

PRESS RELEASE

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COUNTY LAUNCHES 24-HOUR HOTLINE FOR SHORT-TERM RENTALS

October 21, 2026 – Santa Cruz County, CA — The County of Santa Cruz Community Development & Infrastructure (CDI) Department's Planning Division launched a new 24-hour hotline providing residents with a single point of contact to report concerns involving permitted short-term rentals in the unincorporated county.

The hotline connects callers with a live representative 24 hours a day and creates a documentation record of reported concerns, which aims to help Planning code compliance staff respond to issues and support compliance with short-term rental requirements. Residents can report concerns including excessive noise, parties, occupancy, parking, vehicle impacts and trash accumulation.

"This hotline gives residents a direct way to report concerns while helping our Planning Division more effectively track and address issues when they occur," said John Nielsen, CDI code compliance officer. "It also supports responsible short-term rental operators by creating a documented record of concerns and how they were addressed."

CDI currently oversees approximately 950 permitted short-term rentals in unincorporated Santa Cruz County. The number of short-term rental permits is limited both countywide and within designated areas of the unincorporated county.

As part of a phased rollout, the centralized hotline number will be incorporated into required short-term rental signage for new and renewing permits.

For more information about short-term rental requirements, visit bit.ly/scc-short-term-rentals.

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