

# Status of Short Term Rentals in Inyo County

Prepared April 3, 2019

## Background

In February 2018, the Inyo County Board of Supervisors passed an ordinance allowing for short-term rentals to be permitted within the County. Two types of permits were addressed in the ordinance: hosted short-term rental permits, where the owner of a property is the host, and resides in the rented residence while renting rooms within the house to guests; and non-hosted short-term rental permits, where the renter has use of an entire residence, and the property is managed by a property manager. The Planning Department began excepting applications for short-term rentals on April 20, 2018.

Additionally, with the passage of the ordinance, the Planning Department also has the authority to issue Notices of Violation to unpermitted short-term rentals. After an initial grace period to encourage compliance, the Planning Department began code enforcement on non-permitted short-term rentals in late July, 2018.

This evaluation of the current status of short-term rentals in the County will address:

- Numbers and statistics relating to issued permits for short term rentals in the County
- Numbers and statistics relating to code enforcement of non-permitted short-term rentals in the County
- A look at staff time spent on short-term rental code enforcement as well as outside contract services that could be available to the County for code enforcement.
- A review of staff implementation of the permitting process.
- A review of the complaint process for permitted short-term rentals and the statistics for complaints received on permitted short-term rentals.
- A review of a survey of our current short-term rental permittees on the uses of their residences prior to use as a short-term rental and also their comments on the permitting process.
- Planning Department staff comments on issues with implementation of the code in its current form.

## Permits Issued for Short-Term Rentals

The Planning Department has issued 29 hosted permits and 14 non-hosted permits. The County ordinance, as passed, requires applicants for non-hosted permits to first have a hosted permit. Of the 29 hosted permits, 13 were obtained solely for the purpose of obtaining a non-hosted permit, and the applicant has no intent to utilize these hosted permits except as a stepping stone to obtaining the non-hosted permit, therefore, there are 30 distinct short-term rental units permitted to rent in the County (16 hosted and 14 non-hosted) since the adoption of the ordinance in February 2018. There are 3 operators who have both an active hosted short-term

rental and a non-hosted short term rental. A list of all of the approved short-term rentals is Attachment A to this report. Maps of the locations of these short-term rentals are attachments B through F.

Currently the Planning Department has 6 short term rental permits that are being processed. Of these, 2 already have obtained their approval for the hosted permits, and 4 of the permits are still pending. All 6 of these non-hosted permits are obtaining the hosted permit solely for the purpose of obtaining the non-hosted permit. The Planning Department also has 1 hosted permit that is being processed that is not associated with a non-hosted rental.

### **A Breakdown of Permits by Community**

<u>Community</u>	<u>Total Permits</u>	<u>Hosted</u>	<u>Non-Hosted</u>
Bishop area	6	3	3
Bishop Outskirts Wilkerson/Starlite/40 Acres/Aspendell	6	2	4
Big Pine	3	2	1
Lone Pine	8	5	3
Alabama Hills	6	3	3
Tecopa	1	1	0

The Planning Department has also looked at the contentiousness of the permits that have been permitted. Of the 30 rentals, 4 have had 2 or more neighbors contact the Planning Department by phone or mail or speak out at the Planning Commission during the permit process. These calls related to short-term rentals in West Bishop, McLaren, Aspendell and the Alabama Hills. Two additional short-term rentals have had 1 neighbor each that has voiced significant levels of concern (both of these were by mail). For the remaining 24 there have been no significant objections raised by neighbors. Some of the hosted permits did have general concerns about short-term rentals expressed on the comment line of their Neighborhood Agreement Form, but because those comments were not project specific, and did not go into any depth, they were not included in those with complaints.

### **Enforcement of Non-Permitted Short-Term Rentals**

The Planning Department has issued 31 Notices of Violation via certified mail to property owners who have an unpermitted short-term rental operating on their property. Because of substantial initial numbers, enforcement has happened in 3 waves. Unpermitted short-term rentals in the greater Bishop and Big Pine areas were notified in July and August of 2018; along the southern 395 corridor in October and November of 2018 and in the areas east of the Owens Valley in February 2019. With each successive wave, previous checked areas were back-checked for updated status of the previous Notices of Violations as well as checked for any new unpermitted short-term rentals that had begun advertising in the previously checked areas.

