

City of South Lake Tahoe
1052 Tata Lane
South Lake Tahoe, CA 96150
(530) 542-7429 Fax: (530) 544-8657

Procedures and Guidelines for Vacation Home Rental Complaints

The City of South Lake Tahoe accepts complaints regarding vacation home rentals and processes them according to the following procedures, as outlined in City Ordinance 21A-68.

1. Complaints should be submitted using the City Vacation Rental Complaint form. All questions on the form must be answered and the form must be signed in order for the City to take action on the complaint. The name of the complainant may be released to the public upon request. If name and phone number of owner/manager are not available, indicate "N/A."

Photographs substantiating the complaint should be included, when applicable.

2. The form can be obtained at the City offices, by calling 530-542-7429, or in the forms section of the City of South Lake Tahoe Web site at www.ci.south-lake-tahoe.ca.us.
3. The form can be submitted in person, mailed or sent via fax.

In Person or Mail

City of South Lake Tahoe
Attn: Vacation Rental Complaint
1052 Tata Lane
South Lake Tahoe, CA 96150

Fax

(530) 544-8657

4. Upon receipt of a completed complain form, the Permit Technician will review the complaint and will take appropriate action. An acknowledgement of receipt of your complaint will be sent to you.

Please call 530-542-7429 if you have any questions about these procedures.

Vacation Rental Complaint Form
City of South Lake Tahoe
Attn: Vacation Rental Complaints
1052 Tata Lane
South Lake Tahoe, CA 96150
(530) 542-7429 Fax: (530) 544-8657

Name of complainant: _____

Address: _____

Phone number: _____ Fax number: _____

Address of vacation rental: _____

Name of owner/manager: _____

Phone number of owner/manager _____

Date of incident: _____

Nature of complaint (check all that apply)

Noise Trash Parking Other _____

Was the police department contacted? If so, what was result of call?

Complete description of incident (include names if known, attach photos when possible and additional sheets if necessary)

Signature of complainant: _____ Date: _____

For Office Use Only

Business License Number: _____ TOT _____

Local Manager: _____

Disposition: _____