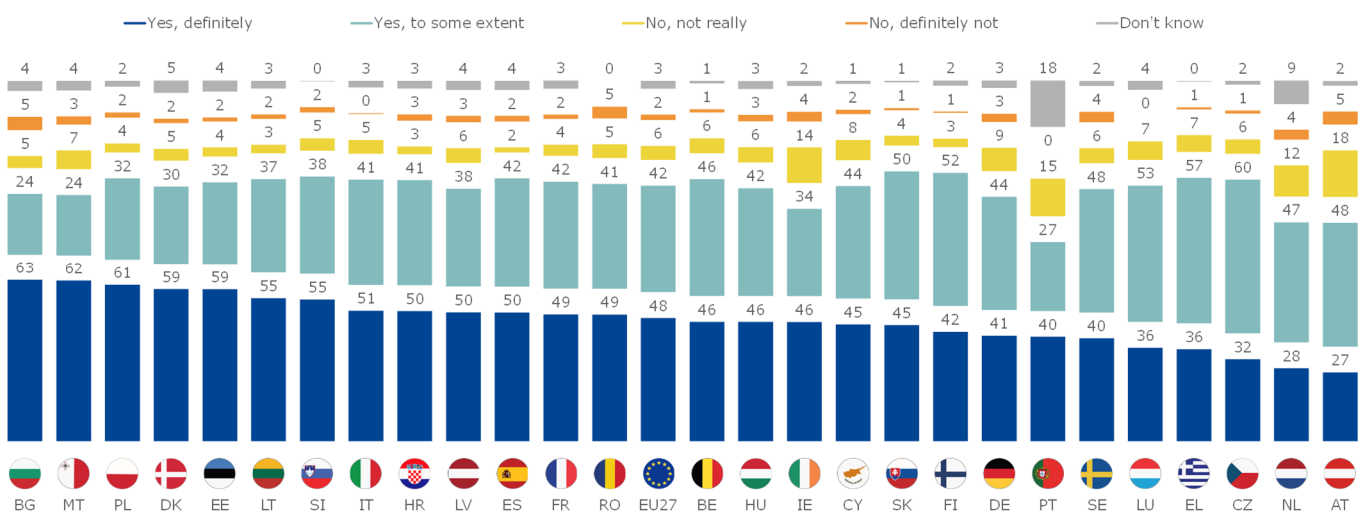


Base: respondents who have ever booked a short-term rental via a platform (n=8 843)

Across most countries,<sup>3</sup> a large majority of respondents who have booked a short-term rental via a platform would also **recommend this type of accommodation** to others; this figure is higher than 80% in 24 of the 27 EU Member States (from 81% in Ireland to 95% in Slovakia). Among these countries, there, nonetheless, is a large variation in the proportion of respondents saying they would **definitely recommend** booking a short-term rental via a platform – from 32% in Czechia to 63% in Bulgaria. At the higher end of the country ranking, Bulgaria is joined by Estonia, Denmark, Poland and Malta, with between 59% and 62% of respondents who say they would ‘definitely’ recommend this type of accommodation.

In Portugal, in sharp contrast, 67% of respondents who have booked a short-term rental via a platform would also recommend this type of accommodation. In Austria and the Netherlands, this figure is slightly higher – at 75%. In Austria, respondents are more likely to say that they would not recommend booking a short-term rental via a platform (24%); in Portugal and the Netherlands, on the other hand, a higher number of respondents do not know whether they would recommend this type of accommodation or not (18% and 9%, respectively).

**Q6** Overall, would you recommend booking a short-term rental through a collaborative economy platform? (% by country)



Base: respondents who have ever booked a short-term rental via a platform (n=8 843)  
(n=8 843 for EU27 results; base sizes at individual country level vary between 142 and 568)

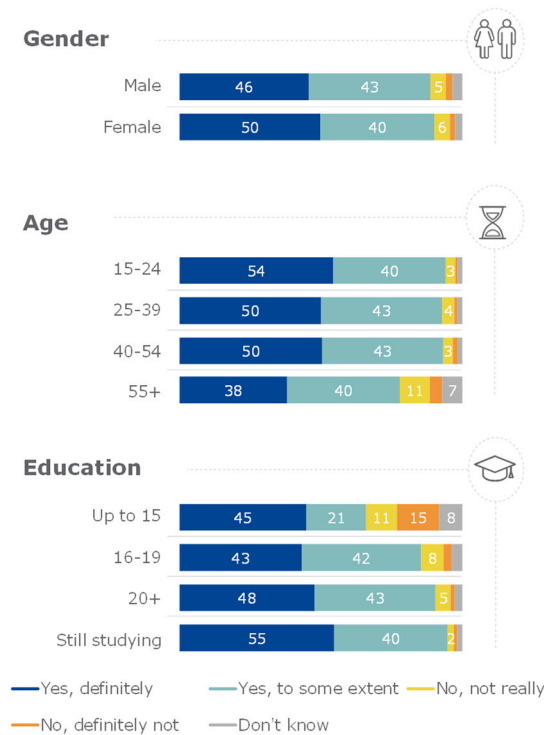
<sup>3</sup> This question was only presented to respondents who have booked a short-term rental via a platform. The number of respondents answering to this question varies between 142 in Luxembourg and 568 in France. Due to the lower base sizes at individual country level, caution should be exercised when interpreting the results.

The **socio-demographic analysis** shows that respondents aged 55 and over are less likely than their younger counterparts to recommend booking a short-term rental via a platform (78% would recommend vs 93%-94% across the younger age groups). It was noted in the previous section that the oldest respondents are also less likely to have booked this type of accommodation.

The figure below also shows that respondents who left school at or before the age of 15 are less likely to recommend booking a short-term rental via a platform, but it should be added that few respondents with a low level of education have experience with booking this type of accommodation (183 respondents).

The youngest respondents, aged 15 to 24, and those still in education, are overall the most likely to say they would 'definitely' recommend booking a short-term rental via a platform (54% and 55%, respectively, compared to, for example, 38% of over 54 year-olds).

**Q6** Overall, would you recommend booking a short-term rental through a collaborative economy platform? (% by socio-demographics)



Base: respondents who have ever booked a short-term rental via a platform (n=8 843)

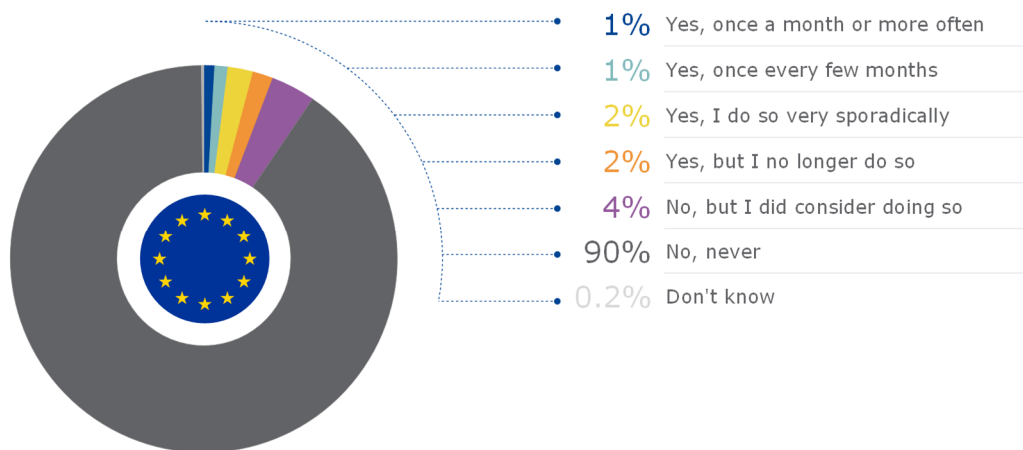
## Section 2. Offering short-term rentals via platforms

### 2.1. Experience with offering a short-term rental via a platform

Across the EU27, **4% of respondents say they at least sporadically offer a room, apartment or house as a short-term rental via a platform**; this includes 1% who do so once a month or more often, 1% every few months and 2% very sporadically.

The survey also finds that 2% of respondents across the EU have offered a short-term rental via a platform, but stopped doing so and that 4% have considered offering a short-term rental via a platform, but did not go through with it.

**Q1** Have you ever offered a room, apartment or house as a short-term rental via a collaborative economy platform? (% EU27)



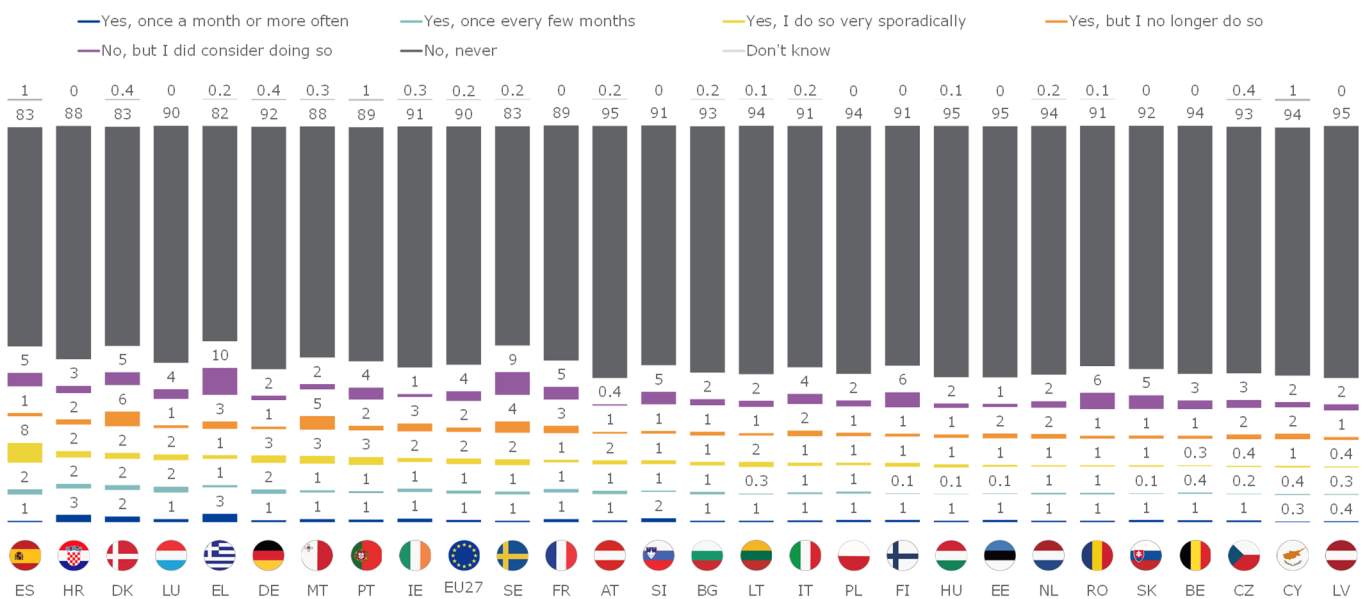
Base: all respondents (n=25 700)

At the individual country level, the proportion of respondents **currently offering one or more short-term rentals via a platform** remains below 5% in most EU Member States. In Spain, 10% of respondents reply that they offer a room, apartment or house as a short-term rental via a platform.<sup>4</sup> This also applies for 7% of respondents in Croatia, 6% in Denmark and Luxembourg and 5% in Greece, Germany, Malta and Portugal.

In Spain, the largest share of respondents who currently offer a short-term rental via a platform say they do so only very sporadically (8% vs 1% 'once a month or more often' and 2% 'once every few months'). In Croatia and Greece, on the other hand, 3% reply that they rent out a short-term rental once a month or more often, compared to 1%-2% who say they do so only very sporadically.

In Sweden, Malta and Denmark, about 1 in 20 respondents (4%-6%) answer that they have offered a short-term rental via a platform, but that they no longer do so. In Greece, 10% of respondents say they have considered offering a short-term rental via a platform; this figure is 9% in Sweden and 6% in both Finland and Romania.

**Q1** Have you ever offered a room, apartment or house as a short-term rental via a collaborative economy platform? (% by country)



Base: all respondents (n=25 700)

<sup>4</sup> Due to rounding, the totals in the text do not always exactly add up to the percentages in the chart.

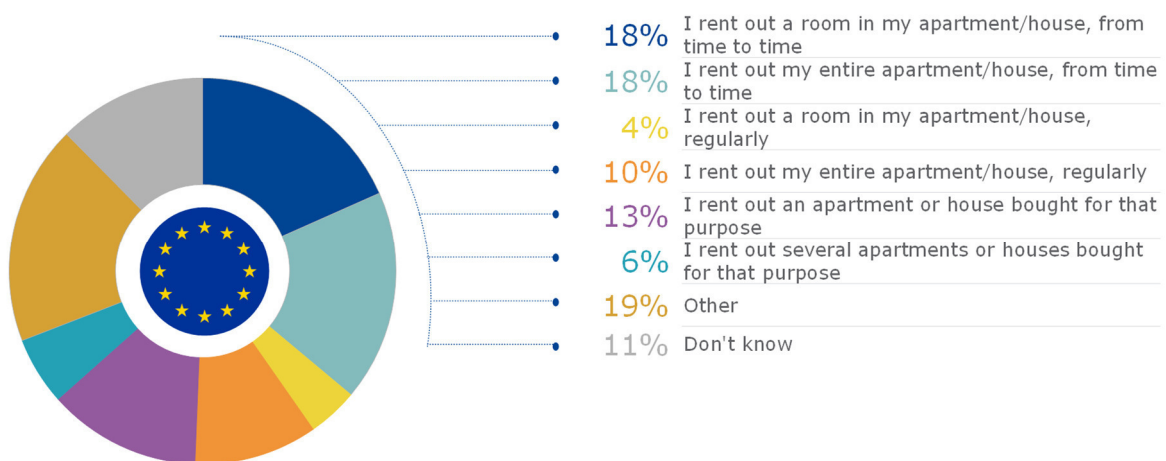
## 2.2. Frequency and type of accommodation offered

Respondents who offer one or more short-term rentals via a platform were asked **how frequently they do so and what type of accommodation they rent out.**<sup>5</sup>

A majority of these respondents answer that they rent out (a room in) their own apartment/house, while fewer say they rent out an apartment or house bought for that purpose. The figure below shows that 18% rent out a room in their apartment or house from time to time and 4% do so regularly. Similarly, 18% say they rent out their entire apartment or house from time to time and 10% do this regularly. The proportion saying they rent out an apartment or house bought for that purpose is 13% and 6% say they have multiple apartments or houses on offer via a platform.

It should, however, also be noted that 19% of respondents who offer one or more short-term rentals via a platform reply that none of the response options listed in the survey fit to describe their situation (some of these respondents rent out their second-home, others do so only very sporadically etc.)<sup>6</sup>. About one in ten respondents (11%) said they 'do not know' or preferred not to answer this question.

**Q3** Which of the following best describes your situation? (% EU27)



Base: respondents who offer a room, apartment or house as a short-term rental via a platform (n=962)

<sup>5</sup> Given that less than 1 000 respondents across the EU were presented with this question, caution should be exercised when interpreting the results.

<sup>6</sup> Observations made on the basis of interviewer feedback notes.

