

CITY OF HOUSTON SHORT-TERM RENTAL EMERGENCY CONTACT GUIDE



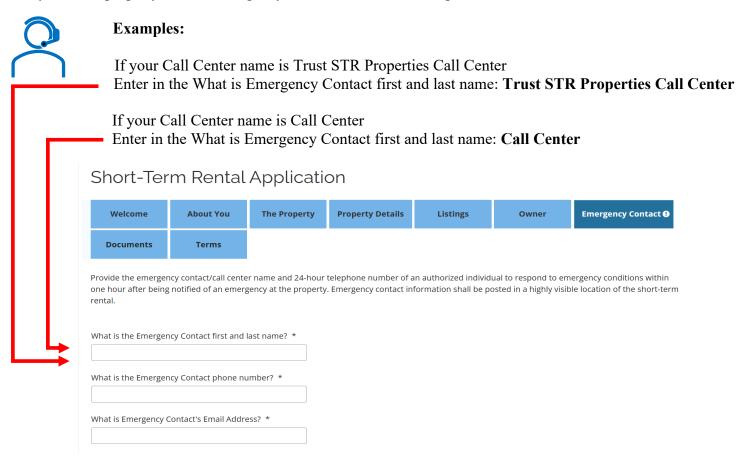
Emergency Contact or Call Center Contact

The emergency contact person, persons or call center should be:



- authorized to respond to emergency conditions within one hour after being notified by emergency responders or the director,
- make decisions regarding the premises, its occupants and,
- shall take reasonable actions to resolve the emergency condition(s)to the extent as possible.

If your STR property uses an emergency call center, use the examples below to enter the Call Center name.



POST the name and telephone number of an emergency contact person in a highly visible location inside each of your short-term rental properties.

If you have any questions relating to your Emergency Contact or Call Center, please email or call us at: STR@Houstontx.gov

832-394-8802