



Holding Short-Term Rentals Accountable

Please remember to call the Spring Valley Lake Public Safety Department at (760-245-6400) to report any issues with any short-term rentals in the community. A Public Safety Officer will respond to the address to handle your concern. The Public Safety Department keeps track of any issues with short term rentals and will send a courtesy notice and hold the property owner accountable. The Public Safety Department also offers Extra Patrol for any property of concern in Spring Valley Lake.

If you need to report a party, noise, or a neighborhood concern with an Airbnb in Spring Valley Lake, go to this link <https://www.airbnb.com/neighbors> to send a message or request a call back.

Any complaints need to be reported to the above link ASAP. For Airbnb to take actions on a case, the report has to be submitted a maximum of two days after the incident has taken place. This is so they can track a reservation and then be able to take proper actions.

You will need to provide the address of the Airbnb or the link off their website, the exact date of when the incident happened and add any details to best describe what took place.

Here's what Airbnb will do next:

- They will check their system for the Airbnb listing at the address you provided.
- If they find an Airbnb listing at the address, they will get in touch with the host to voice your concern and, if needed, take further action.
- Airbnb will reach out for more information if they need to, and will follow up with you after the investigation.