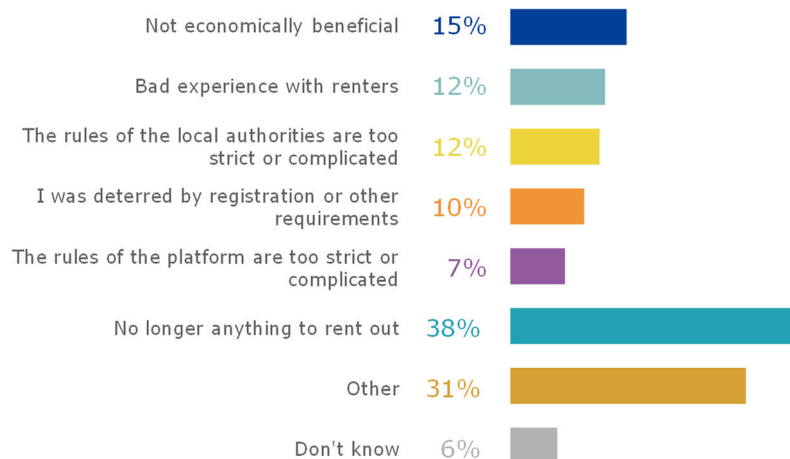
### 2.3. Reasons for not offering a short-term rental via a platform

Respondents who indicate that they **no longer offer a short-term rental via a platform, and those who say that they considered doing so**, but did not go through with it, were asked what caused this decision.<sup>7</sup>

The largest share reply that they have no longer anything to rent out (31%). Other reasons listed in the survey are mentioned by fewer respondents, for example, 15% say it is not economically beneficial and 12% refer to a bad experience with renters. Additionally, 10% say they were deterred by registration or other requirements, 12% say that the rules of the local authorities are too strict or too complicated and 7% say the same about the rules of the platform.

Three in ten respondents (31%) listed other reasons, not listed in the survey. A considerable share of these respondents explain that they find it hard to give a specific reason, as they only considered renting out a room or property via a platform, but in fact did not take action yet to do so.<sup>8</sup>

**Q2** Why have you stopped doing so? Why did you not go ahead with offering the room, apartment or house? (% EU27)



Base: respondents who stopped offering a room, apartment or house via a platform and those who considered doing it, but did not go through with it (n=1 574)

<sup>7</sup> This question was presented to 1 574 respondents across the EU; due to this relatively low base size, caution should be exercised when interpreting the results.

<sup>8</sup> Observations made on the basis of interviewer feedback notes.

## Section 3. Perceived impacts of short-term rentals

### 3.1. Advantages of short-term rentals booked via platforms

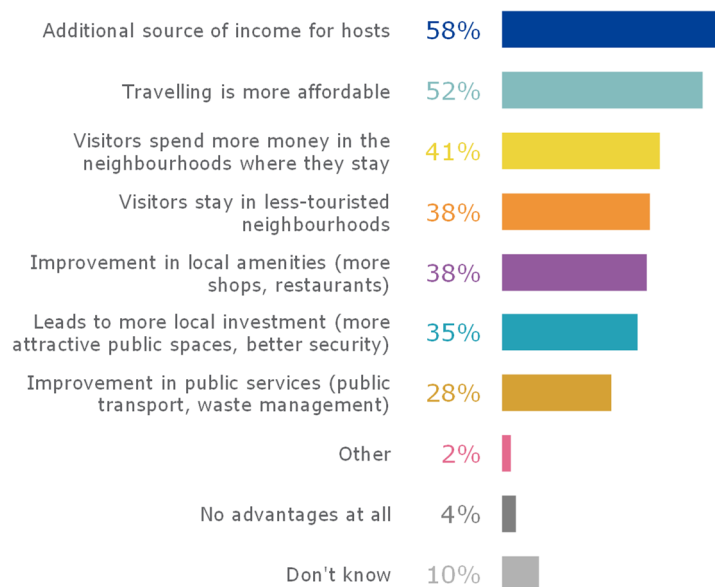
All respondents in the survey were asked what, in their view, are the advantages of short-term rentals offered via platforms. They were presented with a list of seven possible advantages, and they could select more than one advantage.

Two of the advantages are mentioned by more than half of respondents – both of these relate to the **financial aspects of short-term rentals**. For 58% of respondents, short-term rentals have as advantage that they constitute an **additional source of income for hosts**, and 52% think that short-term rentals make **travelling more affordable**.

Other advantages are selected by fewer respondents: 41% think that this type of accommodation encourages **visitors to spend more money in the neighbourhood where they stay**, 38% that it makes visitors stay in **less-touristed neighbourhoods** and 35% that it can lead to **more local investment** (more attractive public spaces, better security). Finally, 28% of respondents say that short-term rentals have as advantage that they lead to an improvement in public services (public transport, waste management).

About 1 in 20 respondents (4%) spontaneously say that there are no advantages linked to short-term rentals offered via platforms, while 10% reply that they do not know if any of the advantages listed in the survey are indeed linked to short-term rentals.

**Q7** What are, in your view, the advantages of short-term rentals offered via collaborative economy platforms? (% EU27)



Base: all respondents (n=25 700)































In 18 of the 27 EU Member States, the largest share of respondents say that an advantage of short-term rentals offered via platforms is that these constitute an **additional source of income for hosts**. The highest proportions selecting this advantage are found in Greece (85%), and Czechia and Slovakia (both 83%). The advantage that **travelling is more affordable** due to short-term rentals is ranked highest (or joint highest) in eight Member States; this is the case, for example, in Romania (77%) and Malta (71%). This advantage is also frequently mentioned by respondents in Greece (79%), Czechia and France (both 73%), and Sweden (72%).

In Germany, respondents are among the least likely to mention the above-mentioned financial advantages of short-term rentals (40%-41%). The advantage mentioned most frequently by respondents in Germany is that, with this type of accommodation, **visitors spend more money in the neighbourhoods where they are staying** (46% select this advantage). The highest proportions mentioning this advantage are found in Slovakia (66%) and Czechia (64%).

Other notable findings at the Member State level are that:

- In Sweden, 71% of respondents say that an advantage of short-term rentals is that visitors stay in less-touristed neighbourhoods, while this reason is selected by less than one in five respondents in Bulgaria (18%) and Italy (12%).
- Respondents in Denmark, Italy and Portugal are overall the least likely to think that short-term rentals lead to improvements in local amenities, more local investments, or improvement in public services (between 5% and 20% select these advantages).
- Respondents in Austria, the Netherlands and Germany are somewhat more likely to spontaneously say that there are no advantages linked to short-term rentals (between 7% and 9%).

**Q7** What are, in your view, the advantages of short-term rentals offered via collaborative economy platforms? (% by country)

	Additional source of income for hosts	Travelling is more affordable	Visitors spend money in the neighbourhoods in the neighbourhoods where they stay	Visitors stay in less-touristed neighbourhoods	Improvement in local amenities	Leads to more local investment	Improvement in public services	Other	No advantages at all	Don't know
EU27 	58	52	41	38	38	35	28	2	4	10
BE 	77	68	61	61	52	52	42	3	2	4
BG 	42	30	17	18	25	24	18	8	2	15
CZ 	83	73	64	58	51	48	36	2	1	3
DK 	34	39	14	24	12	11	5	16	5	22
DE 	41	40	46	39	37	29	31	2	9	15
EE 	55	49	37	44	35	34	22	3	4	10
IE 	68	65	61	50	58	52	48	2	3	2
EL 	85	79	57	63	71	63	39	0	1	1
ES 	59	54	37	32	44	39	29	2	4	12
FR 	78	73	50	50	36	38	28	2	1	4
HR 	62	39	29	37	37	36	24	2	2	9
IT 	44	32	11	12	12	18	9	2	2	13
CY 	58	67	36	39	41	41	26	2	4	10
LV 	61	48	39	46	34	29	25	2	1	7
LT 	66	55	49	38	44	43	38	3	2	11
LU 	60	64	49	51	47	45	48	2	1	4
HU 	67	48	54	30	49	38	34	2	2	6
MT 	60	71	63	48	51	53	48	2	2	4
NL 	50	38	43	36	32	32	22	5	8	14
AT 	41	44	36	35	30	28	30	3	7	14
PL 	63	49	43	41	38	36	28	2	2	8
PT 	43	49	21	24	20	15	15	5	2	12
RO 	73	77	61	50	77	72	69	0	2	2
SI 	55	53	37	40	43	39	27	4	3	3
SK 	83	69	66	68	59	62	56	1	1	4
FI 	58	60	42	46	39	28	24	3	0	8
SE 	75	72	56	71	58	47	30	1	3	5

