

# DEPARTMENT OF VACATION RENTAL COMPLIANCE

February 21, 2018



# DEPARTMENT OF VACATION RENTAL COMPLIANCE TEAM

- ❖ 2 Compliance Officials
- ❖ 3 Office Team Members
  - ❖ Application processing
  - ❖ Citation management
- ❖ 3 Field Code Officers
  - ❖ First Responders to 24/7 Hotline calls
  - ❖ **Response time** to complaints **cut in half** during peak hours
  - ❖ **Reduced police** involvement at Vacation Rentals by **90%**
  - ❖ Investigation of illegal Vacation Rentals/Homeshares



# COMPLIANCE EFFORTS

- ❖ Since April 16, 2017:
  - ❖ Implemented Ordinance No.1918 and its comprehensive requirements
  - ❖ Continually educated community, real estate professionals, Vacation Rental/Homeshare owners and agents
  - ❖ Hosted collaborative monthly stakeholder meetings
  - ❖ Developed user friendly website as a valuable resource
  - ❖ Maintained and published weekly Hotline Reports and quarterly statistics for transparency



## ENFORCEMENT EFFECTIVENESS

- ❖ April 16, 2017 – December 31, 2017:
  - ❖ **Suspended 8** Vacation Rental Registration Certificates for 2 years
  - ❖ **Owners of 55 Properties deemed** permanently ineligible to operate a VR
  - ❖ **Permanently revoked 2** Vacation Rental Registration Certificates
  - ❖ **Issued over 165** citations for illegally operating Vacation Rentals/Homeshares
  - ❖ **Issued over 330 total** citations (180 citations issued in same period of 2016)
  - ❖ **Fines** associated with citations total **\$585,000**
  - ❖ **Volume of Hotline Calls** on Registered Vacation Rentals decreased by 39%

## OTHER DATA

- ❖ December 2016 - total 1,967 Registered Vacation Rentals/Homeshares
- ❖ December 2017 - total 1,986 Registered Vacation Rentals/Homeshares
- ❖ Vacation Rental TOT - Fiscal Year 2016 to 2017 - **\$7.58 Million**

# City Bans = Continued Vacation Rental Activity

## Online advertising still occurs:

- 19 cities with bans have 3000+ VR advertisements
- 1 out of 2 inquiries to book were accepted

## Effective enforcement is difficult:

- Rely on neighbor tips
- Pay 3<sup>rd</sup> party vendors to report illegal activity
- 1-2 code officers/short staffed – validate data, issue citations, attend appeal hearings
- Large backlog of cases

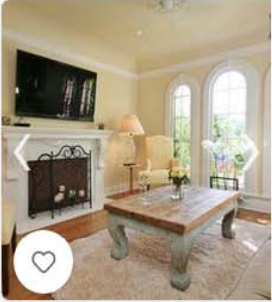
# WEST HOLLYWOOD

Filters

Showing 1-50 of 300+

Additional fees apply. Taxes may be added.

VRBO Sort



Premier Partner

0.3 mi to West Hollywood center

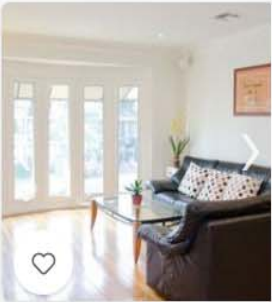
2 BR | 1 BA | 1 HF BA | 1100 sq. ft.

Wonderful! 4.9/5

\$232 avg/night

House #3628853ha

★★★★★ (28)



