



CITY OF COEUR D'ALENE

OFFICE OF THE CITY CLERK

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FOR IMMEDIATE RELEASE: May 8, 2023

THE CITY OF COEUR D'ALENE ANNOUNCES THE LAUNCH OF A 24/7 HOTLINE FOR SHORT-TERM RENTAL CONCERNS/COMPLAINTS

The City of Coeur d'Alene (City) is pleased to announce the opening of a 24/7 hotline dedicated to addressing complaints related to short-term rentals. The hotline is part of the City's ongoing efforts to promote responsible and sustainable short-term rental practices and to ensure the safety and integrity of residential neighborhoods throughout the community.

The hotline will allow concerned citizens to report issues such as excessive noise, disruptive behavior, or other violations of local laws and regulations related to short-term rentals. The service will be available around-the-clock, seven days a week, and will be staffed by knowledgeable and experienced professionals who are committed to addressing concerns promptly and effectively. When you call, please have the address of the short-term rental available, and be as accurate as possible with regard to the dates and times of the concerning incident or incidents.

"We understand that short-term rentals can be a source of concern for some residents, and we want to provide a platform for them to voice their concerns and have them addressed quickly and efficiently," said Mayor James Hammond. "The hotline is just one of the many ways we are working to promote responsible and sustainable short-term rental practices in our community."

Concerns can be reported anytime, and they will be logged, investigated, and addressed in a timely manner. Appropriate action will be taken against any short-term rental operators found to be in violation of local laws and regulations. Short-term rental owners and their responsible party will be informed about the complaints and they will have an opportunity to respond and provide evidence if they believe no violation occurred.

The launch of the 24/7 hotline for short-term rental concerns and complaints is part of the City's ongoing commitment to promoting responsible and sustainable short-term rental practices that benefit both hosts and guests while ensuring the safety and comfort of all residents in our community. The City is committed to finding balance for allowing short-term rentals and ensuring preservation of neighborhood integrity.

To lodge a complaint about a short-term rental that may be in violation of codes, call the hotline at 208-416-2502 at any hour or use this Hotline Web Form Link: <https://secure.hostcompliance.com/coeur-dalene-id/complaints/type>. Please continue to use 911 for emergency situations. For more information about the hotline, please visit the City website at <https://www.cdaid.org/short-term-rentals>.

If you have any questions, please contact the Municipal Services Department at 208-769-2300.

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