Base: all respondents (n=25 700)

### 3.2. Disadvantages of short-term rentals booked via platforms

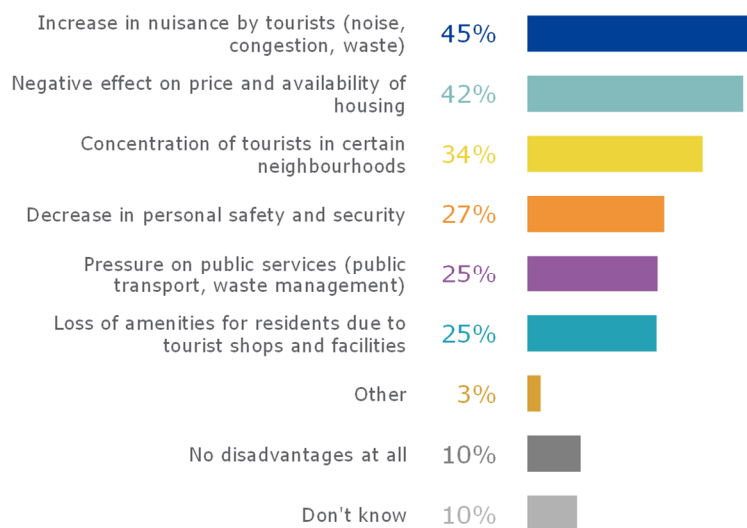
Respondents were not only asked about advantages of short-term rentals booked via platforms, but also about possible disadvantages. They were presented with a list of six potential disadvantages, and they could again select more than one disadvantage.

The disadvantage selected most frequently is that short-term rentals cause **an increase in nuisance by tourists**, such as more noise, congestion and waste, selected by 45% of respondents. The second most mentioned disadvantage, selected by 42% of respondents, is the **negative impact on price and availability of housing** from short-term rentals.

One in three respondents (34%) think that short-term rentals cause a concentration of tourists in certain neighbourhoods, and 27% say that this type of accommodation leads to a decrease in personal safety and security. The last two disadvantages listed in the survey – pressure on public services and loss of amenities for residents (due to tourist shops and facilities) – are each selected by 25% of respondents.

It is also worth noting that **10% of respondents spontaneously say that there are no disadvantages** linked to short-term rentals offered via platforms.

**Q8** And what, in your view, are the disadvantages? (% EU27)



Base: all respondents (n=25 700)





























An **increase in nuisance by tourists** (such as noise, congestion or waste) is the most commonly selected disadvantage of short-term rentals in 18 EU Member States, with the proportion mentioning this disadvantage being especially high in Czechia (70%) and Romania (68%), followed by Slovakia (61%) and France (60%). An increase in nuisance is also the joint highest-ranking disadvantage in Portugal (33%) and Italy (22%), alongside the negative effect of this type of accommodation on price and availability of housing, while in Estonia, it is joint-highest ranked with a decrease in personal safety and security (mentioned each by 35%).

The negative effect of short-term rentals on **price and availability of housing** is the highest ranked disadvantage in Ireland and Greece (both 65%), but also in the Netherlands (51%), Germany (46%) and Austria (44%). In Cyprus and Denmark, the highest ranked disadvantage is a **decrease in personal safety and security** (mentioned by 42% and 36%, respectively); the highest proportions referring to this disadvantage, however, are found in Romania (55%), Greece (47%) and Ireland (44%).

Other notable findings at the Member State level are that:

- 59% of respondents in Czechia, 54% in Slovakia and 52% in Luxembourg identify the concentration of tourists in certain neighbourhoods as a disadvantage of short-term rentals; in Denmark and Italy, this disadvantage is selected by, respectively, 10% and 12% of respondents.
- Respondents in Denmark and Italy are not only among the least likely to think that short-term rentals can lead to improvements in public services or local amenities, but they are also the least likely to expect pressure on public services or a loss of amenities from short-term rentals (between 6% and 11%).
- In seven Member States, about one in seven respondents spontaneously said that there are no disadvantages: Denmark and Germany (both 14%), Finland, Italy and Finland (all 15%), Latvia and Sweden (both 16%).

Q8 And what, in your view, are the disadvantages? (% by country)

	Increase in nuisance by tourists	Negative effect on price and availability of housing	Concentration of tourists in certain neighbourhoods	Decrease in personal safety and security	Pressure on public services	Loss of amenities for residents due to tourist shops and facilities	Other	No disadvantages at all	Don't know
EU27 	45	42	34	27	25	25	3	10	10
BE 	58	51	46	29	38	34	2	12	4
BG 	37	17	17	23	13	16	8	10	15
CZ 	70	54	59	42	45	34	2	6	3
DK 	13	13	10	36	6	7	17	14	21
DE 	37	46	31	26	19	28	2	14	14
EE 	35	25	20	35	20	14	2	13	14
IE 	48	65	41	44	31	36	3	2	1
EL 	60	65	45	47	38	40	1	5	1
ES 	53	41	42	27	29	23	4	9	12
FR 	60	58	50	21	35	38	1	7	4
HR 	39	38	27	21	27	22	3	7	10
IT 	22	22	12	16	11	9	3	15	14
CY 	37	34	25	42	14	20	7	9	11
LV 	36	30	23	29	13	14	3	16	8
LT 	42	26	32	29	25	18	3	15	14
LU 	54	51	52	32	27	33	2	6	5
HU 	51	41	31	25	30	22	1	8	10
MT 	52	44	39	39	33	30	2	7	7
NL 	48	51	36	28	25	23	3	11	12
AT 	36	44	32	21	18	24	3	10	14
PL 	51	31	34	26	26	18	2	11	9
PT 	33	33	21	20	12	21	7	8	14
RO 	68	55	47	55	54	43	2	4	3
SI 	45	39	34	24	24	22	5	9	5
SK 	61	45	54	40	44	39	1	5	5
FI 	43	34	18	29	17	15	5	15	9
SE 	42	37	26	31	25	17	2	16	6

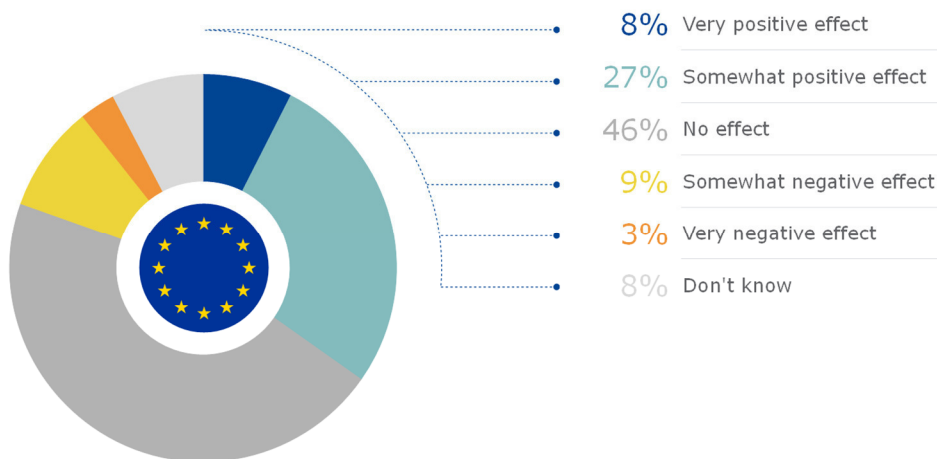
Base: all respondents (n=25 700)

### 3.3. Impact on quality of life in Europe's neighbourhoods

In the last question, respondents were asked to think about the effect that short-term rentals booked via platforms have on the quality of life of their own neighbourhoods.

**Just over a third of respondents think that, in their own neighbourhood, short-term rentals have a positive overall effect on quality of life;** 8% think there is a *very positive effect* and 27% a *somewhat positive effect*. Fewer respondents are stating the opposite, that there are negative effects on quality of life; 3% think there are *very negative effects* and 9% *somewhat negative effects*. **Close to one in two respondents (46%) think that, on balance, there are no effects** on the quality of life in their neighbourhood from short-term rentals.

