

# SHORT-TERM RENTAL

## Detailed Instructions for Filing Complaints

In case of emergency dial 911.

In all other cases, call the Department of Community Revitalization, (804) 501-4757.

Monday – Friday, 8:00 am – 4:30 pm, you should be able to speak to a zoning inspector who will take the necessary information and follow up with enforcement action.

After office hours and on weekends, leave a message including your name and contact information, the location and nature of the violation, and a brief explanation of any specific harm done by the violation. A zoning inspector will call back to confirm the necessary information and will follow up with enforcement actions.

In addition to filing a complaint with the Department of Community Revitalization, if you also want to contact the Division of Police, the nonemergency number is (804) 501-5000.