The current status of the 31 Notices of Violation is as follows:

- 9 responded to the Notice of Violation and indicated that they were closing their rental, which was later verified. Those that closed fell into 3 categories: Operators who felt that the County's process was too onerous or costly; Operators who were just experimenting and this helped finalize their decision not to pursue short-term rentals; and operators who were in an R2 zone where short-term rentals were not permitted.
- 5 operators or property owners never responded, but subsequent research by staff showed that their operations were no longer active.
- 11 submitted applications for short-term rental permits.
- 2, from the last wave of enforcement, have been in communication with the Planning Department and are in the process of getting applications in.
- 3 were exempt from our Short-Term Rental Ordinance. 2 of these were in an RV park where a CUP allows for nightly rental of the spaces. The third was operating as a long-term rental, actually catering to month-to-month rentals, and modified its online advertising to make this clearer.
- 1 is still an ongoing matter, as the certified letter sent to the address in the tax records was returned.

While putting together this report, 5 more possible unpermitted short-term rentals were identified, and research and, if appropriate, Notices of Violation will be sent out this month.

### **Staff Time for Enforcement of Code and Contract Services**

As of February 2019, Staff has spent approximately 100 hours on code enforcement, and the billable rate for an Associate Planner is approximately \$50 per hour, so this represents about \$5,000 investment by the County in initial enforcement. Future staff time for enforcement is estimated at 10-20 hours per quarter, or \$500 to \$1,000 per quarter in staff time expense.

Several services provide short-term rental code enforcement services to municipalities. Planning Department staff contacted three of these firms. The firms were Harmari, by LTAS Technologies, Inc.; LODGINGRevs; and Host Compliance. All of these companies provide unpermitted rental detection, and the access to a website where information on permitted and unpermitted rentals is gathered so it can be viewed in various formats. Other services they provide are: oversight of the application process (for very simple processes...basically form and fee collection); mailing of letters and robocalling for enforcement; use of computer analysis to predict transient occupancy tax for a rental for use in tax collection compliance; and providing a complaint hot-line. Almost all of these services would be automated. Host Compliance is currently being used by the Town of Mammoth Lakes, and is currently merging with another company, STR Helper by Bear Cloud Software. Staff received proposals from all three of these companies

A summary of pricing estimates that were given for Inyo County:

**Harmari** - \$2,500 for first year, and then \$1,250 for each following year

**LODGINGRevs** - \$1,000 initial fee and then \$300 per month (or \$3,600 per year)

**Host Compliance** - \$2,640 per year for Address Identification, \$1,320 per year for Compliance Monitoring (\$3,960 per year total)

These plans, while different in the details, all will identify rentals, sort them into permitted and unpermitted and then provide data on both that is accessible online. For the prices above, enforcement would still be on the County. Services for application acceptance and enforcement did not seem to cover the County's process.

In general, the Planning Department found that these services would be very valuable to a municipality with hundreds to thousands of rentals, but costs were not justified for the small amount of rentals in Inyo County, especially given the amount of enforcement responsibilities that would still be on staff even with the implementation of one of these programs.

4 pages of the 38 page Host Compliance proposal are included to give a flavor of what these companies offer as Attachment G

## **The Permitting Process**

Often owners interested in getting a short-term rental contact the Planning office either via phone or stopping by the front counter. Staff will generally do the following:

- Provide an application
- Provide a hand-out that goes through all of the requirements for a hosted or non-hosted permit
- Discuss with the potential applicant the differences between hosted and non-hosted permits and which is applicable to them.
- Review the zoning of the potential applicant's property and make sure short-term rentals are permitted on their property.
- Review the items that need to be submitted that are sometimes troubling to applicants, particularly the site/parking plan and the house rules.

Once an application is received, the process is slightly different for the two types of permits.

### **Hosted Short-Term Rentals**

1. Review the application and make sure all elements required are present
2. Route the application to 3 other departments for review: Environmental Health Department, Assessor's Department, and the Building and Safety Department. Staff requests 10 business days for this review.

