



FOR IMMEDIATE RELEASE

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24/7 Hotline Established for Short-Term Rental Compliance Monitoring

New Braunfels, Texas — The City of New Braunfels, in cooperation with Host Compliance LLC, has launched a new 24/7 hotline service for neighbors to report issues with short-term rental properties.

“Staffed around the clock, this service provides a single point of contact for residents to more expediently report violations, record complaints and resolve disputes related to short-term rentals operating within the City Limits,” noted Planning and Community Development Director Christopher Looney. “The hotline number is 435-STR-HELP (435-787-4357).”

“Lodging activities operating outside the rules can disturb neighbors and present potentially serious problems, especially at night and on weekends. With this new 24/7 hotline, neighbors can call any time to reach an operator who will assess the situation and attempt to solve the problems as they occur. The hotline will help provide real time information to assist New Braunfels in holding landlords and guests accountable and bringing unpermitted short-term rentals to light, resulting in respectful home-sharing where allowed, permitted and authorized,” Looney stated.

The 24/7 hotline provides an opportunity to notify permit holders of issues or behavior on their properties in real-time, so the owners can address with their guests. It also allows callers to submit/upload evidence on alleged unpermitted short-term rentals and escalate unresolved issues to local law enforcement.

Environmental Services Manager, Bryan Ruiz, supervises the Code Enforcement Division of the Planning and Community Development Department. Ruiz explained, “With traditional code enforcement, officers are made aware of activities and then follow-up with investigation. This real-time reporting and evidence gathering will provide City Code Enforcement Officers with an additional tool with real-time data. We can then address any code violations through enforcement notices to bring properties into compliance, and follow-up with Municipal Court when or if necessary.”

“This is a great addition to our community’s efforts to enhance neighborhood stability, protect property values and ensure hotel occupancy tax remittance, while encouraging appropriate expansion of economic development and opportunity,” said Looney.

For more information on the new short-term rental hotline service, contact Bryan Ruiz at bruiz@nbtexas.org. For more information on how to ensure your short-term rental is in compliance with zoning and permitting requirements, contact a city planner at 221-4050.

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