**Q9** Thinking now about your own neighbourhood, on balance, what is the overall effect on quality of life in your neighbourhood of this type of vacation rentals? (% EU27)



Base: all respondents (n=25 700)

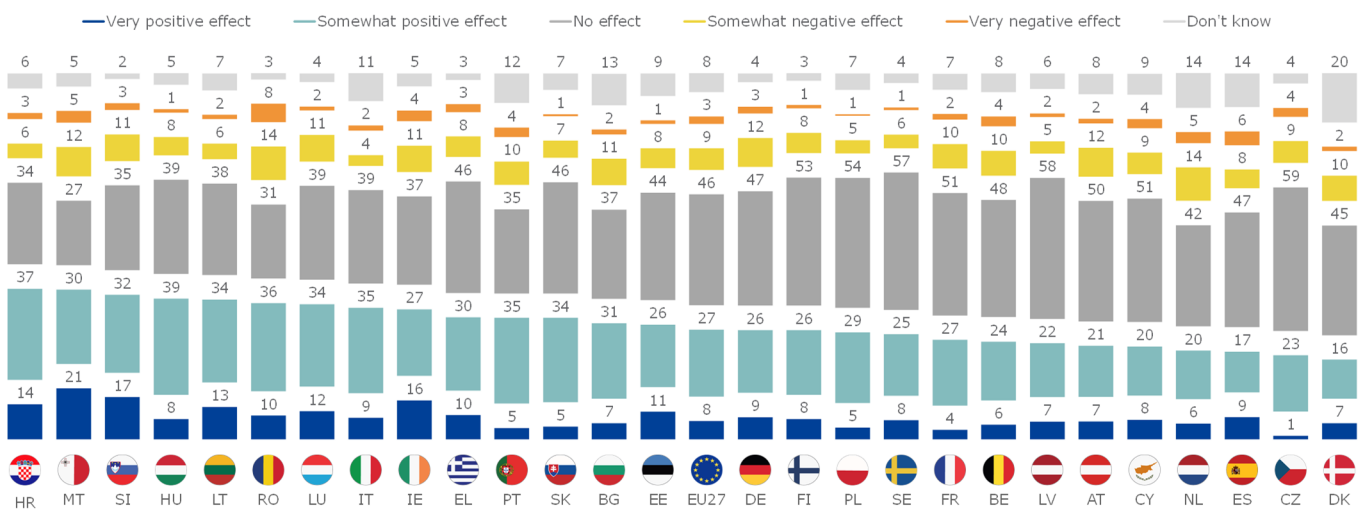
In Malta and Croatia, a slim majority of respondents (51%-52%) say that, in their own neighbourhood, the overall effect on quality of life of short-term rentals booked via platforms is **at least somewhat positive**. At the other end of the country ranking, however, in Denmark and Czechia, less than half as many respondents share this view (23%-24%).

Respondents in Czechia, together with those in Sweden and Latvia, are the most likely to reply that there are **no effects on quality of life** in their neighbourhood from short-term rentals: 59% in Czechia, 58% in Latvia and 57% in Sweden.

The largest proportions saying that there are **negative effects** on quality of life in their neighbourhood are observed in Romania (21%), followed by the Netherlands (18%) and Malta (17%).<sup>9</sup> In eight countries, less than one in ten respondents think there are at least somewhat negative effects; this is the case, for example, in Poland (6%) and Italy (7%).

In Denmark, in line with the results for the other questions in this survey, 20% of respondents reply that they do not know if there are negative or positive effects in their neighbourhood. The proportion of 'don't know' responses is also higher than 10% in Italy (11%), Portugal (12%), Bulgaria (13%), the Netherlands and Spain (both 14%).

**Q9** Thinking now about your own neighbourhood, on balance, what is the overall effect on quality of life in your neighbourhood of this type of vacation rentals? (% by country)



Base: all respondents (n=25 700)

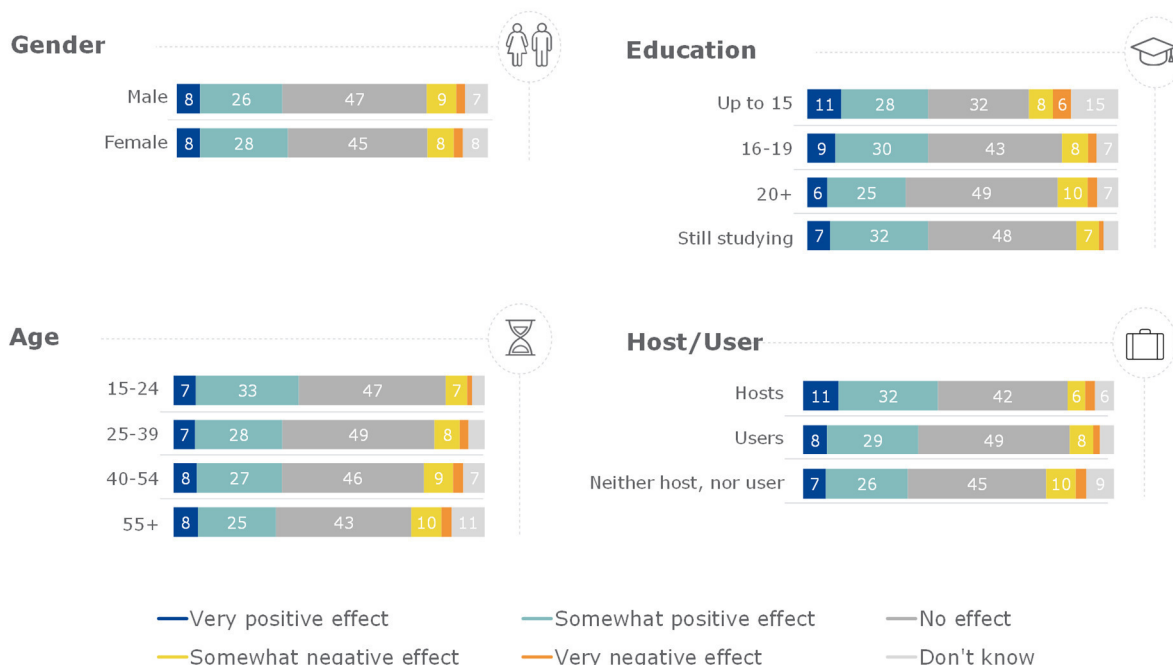
<sup>9</sup> Due to rounding, the totals in the text do not always exactly add up to the percentages in the chart.

Respondents who offer one or more short-term rentals via a platform (**'hosts'**) are overall the **most likely to say that there is a positive effect on quality of life** in their neighbourhood coming from the presence of this type of accommodation (11% 'very positive' and 32% 'somewhat positive'). Among respondents who have booked a short-term rental via a platform ('users'), the highest share say there is no effect from this type of accommodation on quality of life in their own neighbourhood (49% vs 42% of 'hosts'). Among those not offering, nor booking short-term rentals via a platform, a somewhat higher proportion say that the presence of this type of accommodation is negative for quality of life in their neighbourhood (13% vs 9% of 'hosts' and 10% of 'users').

The **socio-demographic analysis** also shows that:

- Respondents aged 15 to 24 are more likely than their older counterparts to say that, in their own neighbourhood, the overall effect on quality of life of short-term rentals booked via a platform is positive (40% vs 33%-35%).
- Respondents who completed their education aged 20 or over are the least likely say that short-term rentals booked via platforms have a positive effect on quality of life in their neighbourhood (32% vs 39% of those still in education). Among those who left school at or before the age of 15, a higher proportion give a 'don't know' response (15% vs 7%).

