



NEWS RELEASE

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Rutherford Announces 24-hour Short-Term Rental Hotline

San Bernardino County mountain residents can report problems with short-term rentals in their neighborhood 24 hours a day using a toll-free hotline that Second District Supervisor Janice Rutherford requested to support the County's new Short-Term Rental Ordinance.

"We found the 24-hour hotline to be very successful in Big Bear Lake and believe it is important for our Rim of the World residents who are having troubles with neighboring rentals to be able to reach a live operator at all times," Rutherford said. "Short-term rentals are an important part of the tourism economy in the mountain communities, but rentals shouldn't interfere with residents' quality of life."

Under the ordinance approved by the Board of Supervisors in June, rental owners or their management companies are required to respond to complaints within an hour or risk losing their permit to operate. Multiple complaints about a registered rental property may result in the revocation of the property owner's rental permit.

The complaint hotline is **(888) 399-8591**. Callers will be advised to contact the Sheriff's Department to report any safety or crime issues.

If callers report issues about properties not registered as short-term rentals with the County, Code Enforcement will advise offending property owners to cease rental activity until they have secured permits to operate legally. Violators are subject to fines.