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CITY OF ATLANTIC CITY  
OFFICE OF THE MAYOR

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## PRESS RELEASE

# Small Administration Announces Launch of 24/7 Short-Term Rental Compliance Hotline

*City aims to improve quality of life for permanent residents, encourages residents to report rentals in violation of city code*

ATLANTIC CITY, NJ – In an effort to address the negative impact some short-term rental properties have on residential neighborhoods, the City of Atlantic City, in partnership with Host Compliance/Granicus, announced today the launch of a 24/7 hotline to manage short-term rental compliance. The hotline serves as a single point of contact for residents to report unpermitted short-term rentals and non-emergency issues like noise, excessive trash, or parking problems caused by guests of short-term rentals.

Complaints can be filed 24/7 by calling 609-236-7461 or online at [hostcompliance.com/tips](https://hostcompliance.com/tips).

“Short-term rentals can be a great way for visitors to explore all that Atlantic City has to offer – but it cannot come at the expense of our permanent residents,” **said Mayor Marty Small, Sr.** “My administration is committed to creating a welcoming and safe environment for both visitors and permanent residents, and this hotline is just one tool that will help us accomplish that.”

The online management of short-term rental complaints will aid the Licensing and Inspection Department in documenting problematic properties in the City. By code, owners and operators of short-term rentals are required to provide the City with a designated local contact who can respond to complaints within an hour. The hotline will share complaints filed with the designated property contacts so they can be resolved directly with the guests.

“There is an expectation that property owners and tenants comply with all City ordinances pertaining to noise, parking, trash, and number of occupants allowed at the residence,” **said Dale Finch**, Director of the Atlantic City Department of Licensing & Inspections. “This hotline provides Atlantic City residents with a tool to report short-term rental properties that aren’t doing their part. Reports can be made anonymously, but callers can also choose to provide contact information so officials can follow up with them to ensure their complaint is resolved adequately.”

For more information on the City’s Short-Term Rental Compliance Hotline or registering a Short-Term Rental with the City, visit [cityofatlanticcity.org/short-term-rentals](https://cityofatlanticcity.org/short-term-rentals) or contact the Office of Licensing and Inspection at 609-347-5290.

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