**Q9** Thinking now about your own neighbourhood, on balance, what is the overall effect on quality of life in your neighbourhood of this type of vacation rentals? (% by socio-demographics)



Data labels not shown for 5% or under  
Base: all respondents (n=25 700)































## Technical specifications

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Between 1 and 9 September 2021, Ipsos European Public affairs carried out Flash Eurobarometer 495 at the request of the European Commission, Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs. It is a general public survey coordinated by the Directorate-General for Communication, "Media monitoring and Eurobarometer" Unit. Flash Eurobarometer 495 covers the population of EU citizens, residents in one of the 19 Member States of the euro area and aged 15 years and over.

All interviews were carried via Computer-Assisted Telephone Interviewing (CATI). In each country, respondents were called both on landlines and mobile phones. The telephone numbers sampled and contacted were generated via Random Digit Dialling (RDD) methods. The basic sample design applied in all countries is a random (probability) design. In households contacted via a landline phone, the respondent was drawn at random from all household members (aged 15 years and over) following the "most recent birthday rule".

		Number of interviews	Fieldwork dates	Population 15+ (absolute number)	Population 15+ (as % of EU27 population)
EU27		<b>25700</b>	<b>1.9.2021-9.9.2021</b>	<b>379 697 871</b>	<b>100%</b>
BE		1002	1.9.2021-8.9.2021	9 580 326	2.52%
BG		1018	1.9.2021-7.9.2021	5 949 224	1.57%
CZ		1002	1.9.2021-8.9.2021	8 983 737	2.37%
DK		1006	1.9.2021-8.9.2021	4 869 645	1.28%
DE		1002	1.9.2021-8.9.2021	71 775 452	18.90%
EE		1015	1.9.2021-7.9.2021	1 110 274	0.29%
IE		1018	1.9.2021-7.9.2021	3 958 375	1.04%
EL		1004	1.9.2021-7.9.2021	9 191 046	2.42%
ES		1010	1.9.2021-7.9.2021	40 455 461	10.65%
FR		1003	1.9.2021-7.9.2021	55 281 445	14.56%
HR		1003	1.9.2021-7.9.2021	3 476 694	0.92%
IT		1007	1.9.2021-8.9.2021	51 913 934	13.67%
CY		501	1.9.2021-7.9.2021	745 621	0.20%
LV		1007	1.9.2021-7.9.2021	1 602 487	0.42%
LT		1018	1.9.2021-7.9.2021	2 371 346	0.62%
LU		507	1.9.2021-7.9.2021	526 031	0.14%
HU		1003	1.9.2021-7.9.2021	8 348 190	2.20%
MT		506	1.9.2021-7.9.2021	445 406	0.12%
NL		1007	1.9.2021-9.9.2021	14 681 486	3.87%
AT		1005	1.9.2021-7.9.2021	7 618 004	2.01%
PL		1016	1.9.2021-8.9.2021	32 096 067	8.45%
PT		1010	1.9.2021-7.9.2021	8 898 924	2.34%
RO		1009	1.9.2021-7.9.2021	16 297 460	4.29%
SI		1008	1.9.2021-8.9.2021	1 780 059	0.47%
SK		1002	1.9.2021-8.9.2021	4 594 153	1.21%
FI		1008	1.9.2021-7.9.2021	4 654 256	1.23%
SE		1003	1.9.2021-7.9.2021	8 492 768	2.24%

## Margin of error

Survey results are subject to sampling tolerances. The “margin of error” quantifies uncertainty about (or confidence in) a survey result. As a general rule, the more interviews conducted (sample size), the smaller the margin of error. A sample of 500 will produce a margin of error of not more than 4.4 percentage points, and a sample of 1,000 will produce a margin of error of not more than 3.1 percentage points.

### Statistical margins due to sampling tolerances (at the 95% level of confidence)

various sample sizes are in rows

various observed results are in columns

	5%	10%	25%	50%	75%	90%	95%
n=50	±6.0	±8.3	±12.0	±13.9	±12.0	±8.3	±6.0
n=100	±4.3	±5.9	±8.5	±9.8	±8.5	±5.9	±4.3
n=200	±3.0	±4.2	±6.0	±6.9	±6.0	±4.2	±3.0
n=500	±1.9	±2.6	±3.8	±4.4	±3.8	±2.6	±1.9
n=1000	±1.4	±1.9	±2.7	±3.1	±2.7	±1.9	±1.4
n=1500	±1.1	±1.5	±2.2	±2.5	±2.2	±1.5	±1.1
n=2000	±1.0	±1.3	±1.9	±2.2	±1.9	±1.3	±1.0

## Questionnaire

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### INTRODUCTION

Collaborative or 'sharing' economy platforms are websites or apps that provide an open marketplace where consumers can connect with people offering services. There are various such platforms offering short-term or vacation rentals, such as a room in a house or apartment, or an entire house or apartment. People offering rentals can be individuals providing occasional services or professionals.

ASK ALL

**Q1 Have you ever offered a room, apartment or house as a short-term rental via a collaborative economy platform?**

(IF NEEDED, CLARIFY: "**AS A HOST**")

(READ OUT – ONE ANSWER ONLY)

No, never	1
No, but I did consider doing so	2
Yes, but I no longer do so	3
Yes, I do so very sporadically	4
Yes, once every few months	5
Yes, once a month or more often	6
Don't know (DO NOT READ OUT)	998

ASK IF Q1= 2 OR 3

**Q2 [Q2=3] Why have you stopped doing so?**

**[Q2=2] Why did you not go ahead with offering the room, apartment or house?**

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Bad experience with renters	1
Not economically beneficial	2
The rules of the local authorities are too strict or complicated	3
The rules of the platform are too strict or complicated	4
I was deterred by registration or other requirements	5
No longer anything to rent out	6
Other (DO NOT READ OUT)	7
Don't know (DO NOT READ OUT)	998

ASK Q1= 4 OR 5 OR 6

**Q3 Which of the following best describes your situation?**

(IF RESPONDENT IS HESITANT TO REPLY: **Please remember that all information you provide is confidential.**)

(READ OUT – ONE ANSWER ONLY)

I rent out a room in my apartment/house, from time to time	1
I rent out my entire apartment/house, from time to time	2
I rent out a room in my apartment/house, regularly	3
I rent out my entire apartment/house, regularly	4
I rent out an apartment or house bought for that purpose	5
I rent out several apartments or houses bought for that purpose	6
Other (DO NOT READ OUT)	7
Don't know (DO NOT READ OUT)	998

ASK ALL

**Q4 Have you ever booked a room in a private residence (not a hotel room), or an apartment or house via a collaborative economy platform?**

(IF NEEDED, CLARIFY: "**AS A GUEST**")

(READ OUT – ONE ANSWER ONLY)

No, never	1
Yes, but I no longer do so	2
Yes, sporadically	3
Yes, once every few months	4
Yes, once a month or more often	5
Don't know (DO NOT READ OUT)	998

ASK Q5 IF Q4=2 to 5

**Q5 Why did you choose a short-term rental as opposed to other types of accommodation, such as a hotel?**

(READ OUT - MULTIPLE ANSWERS POSSIBLE) (RANDOMISE 1-7)

It is cheaper	1
There is more choice	2
To have an authentic, local experience	3
Better location	4
Better facilities for my needs	5
Because I like staying with a local person	6
Availability of ratings and reviews by users	7
Other (DO NOT READ OUT)	8
Don't know (DO NOT READ OUT)	998

