

Complaints

Concept: Develop a centralized complaint system that facilitates transparency and citizen access to information.

Rationale: Currently, complaints can be lodged with the STR operator, or multiple City Departments. Citizens are confused about who to contact and it is difficult to coordinate enforcement. This will be resolved with a centralized complaint system.

Other options:

- Retain existing rules that require concerned citizens work through STR managers to resolve concerns. City is engaged if manager is unresponsive.