



Clatsop County Community Development

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ARCH CAPE SHORT TERM RENTAL COMPLAINT PROCESS

Rules Applicable to Arch Cape Short Term Rental Operation:

A dwelling unit rented for a period of less than 30 days is a short term rental (STR). A property in Arch Cape operated as a STR must have a current county STR permit. These permits are renewed annually and are valid from July 1 to June 31. Operation of a STR without a valid permit is a violation of County Code. All current STR's with designated contact persons are listed on "[List of Arch Cape Short Term Rentals](#)" found in the Arch Cape Planning Links.

Dwellings used as STR's must follow all zoning and land use rules applicable to single family dwellings, as well as the requirements of the [Arch Cape Short Term Rental Ordinance](#), or AC-STR. There are many additional rules that STR's must follow to comply with the AC-STR, including periodic inspections, limits on number of occupants, and display of permits. However, complaints about operation of STR's generally involve either over-renting of the unit or behavior of the renters.

Arch Cape STR's cannot be rented to more than one party in a seven day period. This requirement can cause confusion. The basic rule is that even if a STR is not rented for a full seven days, the next rental cannot begin until seven days have passed since the beginning of the last rental. The Behavior of renters must comply with county nuisance code compliance rules found in Chapters 8.04 and 1.12 of the [Clatsop County Code](#). As always, if immediate threats to public health and safety or criminal activity are suspected call 911 immediately.

Short Term Rental Complaints:

The AC-STR contains compliance procedures specific to STR's. The primary difference between STR complaints and other county code complaints is the preliminary requirement that the complaining party attempt to contact the contact person designated on the permit. If such contact is made the rental representative or owner must address the complaint, if valid. If the alleged violation is not resolved at this preliminary stage the complaining party may contact the County Code Compliance Specialist and submit a formal complaint. Find the form [here](#).

Complaint forms generally must be signed and dated. If a complaining party has concerns about confidentiality they may contact the Code Compliance Specialist at (503) 325-8611 to discuss the complaint. Once a complaint is received the Code Compliance Specialist will investigate the alleged activity. If a violation of County Code is present then formal code compliance procedures will commence, up to and including the imposition of fines and liens.