3. Within a week of receiving the application, the planner in charge of a project will provide the applicant with the Neighborhood Agreement Form, after utilizing GIS to identify the addresses of all properties within 300' of the project property.
4. Thoroughly review the application for compliance with the short-term rental code.
5. If any deficiencies are noted by either the project planner or from the review by other departments, the applicant is sent an Incomplete Application Letter, and elements that need to be provided or fixed are described in the letter.
6. The applicant must also provide the completed Neighborhood Agreement Form to the Planning Department, on which they have obtained signatures and possibly comments from their neighbors. The applicant is required to obtain as many signatures as possible. If a property is vacant, or no resident is present, the applicant must note that in the comments. The form specifies that the applicant must make a diligent effort to obtain a signature. Staff has considered 3 attempts at different days and different times of day to be an adequate effort. Staff has allowed, on a limited basis, applicants to forego getting a signature if they have reason to believe that the attempt could result in verbal or bodily harm. All signatures not obtained must be fully documented as to why on the form. If the form is not deemed complete it will be returned to the applicant for completion.
7. Once the application and the Neighborhood Agreement form are complete, an approval letter is drafted and signed by the director. The approval letter can include conditions of approval which would be based on issues raised by County staff or on the Neighborhood Agreement Form.
8. After the project is approved, a letter is sent to all of the property owners within 300 feet to let them know a short-term rental has been approved within 300 feet of their property and giving them the emergency contact information for the host and at least one additional contact. A letter is sent, at the same time, to the applicant and includes their obligations in the event of a complaint and also in the event that any contact information changes.

### **Non-Hosted Short-Term Rentals**

1. Review the application and make sure all elements required are present.
2. Route the application to 3 other departments for review: Environmental Health Department, Assessor's Department, and the Building and Safety Department. Staff requests 10 business days for this review.
3. Thoroughly review the application for compliance with the short-term rental code.
4. If any deficiencies are noted by either the project planner or from the review by other departments, the applicant is sent an Incomplete Application Letter, and elements that need to be provided or fixed are described in the letter.
5. Before proceeding any further with a Non-Hosted Permit Application, the associated Hosted Permit must be obtained. Originally Planning Department staff allowed the

Hosted and Non-Hosted permits to run through both processes concurrently, as long as it was evident that the hosted permit process was completed first, but because this resulted in some confusion among neighbors as they were being notified by the two different methods for the two different processes, at around the same time, staff now will only proceed with the Public Hearing for a Non-Hosted Permit once the Hosted Permit is approved.

6. Prepare a Planning Commission Staff Report for the project, including descriptions, Code compliance, General Plan compatibility, CEQA compliance and other relevant information for the Planning Commission to utilize in their evaluation of the project.
7. Provide proper notification of the public hearing in front of the Planning Commission. This includes a notification in the Inyo Register and mailing of notices to all property owners within 300'.
8. Staff then presents the project to the Planning Commission for their approval or denial. The Planning Commission may also approve with conditions.
9. After the Planning Commission meeting, staff prepares a Notice of Decision, which provides the applicant a written record of the decision of the Planning Commission and lets the applicant know the appeal policies.
10. To date, all Non-Hosted Short Term Rental permits have been exempt from CEQA and it is anticipated that will predominately be the case. After approval a Notice of Exemption from CEQA is filed with the County Recorder.
9. After the project is approved, a letter is sent to all of the property owners within 300 feet to let them know a short-term rental has been approved within 300 feet of their property and includes the emergency contact information for property manager. A letter is sent at the same time to the applicant and contains their obligations in the event of a complaint and also in the event that any contact information changes.

## **Complaints Against Permitted Short-Term Rentals**

If an applicant receives a complaint about their short-term rental, the County Code obligates them to notify the Planning Department of the complaint. Failure to do so could result in revocation of the permit. If the applicant receives a complaint, they may have to demonstrate what they are doing to prevent future complaints. Failure to address a complaint or a pattern of complaints can result in revocation of the short-term rental permit.

At this time, the Planning Department has only been made aware of 2 complaints against a permitted short-term rental. Both complaints were against the same rental. The 1<sup>st</sup> complaint was about a guest's car alarm that went off at 9:45 p.m. It took the neighbor about 15 minutes from the neighbor contacting the emergency contact to the operator being able to contact the renters. By the time the operator contacted the renter the alarm had been stopped. On the following day, the neighbor contacted the Planning Department and pointed out that the operator was required to contact the Planning Department, which had not happened yet. A standard letter was sent to the operator reminding them of their obligation to notify the

Planning Department of any complaint that arose out of this incident. The second complaint was that a tenant, on their own accord, wheeled the trash can out to the street, where strong winds blew the lid of the trash can open and scattered paper products around the neighborhood. The operator properly notified the County of the complaint and also arranged for a dumpster to be put on the property, so that there would be not trash at any time out of the street. The operator arranged the dumpster pro-actively and provided paperwork documenting the dumpster rental to the County.

