



# FREQUENTLY ASKED QUESTIONS

## SHORT TERM LODGING 24-HOUR ENFORCEMENT

### ANSWERING SERVICE – (949) 718-3443

The City of Newport Beach has implemented a 24-hour, live answering service for non-emergency complaints related to short-term lodging activity. The service will communicate complaints as soon as they are received to the property owners or operators, and help owners or agents resolve issues quickly. The answering service, which can be reached at 949-718-3443, will also help the City track issues that impact residents.

#### 1. When should I call the short term lodging answering service?

Please call the service at 949-718-3443 for all non-emergency complaints related to short-term lodging. This includes issues such as loud parties, noise, parking, trash concerns, and occupancy limit violations.

For emergencies, please call 9-1-1 to reach the Newport Beach Police Department.

#### 2. What happens when I call the service at 949-718-3443?

The service operators will immediately call the local contact person (the property owner or designee) to let them know of the complaint. The local contact is required to respond to the complaint within 30 minutes.

If the local contact person cannot be reached, the answering service will contact the Police Department for disturbance, noise and parking issues, and Code Enforcement for all other issues.

#### 3. Will the answering service, or someone, call me back to let me know if my complaint has been addressed?

The answering service will ask you if you would like to provide your call-back number. If you provide your number, they will call back to let you know if they were able to reach the emergency contact, or if they referred the call to Code Enforcement or the Police Department. However, the answering service will not know if your specific complaint was resolved.

#### 4. Is the City made aware of the complaints that are called in?

Yes, all calls to the answering service are entered into a City database, which is reviewed by City staff.

#### 5. Who may I contact if I have more questions about short term lodging and/or the answering service?

Please call the City of Newport Beach Revenue Division at 949-719-1997, or e-mail [lodging@newportbeachca.gov](mailto:lodging@newportbeachca.gov)

### PHONE NUMBERS

- ❖ 24/7 Answering Service for complaints related to short term-lodging: 949-718-3443
- ❖ Police Department non-emergency calls: 949-644-3717
- ❖ Code Enforcement for all other violations of City codes and ordinances: 949-644-3215
- ❖ Emergencies: 9-1-1
- ❖ City Revenue Division's dedicated short-term lodging line: 949-718-1997