

# HOW TO SUBMIT A COMPLAINT FOR STR PLATFORMS

The El Paso STRA believes in the power of collaboration and fostering strong relationships among short term rental (STR) owners, local residents, and businesses.



## 1-VISIT EL PASO STR ALLIANCE WEBSITE

Home Events **STR Requirements** News & Resources About



WELCOME TO THE NEW

# EL PASO SHORT TERM RENTAL ALLIANCE

## 2-CHECK STR REQUIREMENTS

### EL PASO STR REGULATIONS & BEST PRACTICES

HELPFUL INFORMATION AND RESOURCES TO MAKE SURE YOU CAN CONTINUE TO OPERATE YOUR SHORT-TERM RENTAL LEGALLY

### 3-SELECT THE PLATFORM

REPORT A PROPERTY

Report a Property to Airbnb

Report a Property to Vrbo

### 4-MAKE SURE TO HAVE THE LINK TO THE LISTING

# AIRBNB

For more info visit:

<https://www.airbnb.com/help/article/3290>



## 1-VISIT AIRBNB NEIGHBORHOOD SUPPORT

The screenshot shows the Airbnb Help Center page for Neighborhood Support. The browser address bar shows the URL [airbnb.com/help/article/3290](https://www.airbnb.com/help/article/3290). The page title is "Neighborhood Support" and it includes a search bar and a "Log in or sign up" button.

## 2-IDENTIFY YOUR COMPLAIN

### Urgent neighborhood situations

Reach out to Neighborhood Support if there's a party or disturbance happening nearby.

Request a call

### Other neighborhood concerns

Send us a message using the button below. Our team will investigate and follow up via email.

Report a concern

## 3-REPORT A CONCERN

### Report a concern

All fields are required unless otherwise noted.

What's your concern about?

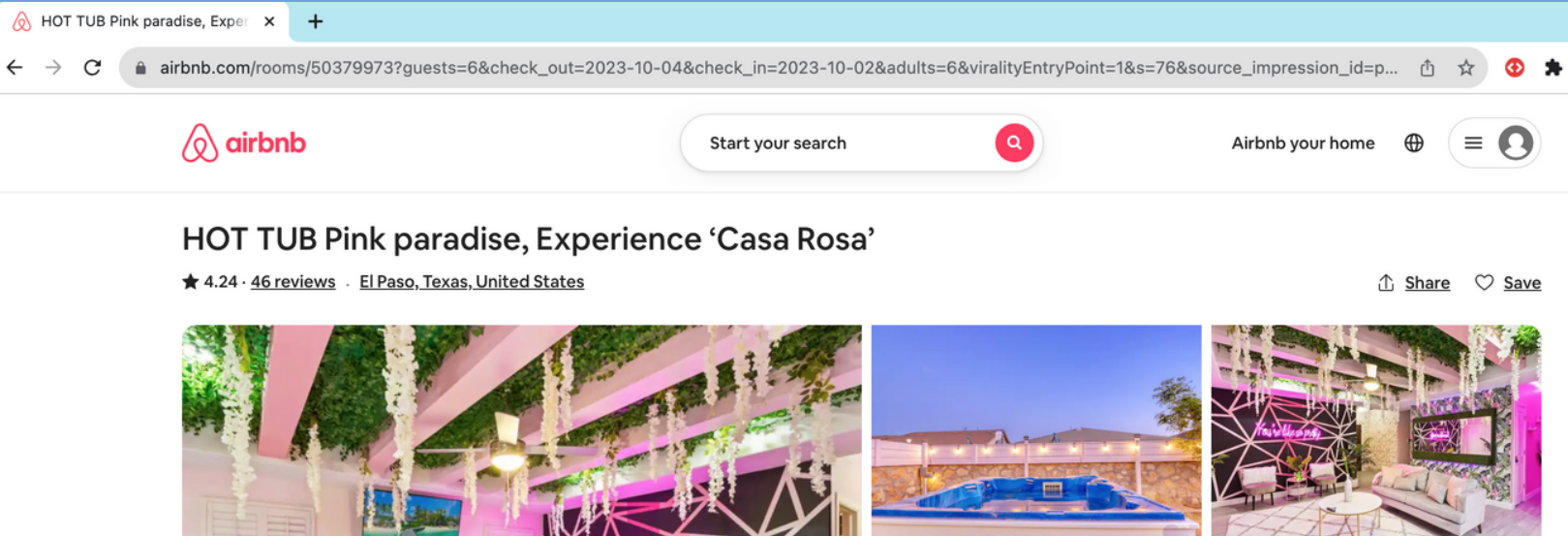
- Noise or party
- Neighborhood concerns
- Personal safety
- Other

## 4-GET THE PROPERTY LISTING AND IDENTIFY THE AIRBNB HOST

Do you have the link to the Airbnb listing for this home?

