

City of South Lake Tahoe

Attn: Vacation Rental Complaints
1901 Airport Road, Suite 210
South Lake Tahoe, CA 96150

Procedures and Guidelines for Vacation Home Rental Complaints

The City of South Lake Tahoe accepts complaints regarding vacation home rentals in accordance with City Ordinance 21A-68, and processes them using the following procedures.

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. 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."

All complaints must be substantiated in order for action to be taken under City Ordinance 21A-68. A complaint will be considered substantiated when any of the following is submitted:

- Supporting documentation such as appropriate photographs.
- Reports submitted by police officers, other City employees, Clean Tahoe employees, or third parties that confirm a problem.

Citizens are encouraged to submit complaints as soon as possible and no later than three business days after the incident. Complaints that are submitted later than the third business day after the incident will be considered according to individual circumstances. If an incident is of an urgent or time-sensitive nature, citizens should call either 911 or the police department dispatch line at 542-6110. Incidents that are not urgent or time-sensitive should be submitted in writing.

Complaints that are not substantiated or are not relevant to City Ordinance 21A-68 are reviewed and appropriate action is taken in accordance with other relevant City Codes.

2. The form can be obtained at the City offices, by calling 530-542-7429, or in the Vacation Home Rental section of the City of South Lake Tahoe Web site at www.cityofslt.us.
3. The form can be submitted in person, mailed, or sent via fax.

In Person or Mail

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Fax

(530) 542-6041

4. Upon receipt of a completed complaint form, the Finance Staff will review the complaint and will take appropriate action, according to the ordinance. 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

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(530) 542-7429 Fax: (530) 542-6041

Name of complainant: _____

Address: _____ Mailing 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 time of incident, names if known, attach photos when possible and additional sheets if necessary).

Signature of complainant: _____ Date: _____

Witness: _____ Name (printed) _____

Witness Phone Number: _____

Witness: _____ Name (printed) _____

Witness Phone Number: _____

For Office Use Only

TOT _____ Mgmt: _____

Disposition: _____
