

# Action Plan: Complaint Response Plan for Temporary Use Permit

Short-Term Rental at [2560 Eagle Bay Road](#) Blind Bay BC

## 1. Designated Contact Information for Complaints

To ensure timely and effective handling of community concerns, the following contact has been designated:

- Name: [REDACTED] and [REDACTED]
- Phone Number: [REDACTED] or [REDACTED] Direct 24/7 contact number
- Email Address: [REDACTED]
- Availability:
  - Urgent Complaints: Available 24/7
  - Non-Urgent Complaints: Response within 12 hours

A clearly visible sign will be installed at the property entrance displaying the above contact information for public reference.

---

## 2. Complaint Submission Process

Community members may report concerns through:

- Phone call, text message, or email to the designated contact listed above.

All complaints should include:

- Date and time of the issue
- Description of the concern
- Complainant's contact information (for follow-up, if necessary)

Complaints will be logged and addressed in accordance with the procedures outlined below.

---

## 3. Complaint Response Procedures

All concerns will be assessed promptly and handled according to the nature of the complaint:

### **a. Noise or Disturbance**

- Guests will be contacted immediately to address disruptive behavior.
- A warning will be issued and the Short-Term Rental (STR) rules reiterated.
- If the issue is not resolved within 30 minutes, escalation steps will be taken, which may include contacting local authorities.

### **b. Parking or Traffic Issues**

- Verify guest compliance with designated parking areas.
- Instruct guests to correct any violations immediately.
- Continued non-compliance may result in guest removal.

### **c. Garbage and Property Maintenance**

- Investigate within 24 hours of receiving the complaint.
- Arrange for cleanup or garbage removal as needed.
- Ensure compliance with CSRD waste disposal guidelines.

### **d. Occupancy Limit Violations**

- Verify number of guests currently occupying the property.
- If over-occupied, guests will be asked to vacate until compliance is met.
- Emphasize occupancy limits in future guest communications.

### **e. Other Concerns (e.g., safety, illegal activity)**

- Conduct an immediate internal investigation.
  - Contact the appropriate authorities if necessary (e.g., RCMP, Fire Services).
- 

## **4. Documentation and Record Keeping**

- A Complaint Log will be maintained, including:
    - Date/time of complaint
    - Nature of complaint
    - Actions taken
    - Resolution status
  - Logs will be made available to CSRD staff upon request and included in any required periodic reporting.
-

## 5. Preventive Measures and Guest Education

To minimize disruptions and ensure respectful use of the property, the following proactive steps will be implemented:

- House Rules: Provided in writing prior to check-in and prominently displayed inside the rental unit.
  - Quiet Hours: Clear signage posted inside outlining quiet hours and respectful conduct expectations.
  - Parking Instructions: Guests will receive a property map with designated parking locations during booking and check-in.
  - Garbage Disposal Guidelines: Instructions on local waste collection days and disposal procedures included in welcome package and posted on-site.
- 

## 6. Escalation Procedures and Guest Accountability

- Repeat offenders will be flagged and may be prohibited from future bookings.
- Continued complaints or bylaw violations will prompt enhanced screening measures for all future guests, including:
  - Minimum age requirements
  - Security deposits
  - Reference checks (if applicable)

Persistent non-compliance may also lead to temporary suspension of STR operations pending CSRD review.

---

### Submitted to:

Columbia Shuswap Regional District (CSRD)

Property Address: [2560 Eagle Bay Rd](#), Blind Bay British Columbia

Prepared by: [REDACTED]

Date: June 12/2025