

STR HOTLINE FAQs

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What is the Short-Term Rental (STR) Hotline?

Residents can call or fill out an online form **24/7 to report a non-emergency issue** such as noise complaints, improper trash disposal, parking concerns, and unlicensed STRs.

2

Can I submit a video or photo as evidence of the issue?

Yes. When making the complaint via phone or online, you can request to receive a link to upload your photos and/or video.

3

What happens when a complaint is made?

The Required Local Agent (owner or property management company) will be contacted via phone and/or text message with details of the complaint. Per City Code, they must respond within 30 minutes.

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What should the Required Local Agent do if notice of a complaint is received?

The Required Local Agent (owner or property management company) must respond within 30 minutes via text to acknowledge, resolve, and explain the resolution (with evidence, if they choose).

5

What if the issue is not resolved?

If a complaint is made via phone, the caller can request an automated callback after 60 minutes to report if the issue has been resolved. If not, the person who made the complaint will be provided with the local sheriff's office contact information.

6

Why is the STR Hotline being implemented?

The hotline supports community compliance by making it easy for residents to report short-term rentals that may not be following the rules. By monitoring together, we help the City of Rockaway Beach ensure fairness, protect neighborhood integrity, and keep our community safe, respectful, and welcoming for everyone.

CITY CODE § 113.04 SHORT-TERM RENTAL STANDARDS

(H) Owner and Local Agent Responsibilities This person shall be able to respond via phone within 30-minutes to complaints and other issues and be able to access the short-term rental. Once a complaint or issue is reported by phone or email, the owner or local agent shall immediately make direct contact with the renter or appropriate entity by phone to resolve the reported problem. If the problem cannot be resolved or an immediate resolution is not achieved by phone, the owner or local agent shall make an in-person visit to the short-term rental to rectify the situation within 30-minutes. The owner or local agent shall maintain a telephone number listed within the rental and at the City by which to be reached 24 hours a day, 7 days a week, year-round.



HOTLINE PHONE: (971) 351-0529

ONLINE FORM: <https://secure.hostcompliance.com/rockaway-beach-or/complaints/type>