



## OFFICE OF SHORT-TERM RENTALS COMPLAINT FORM

A short-term residential rental is a rental of all, or a portion of the residential property for periods of less than 30 nights. Short-term rentals are only allowed in registered units where the hosts also lives at least 275 nights per year. Short-term residential rentals are regulated by the Office of Short-Term Rentals (OSTR). You may file a complaint via e-mail, phone, or mail. If you would like to call in a complaint, please call 628.652.7599

If you have concerns about the following issues associated with a location being used for short-term rentals of less than 30 days, then please also note the relevant information in your complaint.

- The host is operating short-term rentals without an approval from OSTR, and/or the host does not appear to actually live in the same residential unit for at least 275 nights per year.
- Tourist overcrowding, with more than five (5) different sets\*\* of tenants staying in the dwelling unit at the same time. This is typically a Planning Code Group Housing Violation, and the Office of Short-Term Rentals (OSTR) will coordinate with Planning Department Code Enforcement.  
  
*\*\*Example: a couple sharing one private room short-term rental listing/reservation would count as "one" toward the maximum of five simultaneous rentals.*
- Noise or parties that are directly associated with tourists staying at a short-term rental. For immediate noise or party complaints please contact your local San Francisco Police Department Station (<https://www.sanfranciscopolice.org/stationfinder>), or 415.553.0123 (police non-emergency line); and/or also let OSTR know.
- Excess trash, vehicles parking on sidewalks, vehicles blocking driveways, or sewage overflows onto sidewalks or adjacent properties. Please contact SF 311 on your phone, or online ([sf311.org](http://sf311.org)), and also let OSTR know.
- Un-permitted construction inside the property, or un-permitted use of sheds, tents, garages, recreational vehicles (RVs), and non-residential properties for short-term rentals. This is typically a violation of Planning and Building Codes, and OSTR will coordinate with the Planning Department and Department of Building Inspection.
- Host appears to live on-site but appears to be hosting short-term rentals in a separate legal residential unit (or Accessory Dwelling Unit) at the same property. This is also a violation of the City's short-term rental rules.
- The use of Below Market Rate ("BMR") dedicated affordable housing units for short-term rentals. This is also a violation of the Planning Code. *Issues of monthly or longer un-permitted subletting of dedicated affordable housing units will be referred to the appropriate City agency, including the Mayor's Office of Housing and Community Development.*

### HOW TO SUBMIT:

To file your complaint, you may either:

- submit the form **in person** at the Planning Information Center located at 49 South Van Ness Avenue, Suite 1400
- **email** the completed form to [shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org) (preferred);
- **call** 628.652.7599 (you may do so anonymously); or
- **mail** the completed form to the Planning Department at:  
Attn: Office of Short Term Rentals  
49 South Van Ness Avenue, Suite 1400  
San Francisco, CA 94103

**Español:** Si tiene alguna inquietud sobre un alquiler ilegal a corto plazo y desea presentar una queja de forma anónima, puede dejar un mensaje de voz al 415.575.9179. Tenga en cuenta que los alquileres a corto plazo se definen como alquileres pagados para estancias de huéspedes de menos de 30 días por visita. Asegúrese de indicar la dirección del hogar y el tipo de actividad que usted o sus vecinos han notado

**中文:** 如果您擔心非法短期租賃，並且您希望匿名提交投訴，您可以致電 415.575.9179 發送語音郵件。請注意，短期租賃定義為每次訪問少於30天的客人入住的有償租賃。請務必註明家庭住址以及您或您的鄰居注意到的活動類型。

**Tagalog:** Kung may inaalala kayo tungkol sa hindi legal na paupahang short-term o pangmaiksing panahon at gusto ninyong mag-file ng reklamo nang hindi nagbibigay ng pangalan, puwede kayong mag-iwan ng voicemail sa 415.575.9179. Pakitandaan na binibigyang depinisyon ang paupahang short-term bilang may bayad na paupahan para sa pagtigil ng mga bisita, kung saan hindi lalampas nang 30 araw kada pagbisita. Pakitiyak na mailagay ang address ng bahay, at ang uri ng gawain na napansin ninyo ng inyong mga kapitbahay. Kung puwede, pakisabi sa amin kung kailan ninyo pinaniniwalaan na unang nagsimula ang gawain ng pagpapaupa, kung sino ang nagpapatakbo ng paupahan, kung aling bahagi ng ari-arian ang ginagamit, at kung ilang umuupa ang tumitigil sa ari-arian kada takdang panahon ng pagpapaupa.



# OFFICE OF SHORT-TERM RENTAL COMPLAINT FORM

## PROPERTY INFORMATION WHERE ALLEGED VIOLATION OBSERVED

Address of Property:

Block/Lot (if known):

Responsible Person(s)  
Name(s):

Phone (if known):

## DESCRIPTION OF ALLEGED VIOLATION

Please provide factual information and state the reason you believe this property is in violation of the Short-Term Rental Ordinance (Chapter 41A of the San Francisco Administrative Code). Please see page 1 for additional information. If you are submitting this form by email, you may attach your supporting documentation to the email.

Description of Observed Activity:

URL link(s) of the rental listing (if known): <http://www>.

Is this violation still occurring today?

How long have you observed the violation?

Other agencies where complaint was filed:

Signature

Complainant Name (Printed):

\_\_\_\_\_ Date:

Your Address:

Email Address:

Phone: