



Town of Breckenridge STR Helper FAQ

Q: What does “STR” stand for?

A: “STR” is short for “Short Term Rental”.

Q: What is STR Helper?

A: STR Helper is a third party nuisance management system.

Q: What is the STR Helper Hotline?

A: The STR Helper Hotline is a resource for community members to utilize when a non-emergency issue arises with a short term rental unit. The Hotline is available 24/7 to help!

Q: When should I call the STR Helper Hotline?

A: If there is an emergency, always dial 9-1-1. If you have a non-emergency complaint regarding a short term rental, the STR Helper Hotline is here to provide assistance in resolving the issue. Please note STR Helper is not setup to address maintenance calls.

Q: What is the complaint process?

A: When you file a complaint through STR Helper, you will provide detailed information regarding the problem and receive a Case Number. The hotline will initiate processes to contact the Responsible Agent for the specified property. The Responsible Agent will then have 60 minutes to resolve the issue. The Responsible Agent is required to inform the hotline of the resolution.

Q: How is a complaint handled if it is not resolved?

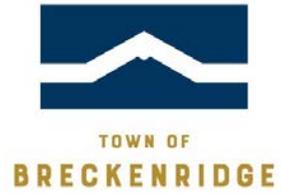
A: If it has been more than 60 minutes since you first contacted the STR Helper Hotline, please call back. Be sure to provide the Case Number and state the issue was not resolved with the first call. If a complaint is not resolved to the satisfaction of the complainant, the hotline will provide instructions for filing a formal complaint with the Town.

Q: Is the STR Helper Hotline only for short term rentals?

A: Yes, this hotline is specifically for short term rentals. Calls made to the hotline regarding properties not licensed as short term rentals will be directed to non-emergency dispatch. If the property in question is not licensed, but you believe it is a short term rental, please provide the hotline with detailed information so the Town may investigate further.

Q: How do I find an address?

A: STR Helper uses Summit County GIS data to locate properties when complaints are made. If you are calling about a short term rental but do not know the address, please provide the hotline with your



address and a description of the property you would like to report. If you are calling from a short term rental, licenses are required to be posted within 5 feet of the main entrance.