



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.



Examples:

If your Call Center name is Trust STR Properties Call Center

Enter in the What is Emergency Contact first and last name: **Trust STR Properties Call Center**

If your Call Center name is Call Center

Enter in the What is Emergency Contact first and last name: **Call Center**

Short-Term Rental Application

Welcome	About You	The Property	Property Details	Listings	Owner	Emergency Contact ⓘ
Documents	Terms					

Provide the emergency contact/call center name and 24-hour telephone number of an authorized individual to respond to emergency conditions within one hour after being notified of an emergency at the property. Emergency contact information shall be posted in a highly visible location of the short-term rental.

What is the Emergency Contact first and last name? *

What is the Emergency Contact phone number? *

What is Emergency Contact's Email Address? *

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