TO: City Council
FROM: Ben Shumaker
DATE: January 21st, 2016
SUBJECT: Vacation Rental Programs

Introduction
The memo presents the Vacation Rental regulatory programs as it would be implemented. The list of documents below is arranged from those seen most often by the public/regulated public to those seen least often. An additional memo will also be available in February which summarizes the public involvement strategies used to develop this programs.

Vacation Rental Application Form and Process
The application form will likely only be seen by the owner/contact person and City staff. The form includes several statements which must be initialed by the applicant before it is accepted by the City. These statements address the operational requirements of the draft regulations and are primarily statements of intent to conduct an action in the future. This incorporates the prevailing sentiment that there be “an assumption of trust” until regulation is needed. This also eases the staff burden associated with issuing a license. If no problems are known, licenses may be issued by counter staff as they are received.

Vacation Rental License Template
Seen by staff, vacation rental owners, and required to be posted in the unit for guests to see, this form incorporates many of the draft regulations’ mandatory posting requirements. The template also enables the possibility for adaptive management when licenses are renewed if there is a clear history of mismanagement.

Good Neighbor Guidelines
Seen by owners, guests, and required to be sent to neighbors, the draft code encourages owners to include the Good Neighbor Guidelines in rental contracts and the City could easily to require them to be included as a special requirement when problem licenses are renewed.

Neighborhood Notice
This template will be sent by the vacation rental owners to the owners or occupants of properties sharing a boundary with the vacation rental home.

Vacation Rental Complaint Form
This form provides a feedback mechanism for neighbors and vacation rental owners to avoid neighborhood disruptions. The submittal of the complaint form does not trigger warnings/revocation by itself, but may lead to City investigations that trigger warnings/revocation.

Prepared by,

Ben Shumaker
Planning Director
2016-2017 Vacation Rental License

(Vacation Rental License Number: (Stevenson Sales Tax Location Code 3002)

Vacation Rental Address: ____________________________________________________________

Vacation Rental Tax Lot #: ______________________ Vacation Rental Telephone #: __________________________

WA State Business License (UBI) #: ______________________ Tax Reporting Frequency: ______________________

Owner Name: ______________________________________________ Phone #: __________________________

Email Address: ______________________________________________ Permanent Residence: __________________________

City: __________________________ State: __________ ZIP: __________

Mailing Address: ______________________________________________ Contact Person: ______________________________________________

City: __________________________ State: __________ ZIP: __________

Email Address: ______________________________________________ Contact Person Address: ______________________________________________

City: __________________________ State: __________ ZIP: __________

Mailing Address: ______________________________________________

City: __________________________ State: __________ ZIP: __________

If the Owner is not a permanent resident of the Local Area (Clark, Klickitat, or Skamania counties in Washington, Hood River or Multnomah counties in Oregon), a Contact Person residing or doing business in the Local Area is required.

Submittal Checklist: Fill in the information requested and initial each statement to certify its truth and accuracy.

1. This vacation rental home will collect and remit state and local sales and use taxes and special hotel/motel taxes as required by the City and State of Washington Department of Revenue.

2. The City is authorized reasonable access to the vacation rental home to carry out the administrative duties of SMC 5.20. The last Vacation Rental Inspection was conducted on ______________________.

3. The City has the right to publish the names and phone numbers of the owner and contact person to help resolve disruptions caused by the vacation rental home.

4. The annual neighborhood notice will be sent or handed out to all owners and/or occupants of property within 300’ of the vacation rental property.

5. The Good Neighbor Guidelines will be provided to guests of the vacation rental home. The Guidelines will________/will not______ be incorporated into the occupant’s rental contract.

6. There are _____ off-street and _____ on-street parking spaces available to the vacation rental home. It is understood that on-street spaces are not for the exclusive use of the vacation rental home, and a diagram of parking spaces will be provided to guests which expresses this.

Incomplete applications will not be accepted. ● Please ensure that all fees & submittals are included.

Applicant Name: __________________________ Signature: __________________________ Date: __________

_________ Check here if this property is no longer used as a Vacation Rental Home

Office Use Only: __________________________ Application Fee: __________________________

Account __________________________ Date: __________________________ Receipt #: __________________________ License #: __________________________
City of Stevenson

Vacation Rental License

#2016-06

Property Address: 14151 NW Fir View Road

Issued to: John Q. Propertyowner (337) 555-2525

Contact Person: David P. Manager (509) 555-1313

Requirements: This vacation rental home is licensed under SMC 5.20 and subject to ongoing operational requirements.

Special Requirements: Additionally, this vacation rental home is subject to the following special operational standards:

1. None.

Expires: March 31st, 2017

City of Stevenson  (509)427-5970  7121 E Loop Road, PO Box 371  Stevenson, WA 98648
Hello new neighbors! However long you stay, Stevenson welcomes you as part of our community. We like our small town charm, and we think you will like it too. Remember though, we're all on this merry-go-round together. These Good Neighbor Guidelines are available to help us keep our small town an amazing place to live, work and play.

1. **24-Hour Contact Information.** If at any time you have concerns about your stay in regards to your neighbors, please call the contact number listed in the rental lease agreement or posted in the unit. In the event of an emergency, please call 911.

2. **General Respect for Neighbors.** Be friendly, courteous, and treat your neighbors like you want to be treated. Respect your neighbors, their privacy, and their property.

3. **Noise.** Be considerate of the neighborhood and your neighbor's right to the quiet enjoyment of their home and property, especially after 10 PM.

4. **Maintenance of Property.** Be sure to pick up after yourself and keep the property clean, presentable and free of trash.

5. **Parking.** Refer to the parking diagram posted in the unit and park *on-site* whenever possible. Do not park on lawns or in a manner which blocks driveways, sidewalks, alleyes or mailboxes. *On-street* parking is a community resource, don't be surprised to see a neighbor parked in front of the home you are renting.

6. **Traffic Safety.** Drive slowly through neighborhoods and watch for pedestrians and children playing. Better yet, our streets, sidewalks and trails offer safe, convenient, and interesting alternatives to your in-town destinations.

7. **Fires.** Our wonderful summer weather lends itself to heightened fire hazards. Help us all stay safe from wildfires by fully extinguishing cigarettes and abiding all seasonal and emergency bans on recreational fires.

8. **Pets.** Promptly clean-up after your pets. Prevent excessive and prolonged barking, and keep pets from roaming the neighborhood. Control aggressive pets, and be sure to abide by the local leash laws. Store pet food indoors and in a secure container to reduce the likelihood of unwanted pest problems.

9. **Tenant/Guest Responsibility.** Approved guests and visitors are expected to follow the Good Neighbor Guidelines. Be sure to read your rental agreement for additional terms and restrictions which may include consequences for violating the Good Neighbor Guidelines.
Hello,

A property in your neighborhood recently received a license to operate as a vacation rental home. The City views vacation rental homes as a valuable component of our tourism economy, but it also values the peace and comfort of its residents and property owners. The owners of the property located at _______________________________________________________

(Vacation Rental Home Address)

hope its use as a vacation rental home will not disturb your peace and comfort.

As a property owner or occupant within 300' of the address above, this notice provides you with the contact information of the vacation rental home’s owner. You are encouraged to contact them with any questions or concerns about the property’s use as a vacation rental home, and especially if the guests of the home are inconsiderate of the attached Good Neighbor Guidelines. The property’s continued use as a vacation rental hinges on its ability to avoid neighborhood disruptions, and the contacts below hope to deal with issues before they become an unbearable nuisance or require any investigative effort or corrective action by the City.

Owner Name: ______________________________ Phone #:______________________________

Local Contact: ______________________________ Phone #:______________________________

The representatives above can be treated as your first line of defense against neighborhood intrusions from vacation rentals, but if they are unresponsive or continually unsuccessful at addressing your concerns, the City is there for you as well:

City Hall Phone #: (509)427-5970

Sheriff’s Office Non-Emergency Phone #: (509)427-9490

Sheriff’s Office Emergency Phone #: 911

Please save this letter or bookmark http://ci.stevenson.wa.us/vacationrentalregistry

Thank you,

_______________________________________
Vacation Rental Home Owner/Operator
Vacation Rental Complaint Form

If you are having troubles with a Vacation Rental Home in your neighborhood, please fill out this form and the City will conduct appropriate investigation into the matter. Unreasonable neighborhood disruptions may result in warnings to the vacation rental home owner, added special standards to the vacation rental license, or revocation of the license.

Vacation Rental Address:_______________________________________________________________________________________________________

Complaint/Reporting Party:

Name:___________________________________________________________________________________
Address:_________________________________________________________________________________
Phone #:_________________________________________________________________________________

Type of Complaint (It is important that you supply as much detail as possible. If you have photos or other related information that can be used as evidence of this violation, please submit them with this form. The submitted document will not be returned and will become part of the complaint file):
_____________________________________________________________________________________________________________________________________
_____________________________________________________________________________________________________________________________________
_____________________________________________________________________________________________________________________________________
_____________________________________________________________________________________________________________________________________
_____________________________________________________________________________________________________________________________________
_____________________________________________________________________________________________________________________________________

Action by Owner/Contact Person (Whenever possible, the City encourages private resolution of vacation rental complaints. To assist private resolution, the phone numbers of licensed vacation rental owners and contact persons are available at http://ci.stevenson.wa.us/vacationrentalregistry)

Has the Owner/Contact Person been contacted about this complaint? □ Yes □ No

Date(s) of Contact:______________________________________________________________________________

What actions did the Owner/Contact Person take in response to your complaint?____________________________________________
_____________________________________________________________________________________________________________________________________
_____________________________________________________________________________________________________________________________________
_____________________________________________________________________________________________________________________________________
_____________________________________________________________________________________________________________________________________

Signature:__________________________________________________________ Date:____________________

Note: Anonymous complaints will not be accepted unless a serious threat to public health and safety exists. You may be required to testify in court if the need arises. Personal information provided to the City by the reporting party shall be confidential unless otherwise provided by law.