

Neighbourhood Support for disturbances

We know that issues can come up in any community. It's usually fastest to communicate directly with your neighbour to address concerns related to home sharing, but the City of West Kelowna bylaw, RCMP, or short-term accommodation companies may be contacted for additional support.

Is there a party or disturbance nearby?

RCMP

-Is this an emergency? Call [911](#) to contact local police or other emergency services if someone is in danger or injured

-this is not an emergency. RCMP non-emergency line: **250-768-2880**

City of West Kelowna Bylaw enforcement:

778-797-8810

bylaw@westkelownacity.ca

mayorandcouncil@westkelownacity.ca

info@casalomacommunity.ca

Airbnb:

Call the Airbnb Neighbourhood Support team directly at +1 (855) 635-7754, or go to this link: <https://www.airbnb.ca/neighbors>

VRBO:

Call the Airbnb Neighbourhood Support team directly at 1-877-202-4291 or go to this link: <https://www.vrbo.com/en-sg/help/articles/How-do-I-file-a-property-complaint>

After you complete the form, you'll get a confirmation email with a case number. If they match it with an active listing, they will get in touch with the host, then they will follow up with you after additional investigation.