



Town of Rome
Nekoosa, WI 54457
www.romewi.gov

RE: SHORT-TERM RENTAL 24/7 HOTLINE INFORMATION, SERVICE PROVIDED BY HOST COMPLIANCE

Short-term Rentals (STRs) have gained in popularity in the Town of Rome over the last several years. The Town is often asked about how STRs are regulated and what restrictions apply to those looking to rent short-term. It's important to note that under Wisconsin State Statutes 66.1014, the Town cannot restrict STR operation, which is defined by statute as a residential dwelling that is offered for rent for a fee and for fewer than 29 consecutive days.

The Town makes every effort to monitor existing STRs in compliance with the ordinance and to educate property owners who may be renting and are unaware of Town ordinances. It is for that reason the Town, in partnership with Visit Rome, WI, implemented **Host Compliance** software.

Host Compliance assists municipalities in researching and enforcing STR regulations. The company's software monitors hundreds of websites on a daily basis, identifying advertising STRs in the Town and comparing that list to properties in compliance with the ordinance. In addition to monitoring and advising the Town of STRs, the company also provides a **24/7 hotline** for neighbors to report problems. The hotline is active and ready for Town of Rome residents to use. The hotline phone number is **(715) 504-6244** or residents can report problems through a website link at <https://safe.hostcompliance.com/tips/route>.

When a resident contacts Host Compliance through the 24/7 hotline, the emergency contact for the STR in question will be contacted and given an opportunity to resolve the issue. If they are unable to resolve the issue in a timely fashion, Host Compliance will escalate the issue to the appropriate agency, whether that is law enforcement, zoning department, etc. Items that are not an immediate safety issue, such as a higher than permitted number of vehicles in the driveway, are sent to the Town to follow-up on the next business day. Non-emergent items such as this do not count against the property's limit of three violations in twelve-month period for revocation of license.

Thank you.