



SHORT-TERM RENTAL 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 days. Short-term rentals are only allowed in registered residential units and are regulated by the Revenue & Inspections (R&I) office. You may file a complaint via e-mail, mail or in person.

CONCERNS

If you have concerns about the following issues with a current STR location please note it in your complaint.

- The host is operating short-term rentals without a STR License.
- Parking on Street - Off-street parking must be provided on the premises.
- Tourist overcrowding or using to host event.
- Noise or parties that are directly associated with tourists staying at a short-term rental. For immediate noise or party complaints please contact Riverside Police Department at 205-884-3333 (police non-emergency line) and/or also let the R&I office know.
- Excess trash, vehicles parking on sidewalks, vehicles blocking driveways, damage to personal property or adjacent properties, trespassing.
- 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.

HOW TO SUBMIT

To file your complaint, you may either:

- **In-Person** submit the form in person at Riverside City Hall
- **Email (preferred)** the completed form to info@riverside-al.com

OR

- **Mail** the completed form to:
City of Riverside
Attn: Revenue & Inspections
379 Depot Street
Riverside, AL 35135

PROPERTY INFORMATION WHERE ALLEGED VIOLATION OBSERVED

Address of Property:

Date of Violation:

DESCRIPTION OF ALLEGED VIOLATION

Please provide factual information and state the reason you believe this property is in violation. If you are submitting this form by email, you may attach your supporting documentation to the email.

Description of Observed Activity:

REPORTING INFORMATION

Name (Printed):

Date:

Email Address:

Phone: