

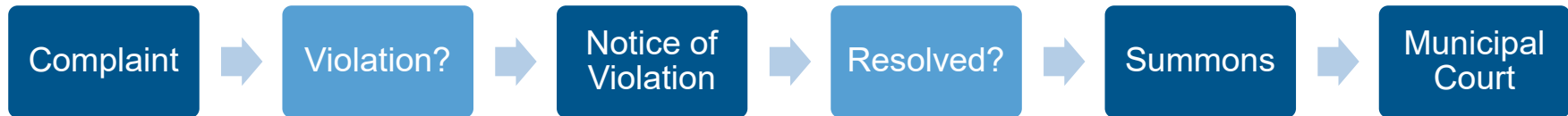
1. Overview of enforcement process
2. Current VHR enforcement policy
3. Moving forward



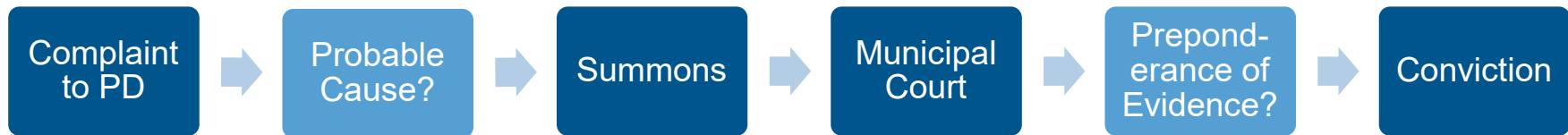
**GOAL:** Address the City's short-term rental issue through:

- Adoption of regulatory policies
- Enforcement rules
- Licensing procedures
- Establishment of a fee structure

## Typical Process



## VHR Process



- Historically, the City has prioritized compliance over punishment
- Primarily complaint-based enforcement
- 1 Code Enforcement Officer FTE
- Collaborate with CSOs, as needed
- STR – Granicus services

- Penalties for VHR violations (within 12-month period)

First violation	\$250
Second violation	\$500
Third+ violation	\$1,000

- If convicted of operating without a VHR Permit:
  - Guilty of misdemeanor and fined \$1,000 per day
  - Not eligible for VHR Permit for 2 years

## VHR Permit Suspension or Revocation

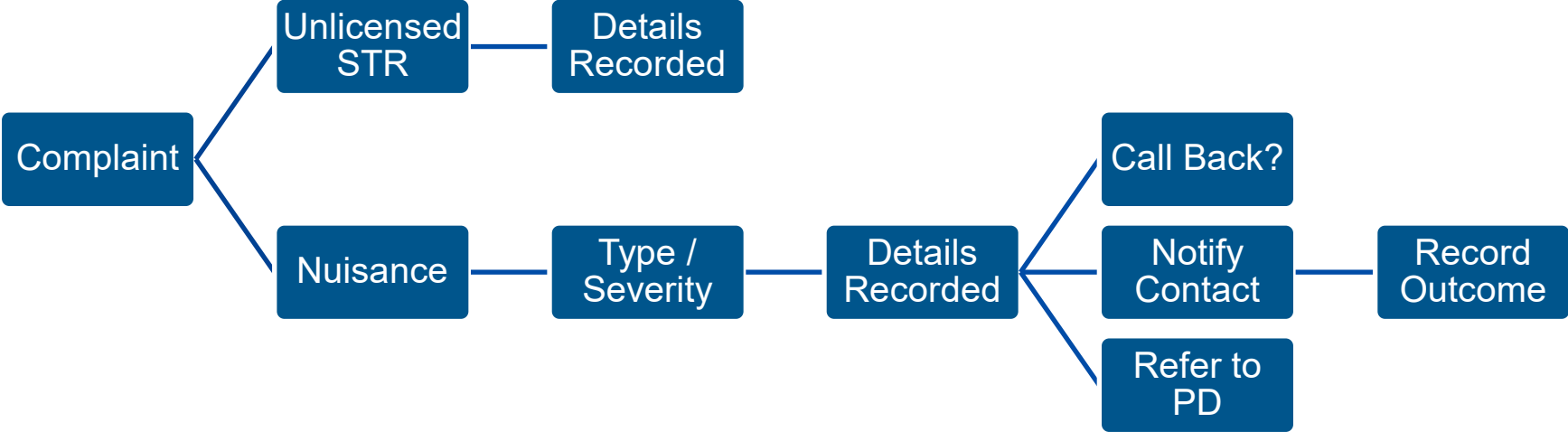
- Council shall schedule a show cause hearing if:
  - Civil penalty for 3<sup>rd</sup> violation within a calendar year
  - City Manager determines combinations of civil penalties, noise violations, nuisance violations, or failure to pay sales tax are sufficient for show cause hearing
- Finding whether the VHR is more detrimental to the neighborhood character than beneficial to community's resort, business, and economic base
- Can suspend or revoke permit

## Challenges

- Enforcement process only applies to permitted VHRs (approx. 7% of STRs)
- Noise, trash, parking complaints typically go to PD
- In past, lacked a reporting mechanism to link complaints and violations to VHRs
  - Improvements made!



- STR Licensing
- Complaint Hotline
- 24-hour local contact
- Maximum complaint response time
- Additional enforcement staff





Questions?