## **Survey of Operators of Permitted Short Term Rentals**

Staff contacted all applicants who now have been awarded short-term rental permits in the County. Of the 30 short-term rentals permitted to operate in the County, staff obtained responses from the operators of 24 of the rentals (21 individuals, as there are 3 operators of both hosted and non-hosted rentals). The following questions were asked:

1. Did you stop operating as a long-term rental in order to operate as a short-term rental?
2. Have you ever operated this property as a long-term rental?
3. Did you purchase or construct this property with the intent of operating it as a short-term rental?
4. Do you live in the residence you rent or on the same property?
5. Do you have any comments, negative or positive, about the process you had to go through to obtain your short-term rental permit?

And following is a summary of the results of this survey

1. 5 of the 24 rentals (21%) surveyed had been used as a long-term rental immediately prior to operating as a short-term rental
2. 11 of the 24 rentals (46%) surveyed had been used as a long-term rental at some point.  
*A side note, 4 of the people who had responded that their residence had been used for a long-term rental went on to say that the renters were month-to-month like the traveling nurses that work at Northern Inyo Hospital and that they would still rent to those "medium-term" renters again if the opportunity came up.*
3. 4 of the 24 rentals (17%) surveyed indicated that they purchased or constructed the residence with the intent of operating it as a short-term rental.
4. 16 of the 24 rentals (67%) surveyed indicated that they lived on the same property as the rental. Conversely, 8 of 24 rentals (33%) lived off site.
5. The responses to question 5 varied, but the main highlights are listed below (if a comment was received multiple times, that number of times is indicated in a parentheses after the comment):
  - No comment other than very happy with the whole process (7)

- It does not make sense that they had to get a hosted permit to get a non-hosted permit (3)
- Did not like having to go door to door to the neighbors (2)
- The form should not be called a Neighborhood Agreement form when its purpose is acknowledgment and not agreement. (2)
- The 300' radius to get signatures is too large. Covers properties that are on other streets that seem unaffected by the rental. (2)
- The combined permit fee for the hosted plus non-hosted seems a bit too expensive. (2)
- It's fine that the County is regulating this, but there should be some sort of regulation of the campers living in the Buttermilks that are living for free and making a mess too.
- The process seems overly bureaucratic, and while that might be required, more explanation of why the applicant is doing what they are doing would be nice.
- While hosted rentals should be permitted, non-hosted rentals should not be permitted. The operator should be in the house.
- It would be nice if the taxes could come out automatically with AirBnB and then the operators would not have to send them in separately to the Tax Collector.

Copies of the raw survey results are Attachment H

### **Planning Department Staff Recommendations for Modifications to the Code**

Two items seem to be the most troubling while implementing this code:

- The form that the applicants for Hosted Short-Term permits must obtain signatures on is called the "Neighborhood Agreement Form". This name is specified in the Inyo County Code. The instructions on the form attempt to make clear that signing the form is an acknowledgment that a short-term rental is being applied for and that the signer can then comment as appropriate. Many applicants have encountered that the neighbors are often confused, and some have refused to sign because they see the word "Agreement" in the title of the form and they are unwilling to agree (usually because they have general concerns about short-term rentals as a concept). Staff would recommend that the language in the Code be changed and then the name of the form be changed to something more like "Neighborhood Acknowledgement Form".
- The need to obtain a hosted permit prior to obtaining a non-hosted permit is another element that may not be showing the results as intended. The intent was to create a form of residency requirement, because the possessor of a hosted short-term rental permit must be in residence when the short-term rental is in use; however, the hosted rental need not ever be used. An out of County home-owner can first obtain a hosted



short-term rental permit, and bind themselves to being in the residence when the property is used as a hosted short-term rental. They then obtain the non-hosted short-term rental permit, operate under this permit, and never utilize the hosted permit. There are currently 3 approved non-hosted permits to second home owners who do not reside permanently in the County. All 3 of these were respondents to the survey and 2 of the 3 indicated that they were glad for the short-term rentals as they provide them with enough income to continue to own a second home in Inyo County.

