

## **STR Complaints**

**Please contact our 24/7 hotline at 530-448-8003 to report a violation**, be sure to include your name, phone number, address of the property you are reporting and a description of the violation occurring. Complaints can also be submitted via email

to [strcompliance@placer.ca.gov](mailto:strcompliance@placer.ca.gov) or through the Placer Connect system using the following steps:

- Go to <https://www.placer.ca.gov/3743/Report-a-Concern>
- Scrolling to the Placer County Connect section located in the middle of the page.
- Then, either:
  1. Search for “STR Complaint” in the search box and select “STR Complaint” form from the result.
  2. Click on “Code Compliance” -> “STR Complaint”

A short-term rental helpline has been established for residents and guests to offer fast, discreet assistance resolving a short-term rental ordinance violation.

**\*NOTE: All complaints are kept confidential. If you choose to submit an anonymous complaint it will not be addressed by Placer County staff.**

## **Violations**

The fine for a code violation is up to \$500 per day for each violation in the first citation and up to \$1,000 per day for each violation in the second citation. A second citation is one that occurs within the same 12-month period as the first citation. Placer County Code Compliance may deny, revoke or suspend a short-term rental permit. Please refer to the ordinance for details regarding non-compliance.

## **Appeal**

An appeal of a penalty or decision on a permit application may be filed in writing within 10 calendar days of the notification. Written appeals can be sent to 775 North Lake Boulevard, Tahoe City, CA 96145 or emailed to [str@placer.ca.gov](mailto:str@placer.ca.gov).

## **Contact**

For questions about Placer County’s Short-Term Rental Program, please contact:

530-581-6234

[str@placer.ca.gov](mailto:str@placer.ca.gov)

Code Compliance Services

**\*\*Found directly on <https://www.placer.ca.gov/6109/Short-Term-Rental-Program>\*\***