

City of Lubbock

PLANNING DEPARTMENT

NEW ~ STR COMPLAINT HOTLINE

Short-Term Rental Complaints:

- **24/7 Hotline:** 806-955-6144
- **Online Complaint Form :** <https://complaints-str.deckard.com/lubbock-tx-str-complaints>

Along with the onboarding of a new short-term rental registration portal, the Planning Department has also created a complaint hotline for citizens to log concerns regarding any specific property.

Complaints regarding noise and parking can continue to be reported to the non-emergency police line for immediate action by calling 806-775-2865.

However, logging the complaints to the hotline will help us keep track of repeat offenders. If any property has enough complaints on a regular basis, that owner may have their privileges of STR operation revoked.



PLANNING

Planning Department

1314 Ave K

Lubbock, TX 79401

<https://ci.lubbock.tx.us/departments/planning/short-term-rentals>