

Vacation Rental Complaint Process

The complaint process will be made readily available to all, beginning with a simple step-by-step description on the city website.

The complainant is expected to initiate the process while the out of compliance incident is occurring or when they first become aware that a property is not in compliance with the regulations.

If complainant attempts to contact the property manager/owner as posted on the property, and the phone number is invalid, a formal complaint may be filed with the city, even if the issue has been resolved since an invalid phone number short circuits the entire process and is, in and of itself, out of compliance with requirements.

If the complainant attempts to contact the property manager or owner as posted on the property, and leaves a message, then the manager/owner is expected to respond promptly. If two hours have passed since the message was left and the property manager/owner has not responded, a formal complaint may be filed with the city, even if the issue has been resolved.

If the complainant successfully contacts the property manager or owner as posted on the property, the manager or owner is expected to respond promptly. If two hours have passed since the contact was made and the property manager or owner has not resolved the issue, then the complainant is expected to make a second call to the property manager or owner. If within an additional two hours the issue has not been resolved, a formal complaint may be filed with the city, even if the issue has been resolved outside the time limit.

When a city official, as designated in Section [1.12.040](#) (Enforcement authority and issuance of citations) observes that a property is not in compliance, then the city official has three options to be selected on the basis of severity, persistence, and repetition of the noncompliance. The options, listed in order of severity, are (1) take the same steps as outlined above for any complainant; (2) file an official complaint; or (3) in the most severe instances, cite the license holder.

When the city official chooses option 1 (to follow the process available to any complainant) he or she will limit his or her contact to the owner or agent and allow him or her to interact directly with the renter as needed.

When a formal complaint is filed with the city

- All complaints shall be in writing on a form provided by the city recorder and signed by the complainant. The complainant must show or attest that they have made a timely attempt to resolve the issue with the person officially responsible for management of the property.
- All complaints filed with the city shall be verified by the city for validity.

When a complaint is filed that is verified by the city to be valid, the owner and agent, if any, will be notified in writing by mail or email and provided with a copy of the complaint. Either the licensee or agent will be required to meet with a city official to discuss means by which further complaints may be avoided. If the licensee fails to meet this requirement within a reasonable amount of time, the city recorder will prepare a report for city council action.

Upon a second complaint, that is verified by the city to be valid, the owner and agent, if any, will again be notified in writing by mail or email and provided with a copy of the complaint. Either licensee or agent will again be required to meet with a city official to further discuss means by which further complaints may be avoided. If the licensee fails to meet this requirement within a reasonable amount of time the city recorder will prepare a report for city council action.

Upon a third complaint within a 90-day period, that is verified by the city to be valid, the owner and agent, if any, will be notified in writing by mail or email and provided with a copy of the complaint.

- The city recorder may schedule a hearing or prepare a report for city council action;
- The city council may schedule a hearing;
- Either the city recorder or city council may, without a hearing, revoke the license immediately.

In the event that a license is revoked, the applicant or license holder shall have the right of appeal. The written notice of appeal to the council shall be filed with the city recorder within 15 days.

Standards of judging complaints shall include, but are not limited to, the following:

Noncompliance with vacation rental license standards as stated in Section [4.08.030](#);

Monopoly of on-street parking;

Other offensive activities not in harmony with the residential neighborhood such as trespass, excessive noise or pets running loose.

The city council, upon hearing the evidence will adopt its findings, which may include:

- (1) Approve the license as it exists;
- (2) Revoke the license;
- (3) Impose appropriate restrictions on the operation of the license.

Complaint Form