

CITY OF SEASIDE

VACATION RENTAL DWELLING (VRD) COMPLAINT PROCEDURE

1. When there is an alleged or perceived VRD permit violation, the citizen/neighboring property owner is advised to contact the local responsible party/property manager for the VRD. The complainant will need to provide the VRD address and the nature of the complaint (e.g. over occupancy, parking issue, noise, trash, etc.). If they would like to be contacted concerning a response to the complaint, they will need to provide their name, address, or phone number to the local responsible party /property manager for the VRD and clearly indicated when a follow-up phone call would be appropriate. VRD contact numbers are included in the notice of decision and they are available at the Community Development Department (503) 738-7100, City Hall (503) 738-5511, or after business hours at the Seaside Police Department (503) 738-.

Please Note: If the complaint concerns unreasonable noise, disturbing the peace, disorderly conduct, or some other non VRD specific city code infraction, the Police may be contacted directly at (503) 738-6311, or in case of an emergency, call 911.

2. In addition to (or as an alternative to 1. above) the citizen/neighboring property owner should file a verbal or written complaint at City Hall by providing the information necessary to complete a "Vacation Rental Dwelling Complaint Form" pertaining to the VRD (e.g. VRD address, nature of complaint, date & time of alleged violation, contact information, & indication if/when responsible party/property manager was contacted). VRD Complaint Forms are available on line, at City Hall, and at the Community Development Dept.
3. Once City Hall Staff receives the completed form, a copy will be forwarded to the Community Development Dept. for follow-up.
4. If the citizen/property owner declines to provide their contact information, they will not be provided with any further follow-up information.
5.
 - A. The Community Development Department Staff will confirm the existence of an alleged violation and or verify appropriate follow-up by the local responsible party/property manager for the VRD and abatement of any substantiated violation. A log of the actions taken by the Department will be noted on the copy of the violation form along with any written correspondence, citations, or abatement measures taken by the Department or the local responsible party/property manager.
 - B. If the violation cannot be resolved within a reasonable period of time or staff finds that a pattern of ongoing violations warrant further action by the Planning Commission, the complaint information and a report will be forwarded to Planning Commission for review during a public hearing pursuant to the notification and review procedures in Article 6 and 10 of the Seaside Zoning Ordinance.
6. Upon resolution of the complaint, a copy of the complaint form will be kept in the street file in the Department for future reference and it will be noted on the Annual VRD Complaint Log. A copy of the complaint log will be provided to the citizen/property owner if the contact information was provided at the time the initial complaint was filed.

Please Note: These are intended to be used as general procedures applicable to VRD complaints. They are to be used as guidelines for administrative action and they do not limit the City's actions to gain compliance with the zoning ordinance or the Code of Seaside.

