

# HOST COMPLIANCE AND SHORT-TERM RENTALS

Presentation given on 8-13-2024 by Z.A. Lexi Dargiewicz

# WHAT IS HOST COMPLIANCE?

- Host Compliance is a software created by tech company Granicus to help towns, villages, and cities monitor Short-Term Rentals (STR) in their municipalities.
- It is able to monitor 100s of STR sites to ensure everyone who is running a Short-Term Rental is doing so properly.
- Host Compliance can help reduce any negative impacts on community character and safety with powerful tools that locate property listings and owners, and it can educate hosts who have received complaints / violations.

## WHY HOST COMPLIANCE?

Without strategic regulations and effective enforcement, short-term vacation rentals can bring safety, noise, trash, and parking problems, as well as impact long-term housing affordability, livability, and neighborhood character.

- With hundreds of sites made to post STRs it is incredibly difficult for staff to manually track all of the STRs to ensure they are following Town Ordinances.
- Host compliance makes it easy for homeowners to make reports, with their 24/7 hotline you are able to report at any time.
- The reports are easier for staff to monitor, it is also easier to hold non-compliance hosts accountable.

# THE REPORTING PROCESS

- When you make a report through host compliance it goes into an email monitored by several staff members. Host compliance will contact the property owner(s) for corrections. Staff will also investigate and take action on the reports.
- If the report is a non-emergency or a nuisance report it should be completed through Host Compliance, if you believe someone is breaking the law make a report to the Police Department.
- If there is an emergency, someone's actions are creating danger, or someone is doing illegal activities call 911.

## WHAT IS A VIOLATION?

**NOTE:** If it's apparent that property owners are targeting / mass reporting a property without reasonable cause it will **NOT** count against their CUP / STR License. Reports should be for real violations and should not be fabricated. If a violation is found to be fabricated it will not count against a STR.

- A nuisance violation can include; behaviors or situations that disrupt the peace, quiet, or reasonable enjoyment of neighboring properties. These can include things like excessive noise, unruly guests, or activities that interfere with the neighborhood's tranquility.
- If 3 or more police officer verified violations in a 12 month period occur at a Short-Term Rental they will be at risk of losing their STR License / CUP. See Town Ordinance Section 234-62(A)(2) for more information.
- It is always best to practice being a good neighbor, often nuisance situations can be resolved swiftly when you behave neighborly to the property owner(s) or guests of a STR.

## OTHER INFORMATION TO KNOW

- The Town cannot take action on a STR who is in violation of local ordinances if it is not reported. It is not feasible for us to fully track and monitor all guests of STRs, we rely on you as homeowners to make reports when appropriate.
- The process does not stop after a report is made, there are several things staff have to do to verify and validate the report.
- Making a report does not automatically mean the property is in violation. The report lets us know we need to investigate. A report may not always result in a violation.
- If a violation is found you as a reporter will not be informed. While it might seem like 'nothing is being done' a violation will be between the STR and the Town.
- STRs are handled between several departments including the Zoning and Building, Clerk/Treasurer, Fire, and Police. We work together to ensure safety in the community and with those who will be staying as guests in the property.

## SHORT OVERVIEW

Host Compliance is a tool used by the staff of the Town to monitor the Short-Term rentals within Rome. It helps staff ensure that owners are being responsible with rentals and helps to hold them accountable. The software is also here to help you as a property owner make reports when you feel a violation of local laws and ordinances are occurring.

- Host Compliance is used to monitor STRs
- With their 24/7 hotline homeowners are able to provide reports that staff can look into
- Staff monitor incoming reports and take necessary action to try and resolve reports as they come in
- Just because a report is made does not mean action will be taken against a STR or that a STR is in violation of local laws and ordinances
- Reports should be real, fabrication about events or the extent of a situation will not be held against a STR
- Any situation where a crime is occurring, or there's an emergency 911 should be called
- Be neighborly

QUESTIONS?