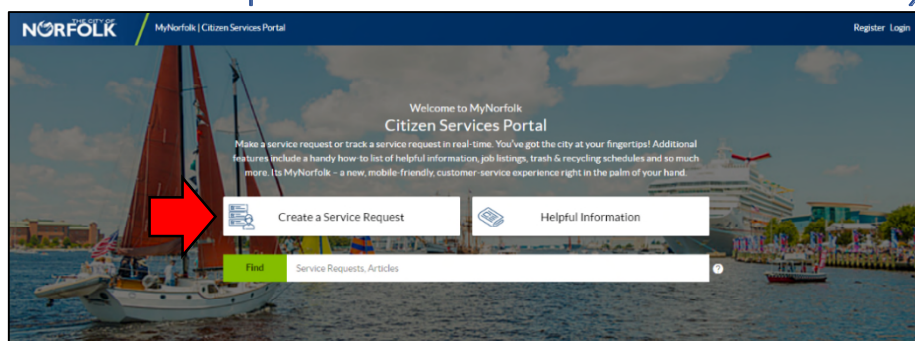




## Short-Term Rental (STR) Complaint or Issue?

The City of Norfolk cares about your feedback! If you have issues with any Short-Term Rentals in your neighborhood or suspect an STR is illegally operating, please submit a service report on [My Norfolk](https://www.mynorfolk.org).  
<<https://www.mynorfolk.org>>

### How to Submit a Complaint about a Short-Term Rental on *My Norfolk*



- 1) Create a service request.
- 2) Type of Problem > **Short-Term Rental**
- 3) Fill out the rest of the form as thoroughly as possible.
  - Always attach documentation when possible! Pictures help the inspectors understand the problem being reported and can support complaints or violations, especially when they happen during nights or weekends.

**Create a Service Request**

Type of Problem

Select Service Request Type \*

Short Term Rental

Service Location \*

Please enter location

Map Satellite

VERIFY LOCATION

Preferred Method of Contact \*

☐ Submit anonymously ☐ Provide contact details

(You will be contacted only if we have questions on your SR)

Issue Related Questions \*

Is this a registered short term rental ? \*

☐ No ☐ Yes

### *Is this a legal STR?*

If you think it's a legal, permitted STR, you should be able to see a sign with the contact information of someone able to respond. You can also check the active STR address list on our STR [website](#), found near the top of the page.

If you suspect that it's an illegal STR, there will be no sign.

Don't worry! Either way, it will be recorded and reviewed, just complete the forms to the best of your ability.