- Yes, I have the link to the listing
- No, I only know the address

# 5-IDENTIFY THE PROPERTY LISTING ON AIRBNB



## 6-LOOK FOR THE HOST/CO-HOST INFO

## 7-REPORT THE LISTING

What's the link to the Airbnb listing?

Airbnb listing link

[https://www.airbnb.com/rooms/50379973?guests=6&check\\_out=2023-10-04&che](https://www.airbnb.com/rooms/50379973?guests=6&check_out=2023-10-04&che)

## 8-INTRODUCE YOUR CONTACT DETAILS

**Your contact details**

Your contact details will not be shared with the Host.

Full name

Email

## 9-EXPLAIN THE COMPLAINT

Let the Host of the listing know about the issue

We'll send this message to the Host. We won't include your name or contact info, and we can't send any message that doesn't follow our [content policy](#).

"This listing is hurting our community by allowing parties in our neighborhood"

When did this take place?

mm/dd/yyyy

"This listing is hurting our community by allowing parties in our neighborhood"

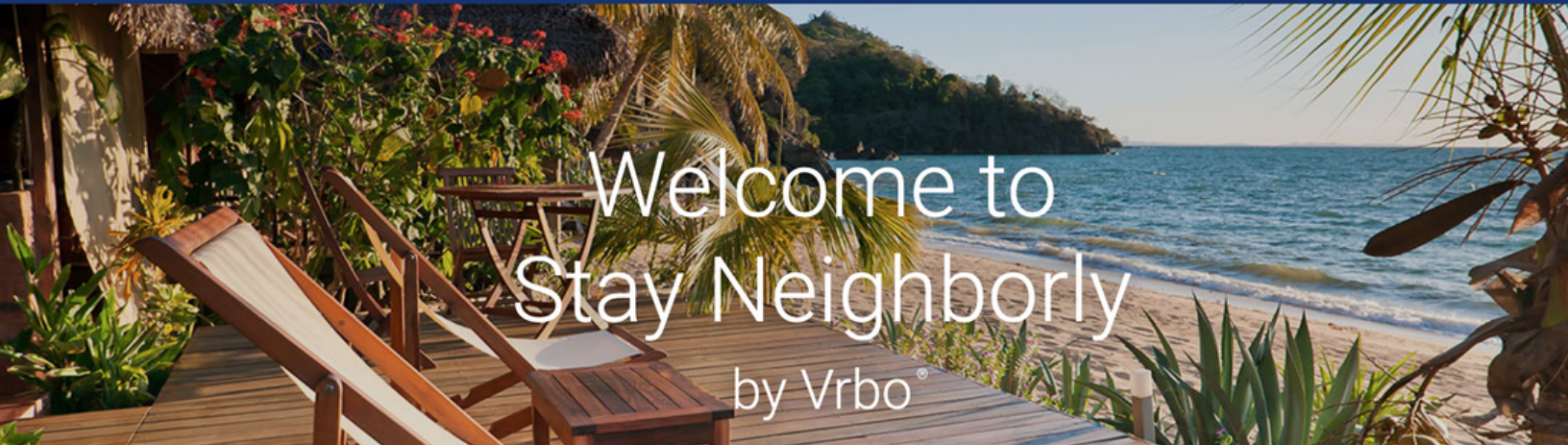
# VRBO

For more info visit:  
<https://www.stayneighborly.com/>



## 1-VISIT STAY NEIGHBORLY BY VRBO

Stay Neighborly™



## 2-LOOK FOR THE STAY NEIGHBORLY ISSUE FORM


### Stay Neighborly Issue Form

If you believe your neighbor's property is listed on Vrbo and you have a concern regarding nuisance issues, we want to know.

Please use the link below to submit your concern. Our customer service team will review the submission. If the complaint matches a property on Vrbo, we will alert the owner to your concerns.



## 3-SUBMIT YOUR CONCERN

Stay Neighborly Community Concern 

This form allows community members to submit concerns regarding properties that may be on Vrbo.

Vrbo is not a regulatory agency and we will not report incidents or complaints to code enforcement authorities. If you are a concerned neighbor, we strongly encourage you to contact the owner of the property in question and/or your municipal resources for assistance. If you are looking for immediate action or emergency assistance, please contact 311 or 911.

First Name \*  Your first name

Last Name \*  Your last name

Email Address \*  Your email address

Country Code  Ex. +1

Phone Number  Your phone number

Property URL \*  Ex. <https://www.vrbo.com/XXXXXX>

Please provide the web address of the concerning property in the following format: <https://www.vrbo.com/XXXXXX>. If you need help locating a rental, refer to [this article](#).

## Here you can attach pictures or videos about your complain

Please attach up to three pertinent documentations that you feel should be considered regarding your concern. Documentation may include pictures, citations or other related materials. (Each file must be less than 5.5 MB in size)

No file selected

No file selected

No file selected

Our Customer Support team will review the submission. If the complaint matches a listing on Vrbo, we will alert the owner to your concerns.