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FOR IMMEDIATE RELEASE

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PRESS RELEASE

CITY OF DANA POINT SHORT TERM RENTAL HOTLINE SERVICE

Dana Point, California – The City of Dana Point, in cooperation with Host Compliance LLC, has launched a new 24/7 hotline service for neighbors to report issues with short-term rental properties. Staffed around the clock, the call center provides a single point of contact for people to file complaints, report violations and resolve disputes related to short-term rentals operating within the City. The number to call is 435–STR–HELP (435–787–4357), or submit grievances via the online complaint form at hotscompliance.com/tips.

Residents can submit evidence of their complaint, by uploading pictures, videos, as well as, audio files via the online complaint form. Residents can opt to receive a call back 30 minutes after the complaint has been made to confirm that the situation has been resolved.

Poorly operated short-term rental properties can bother neighbors and present serious problems, especially at night and on weekends. Now, with this new 24/7 hotline, neighbors can call to reach an operator who will assess the situation and immediately notify the property owner or their agent with the expectation for immediate response. The hotline is a valuable tool to ensure that the City of Dana Point can hold hosts and guests accountable for their actions.

For additional information about short-term rental properties in Dana Point please visit: bit.ly/dpstr.

About the City of Dana Point:

The official city motto is “Harboring the Good Life”. Dana Point is home to over 34,000 residents and is characterized by nearly seven miles of prominent coastal bluffs and rolling hills along the Pacific Ocean. With over 1,000 businesses located throughout the City, Dana Point prides itself on its vibrant hospitality industry, as well as its amazing restaurants, shops, and businesses. Dana Point Harbor attracts thousands of visitors annually for shopping, sport fishing, walking, bicycling, parasailing and a host of recreational activities. Doheny State Beach, is one of California’s most popular beach spots and one of several world class beaches in Dana Point, perfect for a day of surfing, swimming, stand-up paddle boarding or building sandcastles. Dana Point’s laid-back vibe has attracted gifted entrepreneurs, 5-Star resorts, surfing industry pioneers, waterman and many others who call this coastal paradise home.

About Host Compliance, LLC:

Host Compliance (<https://hostcompliance.com>) is a provider of short-term rental compliance monitoring and enforcement solutions to local governments. Built on the foundation of customer collaboration and industry leading 24/7/365 customer service, Host Compliance prides itself on constantly improving its solutions so that local governments can keep their citizens safe and maintain the character of their neighborhoods while at the same time enabling home-owners to utilize their private properties for short-term rentals in a respectful manner (if allowed under local regulations). By having the right tools for the job, Host Compliance's local government partners:

- ensure that short-term renters and landlords comply with local ordinances,
- maximize tax collections from short-term rental property owners,
- free up valuable staff time to focus on more pressing priorities.

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