	ASK Q6 IF Q4=2 to 5	
<b>Q6</b>	<b>Overall, would you recommend booking a short-term rental through a collaborative economy platform?</b>	
	(READ OUT – ONE ANSWER ONLY)	
	Yes, definitely	1
	Yes, to some extent	2
	No, not really	3
	No, definitely not	4
	Don't know (DO NOT READ OUT)	998
	ASK ALL	
<b>Q7</b>	<b>What are, in your view, the advantages of short-term rentals offered via collaborative economy platforms?</b>	
	(READ OUT – MULTIPLE ANSWER POSSIBLE) (RANDOMISE 1 - 7)	
	Travelling is more affordable	1
	Additional source of income for hosts	2
	Visitors spend more money in the neighbourhoods where they stay	3
	Visitors stay in less-touristed neighbourhoods	4
	Leads to more local investment (more attractive public spaces, better security)	5
	Improvement in public services (public transport, waste management)	6
	Improvement in local amenities (more shops, restaurants)	7
	Other (DO NOT READ OUT)	8
	No advantages at all (DO NOT READ OUT)	9
	Don't know (DO NOT READ OUT)	998
	ASK ALL	
<b>Q8</b>	<b>And what, in your view, are the disadvantages?</b>	
	(READ OUT – MULTIPLE ANSWERS POSSIBLE) (RANDOMISE 1- 6)	
	Increase in nuisance by tourists (noise, congestion, waste)	1
	Pressure on public services (public transport, waste management)	2
	Negative effect on price and availability of housing	3
	Decrease in personal safety and security	4
	Concentration of tourists in certain neighbourhoods	5
	Loss of amenities for residents due to tourist shops and facilities	6
	Other (DO NOT READ OUT)	7
	No disadvantages at all (DO NOT READ OUT)	8
	Don't know (DO NOT READ OUT)	998

ASK ALL

**Q9 Thinking now about your own neighbourhood, on balance, what is the overall effect on quality of life in your neighbourhood of this type of vacation rentals?**

(READ OUT – ONE ANSWER POSSIBLE)

Very positive effect	1
Somewhat positive effect	2
No effect	3
Somewhat negative effect	3
Very negative effect	4
Don't know (DO NOT READ OUT)	998








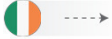




















## Data annex

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Q2 Why have you stopped doing so? Why did you not go ahead with offering the room, apartment or house? (%)

Base: Respondents who stopped offering a room, apartment or house via a collaborative platform and those who considered doing it, but did not go through with it








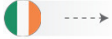




















		Bad experience with renters	Not economically beneficial	The rules of the local authorities are too strict or complicated	The rules of the platform are too strict or complicated	I was deterred by registration or other requirements	No longer anything to rent out	Other	Don't know
EU27		12	15	12	7	10	38	31	6
BE		14	20	25	8	14	24	42	4
BG		9	5	7	7	9	38	44	0
CZ		16	19	10	11	25	42	24	5
DK		4	8	7	4	3	39	42	4
DE		16	10	14	14	18	52	15	10
EE		17	26	2	11	11	48	25	0
IE		5	42	5	21	24	22	29	1
EL		11	33	15	13	19	37	27	0
ES		2	24	5	2	7	25	37	9
FR		11	14	10	9	1	35	37	7
HR		14	15	0	4	7	37	38	0
IT		12	8	16	0	6	37	29	5
CY		28	20	18	19	15	21	33	0
LV		20	19	10	6	3	35	25	3
LT		14	16	8	1	22	45	14	9
LU		8	32	28	16	2	32	10	0
HU		6	4	11	1	3	53	30	6
MT		20	29	37	22	21	18	32	2
NL		7	0	13	0	11	18	48	13
AT		12	28	21	8	25	53	5	0
PL		14	10	7	7	24	38	26	7
PT		9	21	2	0	1	66	6	0
RO		34	23	26	20	15	57	16	2
SI		12	8	17	5	10	46	27	0
SK		19	11	16	11	15	35	42	4
FI		5	15	9	4	1	39	36	9
SE		8	10	15	6	11	32	39	5

Caution should be exercised when interpreting the results due to low base sizes (<100)

Flash Eurobarometer - Short-term rentals in the EU / Fieldwork: 01/09 - 09/09/2021  
Base (EU27): n=1574

Q3 Which of the following best describes your situation? (%)





























Base: Respondents who offer a room, apartment or house as a short-term rental via a collaborative platform

	I rent out a room in my apartment/house, from time to time	I rent out my entire apartment/house, from time to time	I rent out a room in my apartment/house, regularly	I rent out my entire apartment/house, regularly	I rent out an apartment or house bought for that purpose	I rent out several apartments or houses bought for that purpose	Other	Don't know
EU27 	18	18	4	10	13	6	19	11
BE 	0	11	0	38	22	7	23	0
BG 	23	10	6	20	6	3	24	9
CZ 	4	0	0	24	20	34	15	3
DK 	12	22	8	15	11	8	20	5
DE 	25	13	3	10	6	4	24	16
EE 	26	16	0	22	0	6	18	12
IE 	35	14	38	5	0	0	3	5
EL 	0	36	0	14	12	31	8	0
ES 	25	16	2	6	5	1	24	21
FR 	11	23	5	13	28	7	11	2
HR 	10	38	11	13	13	9	5	1
IT 	18	28	5	5	27	4	5	9
CY 	17	42	0	8	10	15	7	0
LV 	8	31	0	26	14	0	7	15
LT 	19	19	8	4	12	11	22	5
LU 	15	9	8	12	15	16	20	5
HU 	7	17	0	2	26	5	37	7
MT 	27	25	7	15	2	9	11	5
NL 	6	15	10	5	23	6	31	4
AT 	27	21	5	0	4	6	24	12
PL 	1	14	15	25	25	8	10	3
PT 	8	5	1	4	13	22	21	26
RO 	32	12	0	13	11	13	20	0
SI 	9	24	2	25	4	23	10	4
SK 	12	19	0	23	15	15	16	0
FI 	7	25	9	11	14	23	12	0
SE 	13	30	2	19	11	0	14	11

Caution should be exercised when interpreting the results due to low base sizes (<100)

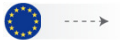
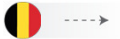
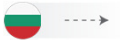
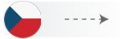
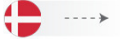
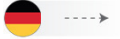
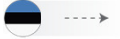
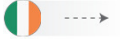
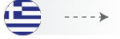


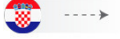
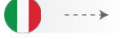
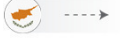
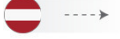
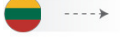
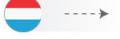
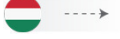

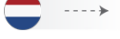
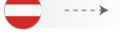

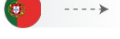
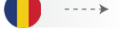
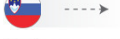
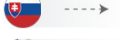
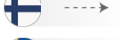
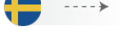
Flash Eurobarometer - Short-term rentals in the EU / Fieldwork: 01/09 - 09/09/2021  
Base (EU27): n=962

Q4 Have you ever booked a room in a private residence (not a hotel room), or an apartment or house via a collaborative economy platform? (%)

	No, never	Yes, but I no longer do so	Yes, sporadically	Yes, once every few months	Yes, once a month or more often	Don't know
EU27 	71	4	17	7	1	0
BE 	69	3	20	7	1	0
BG 	64	4	20	9	2	1
CZ 	70	5	15	9	1	0
DK 	60	8	28	3	0	1
DE 	84	3	9	3	1	0
EE 	63	7	25	3	2	0
IE 	64	10	15	6	4	1
EL 	64	5	23	6	2	0
ES 	74	3	19	3	1	0
FR 	49	5	26	20	1	0
HR 	71	6	15	8	1	0
IT 	79	5	12	3	1	0
CY 	67	4	24	5	1	1
LV 	69	5	21	3	1	1
LT 	67	5	24	3	2	0
LU 	72	4	9	13	2	0
HU 	62	4	28	5	1	0
MT 	64	12	16	6	2	0
NL 	73	4	17	3	2	0
AT 	85	2	8	4	1	0
PL 	63	4	23	9	0	1
PT 	78	4	8	7	1	2
RO 	75	2	12	10	1	0
SI 	59	5	30	7	1	0
SK 	67	4	19	9	1	0
FI 	70	1	26	2	0	0
SE 	65	8	24	3	0	0








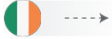




















Q5 Why did you choose a short-term rental as opposed to other types of accommodation, such as a hotel? (%)

Base: Respondents who have ever booked a short-term rental via a collaborative platform