Premier Partner

0.4 mi to West Hollywood center

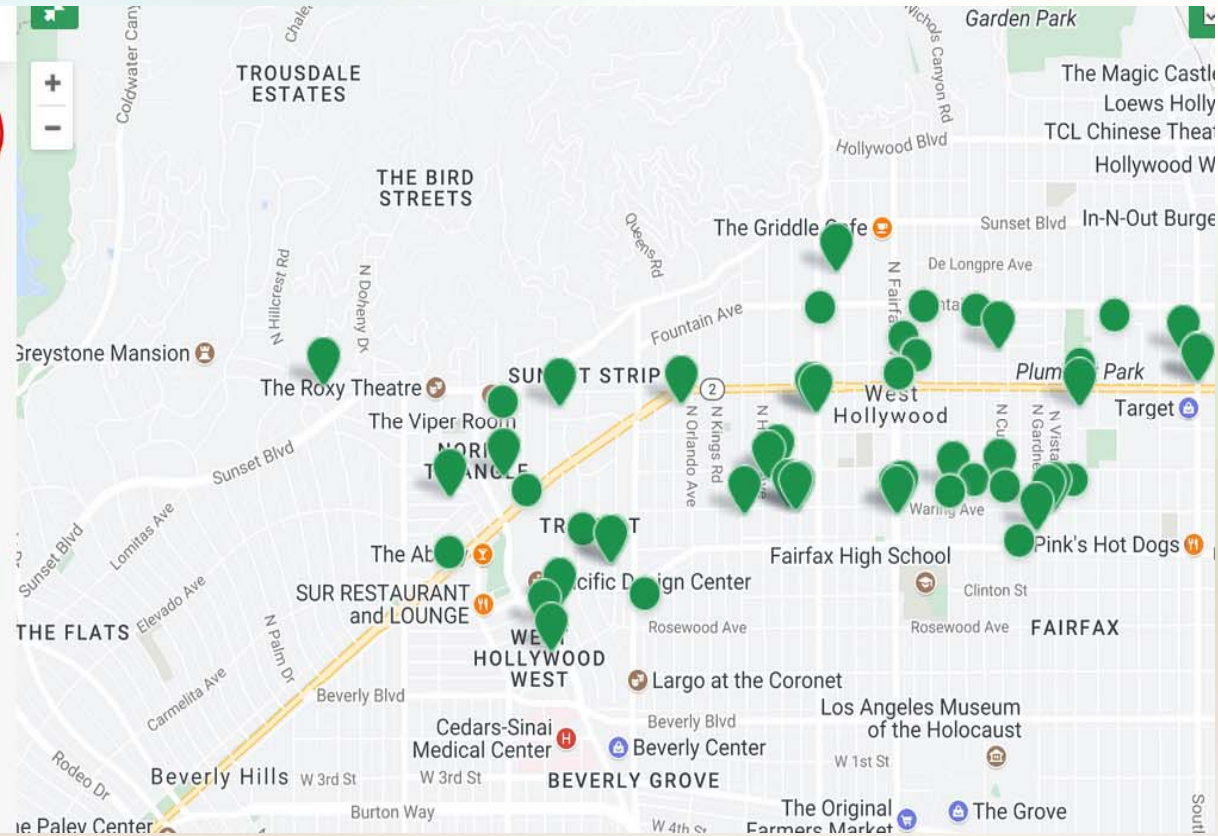
3 BR | 2 BA | 1310 sq. ft.

Wonderful! 4.9/5

\$254 avg/night

Condo #639069

★★★★★ (59)

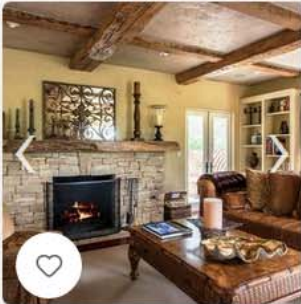


# CARMEL BY THE SEA

Showing 1-50 of 191

Additional fees apply. Taxes may be added.

VRBO Sort

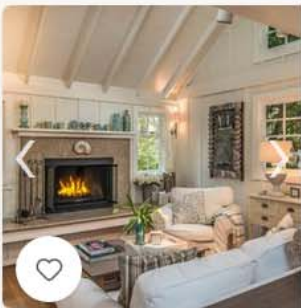


Premier Partner

3 BR | 2 BA | 2309 sq. ft.

\$276 avg/night

House #3910548ha  
★★★★★ (1)



Premier Partner

3 BR | 2 BA | 1800 sq. ft.

Exceptional! 5/5  
\$204 avg/night

House #191187ha  
★★★★★ (22)

