



Short Term Rental – Complaint Procedure

In order to maintain the pleasant atmosphere within our community, the City of Stillwater has a ‘three strikes you’re out’ policy regarding substantiated Short Term Home Rental complaints. City Code Section 6-420 states that the City Council may hold a license hearing for consideration of suspension, revocation or conversion to a provisional license, if deemed appropriate. Any short-term rental license may be suspended or revoked for one or more of the following reasons:

- (1) It is the third substantiated and relevant complaint or violation of this article within 12 months.
- (2) The licensee has acted in an unauthorized manner or beyond the scope of the license granted.

Please contact the property owner/operator with any questions or concerns. It is preferred that any issues be brought to the property owner first and attempted to be resolved between neighbors. If the issue persists please follow the below procedure to inform the Administrative Department. All complaints must be substantiated, via photos/videos (date stamped) or Police complaint before they will count as a strike against the Short Term Home Rental.

Complaint Procedure:

1. First contact the property owner to attempt to resolve the issue.
2. If the problem persists:
 - a. Noise complaints or Safety concerns: Call the Stillwater Police Department’s **non-emergency** line at 651-351-4900 to report your complaint.
 - i. Please also call/email the Admin Department to inform us of your filed complaint.
 - b. Parking violations or other concerns: Email the Admin Department with your complaint and evidence to help substantiate the complaint. I.e. photos or videos date stamped.

The Admin Department can be reached at 651-430-8800 or emailed at stillwater@stillwatermn.gov . Please include your name, address and the offending rentals address for all complaints.