

Short-Term Rental Complaints in Cupertino 2016-Present

Case	Complaint Description	TIMEFRAME	METHOD TO GAIN COMPLIANCE	STAFF HOURS	DISPOSITION
1	Received complaint of an Airbnb operating outside of home occupation regulations and possible building code violations.	7/6/17 - PRESENT	VERBAL/EMAIL/VOLUNTARY	11	OPEN
2	Received complaint of several varied persons coming and going at the property. Complainant provided advertisement.	5/5/17 - 8/21/17	VERBAL/EMAIL/VOLUNTARY	5	CLOSED/ NO VIOLATION FOUND
3	Received complaint of possible non-compliant Airbnb	1/26/17 - 5/25/17	VERBAL/EMAIL/VOLUNTARY	2	CLOSED
4	Received complaint of possible Airbnb operating at residence.	6/15/16 - 7/15/16	SITE OBSERVATION/RESEARCH	0.75	CLOSED/ NO VIOLATION FOUND
5	Complaint of Airbnb operating outside of City Regulations.	4/18/16 - 6/23/16	VERBAL/EMAIL/VOLUNTARY	1.5	CLOSED
6	Owner is renting out multiple rooms on AirBnb effectively operating a hotel in this residential area. This is causing lots of traffic in this small court and creating parking constraints causing a lack of parking for residents.	1/9/18 - PRESENT	NOTICE OF VIOLATION/CITATION	4	OPEN