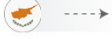














		It is cheaper	There is more choice	To have an authentic, local experience	Better location	Better facilities for my needs	Because I like staying with a local person	Availability of ratings and reviews by users	Other	Don't know
EU27		63	37	33	43	49	24	35	5	1
BE		61	50	62	59	55	37	52	10	1
BG		42	11	22	30	41	16	11	11	1
CZ		66	47	54	60	52	40	62	6	0
DK		52	22	20	31	35	10	6	11	1
DE		66	33	31	34	33	25	38	6	1
EE		58	29	20	35	52	18	23	7	2
IE		75	42	32	56	47	15	40	10	2
EL		77	56	32	62	59	30	62	1	0
ES		63	25	23	33	44	13	29	8	3
FR		67	51	42	52	59	28	43	4	0
HR		61	31	26	29	48	28	31	3	2
IT		46	9	16	17	44	13	9	4	0
CY		79	31	25	39	42	23	33	5	0
LV		51	30	24	38	51	19	29	5	1
LT		68	45	30	49	49	30	39	8	0
LU		72	38	46	47	52	27	39	0	2
HU		64	25	27	34	37	27	42	6	2
MT		66	41	30	54	42	26	32	10	0
NL		41	21	27	27	47	10	19	10	3
AT		67	38	33	33	30	28	33	13	0
PL		63	36	23	45	44	29	23	3	2
PT		56	1	7	12	43	20	1	5	0
RO		73	76	59	78	81	29	74	1	0
SI		59	36	32	41	46	31	31	7	0
SK		77	51	51	60	51	48	62	5	0
FI		66	28	28	38	55	13	21	4	1
SE		74	56	47	54	54	7	44	3	0

Q6 Overall, would you recommend booking a short-term rental through a collaborative economy platform? (%)








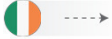





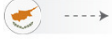














Base: Respondents who have ever booked a short-term rental via a collaborative platform

		Yes, definitely	Yes, to some extent	No, not really	No, definitely not	Don't know
EU27		48	42	6	2	3
BE		46	46	6	1	1
BG		63	24	5	5	4
CZ		32	60	6	1	2
DK		59	30	5	2	5
DE		41	44	9	3	3
EE		59	32	4	2	4
IE		46	34	14	4	2
EL		36	57	7	1	0
ES		50	42	2	2	4
FR		49	42	4	2	3
HR		50	41	3	3	3
IT		51	41	5	0	3
CY		45	44	8	2	1
LV		50	38	6	3	4
LT		55	37	3	2	3
LU		36	53	7	0	4
HU		46	42	6	3	3
MT		62	24	7	3	4
NL		28	47	12	4	9
AT		27	48	18	5	2
PL		61	32	4	2	2
PT		40	27	15	0	18
RO		49	41	5	5	0
SI		55	38	5	2	0
SK		45	50	4	1	1
FI		42	52	3	1	2
SE		40	48	6	4	2












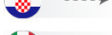

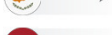
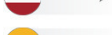
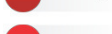
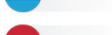
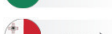
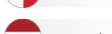

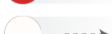







Q7 What are, in your view, the advantages of short-term rentals offered via collaborative economy platforms? (%)

		Travelling is more affordable	Additional source of income for hosts	Visitors spend more money in the neighbourhoods where they stay	Visitors stay in less-touristed neighbourhoods	Leads to more local investment (more attractive public spaces, better security)	Improvement in public services (public transport, waste management)	Improvement in local amenities (more shops, restaurants)	Other	No advantages at all	Don't know
EU27		52	58	41	38	35	28	38	2	4	10
BE		68	77	61	61	52	42	52	3	2	4
BG		30	42	17	18	24	18	25	8	2	15
CZ		73	83	64	58	48	36	51	2	1	3
DK		39	34	14	24	11	5	12	16	5	22
DE		40	41	46	39	29	31	37	2	9	15
EE		49	55	37	44	34	22	35	3	4	10
IE		65	68	61	50	52	48	58	2	3	2
EL		79	85	57	63	63	39	71	0	1	1
ES		54	59	37	32	39	29	44	2	4	12
FR		73	78	50	50	38	28	36	2	1	4
HR		39	62	29	37	36	24	37	2	2	9
IT		32	44	11	12	18	9	12	2	2	13
CY		67	58	36	39	41	26	41	2	4	10
LV		48	61	39	46	29	25	34	2	1	7
LT		55	66	49	38	43	38	44	3	2	11
LU		64	60	49	51	45	48	47	2	1	4
HU		48	67	54	30	38	34	49	2	2	6
MT		71	60	63	48	53	48	51	2	2	4
NL		38	50	43	36	32	22	32	5	8	14
AT		44	41	36	35	28	30	30	3	7	14
PL		49	63	43	41	36	28	38	2	2	8
PT		49	43	21	24	15	15	20	5	2	12
RO		77	73	61	50	72	69	77	0	2	2
SI		53	55	37	40	39	27	43	4	3	3
SK		69	83	66	68	62	56	59	1	1	4
FI		60	58	42	46	28	24	39	3	0	8
SE		72	75	56	71	47	30	58	1	3	5

Q8 And what, in your view, are the disadvantages? (%)

		Increase in nuisance by tourists (noise, congestion, waste)	Pressure on public services (public transport, waste management)	Negative effect on price and availability of housing	Decrease in personal safety and security	Concentration of tourists in certain neighbourhoods	Loss of amenities for residents due to tourist shops and facilities	Other	No disadvantages at all	Don't know
EU27		45	25	42	27	34	25	3	10	10
BE		58	38	51	29	46	34	2	12	4
BG		37	13	17	23	17	16	8	10	15
CZ		70	45	54	42	59	34	2	6	3
DK		13	6	13	36	10	7	17	14	21
DE		37	19	46	26	31	28	2	14	14
EE		35	20	25	35	20	14	2	13	14
IE		48	31	65	44	41	36	3	2	1
EL		60	38	65	47	45	40	1	5	1
ES		53	29	41	27	42	23	4	9	12
FR		60	35	58	21	50	38	1	7	4
HR		39	27	38	21	27	22	3	7	10
IT		22	11	22	16	12	9	3	15	14
CY		37	14	34	42	25	20	7	9	11
LV		36	13	30	29	23	14	3	16	8
LT		42	25	26	29	32	18	3	15	14
LU		54	27	51	32	52	33	2	6	5
HU		51	30	41	25	31	22	1	8	10
MT		52	33	44	39	39	30	2	7	7
NL		48	25	51	28	36	23	3	11	12
AT		36	18	44	21	32	24	3	10	14
PL		51	26	31	26	34	18	2	11	9
PT		33	12	33	20	21	21	7	8	14
RO		68	54	55	55	47	43	2	4	3
SI		45	24	39	24	34	22	5	9	5
SK		61	44	45	40	54	39	1	5	5
FI		43	17	34	29	18	15	5	15	9
SE		42	25	37	31	26	17	2	16	6

Q9 Thinking now about your own neighbourhood, on balance, what is the overall effect on quality of life in your neighbourhood of this type of vacation rentals? (%)

		Very positive effect	Somewhat positive effect	No effect	Somewhat negative effect	Very negative effect	Don't know
EU27		8	27	46	9	3	8
BE		6	24	48	10	4	8
BG		7	31	37	11	2	13
CZ		1	23	59	9	4	4
DK		7	16	45	10	2	20
DE		9	26	47	12	3	4
EE		11	26	44	8	1	9
IE		16	27	37	11	4	5
EL		10	30	46	8	3	3
ES		9	17	47	8	6	14
FR		4	27	51	10	2	7
HR		14	37	34	6	3	6
IT		9	35	39	4	2	11
CY		8	20	51	9	4	9
LV		7	22	58	5	2	6
LT		13	34	38	6	2	7
LU		12	34	39	11	2	4
HU		8	39	39	8	1	5
MT		21	30	27	12	5	5
NL		6	20	42	14	5	14
AT		7	21	50	12	2	8
PL		5	29	54	5	1	7
PT		5	35	35	10	4	12
RO		10	36	31	14	8	3
SI		17	32	35	11	3	2
SK		5	34	46	7	1	7
FI		8	26	53	8	1	3
SE		8	25	57	6	1	4