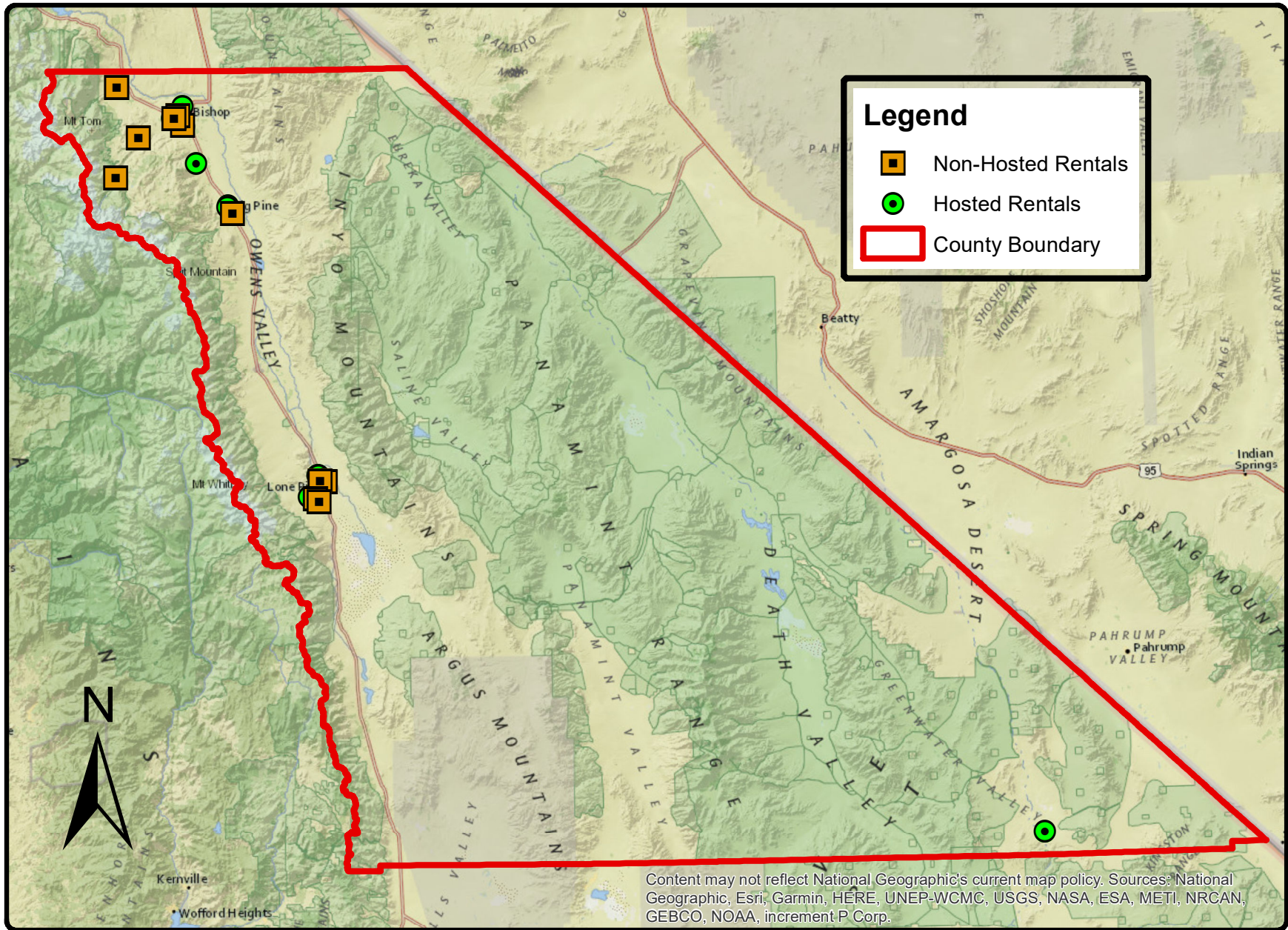
## **Attachments**

- Attachment A – List of Permitted Short Term Rentals
- Attachment B – Map of Permitted Short Term Rentals in Inyo County
- Attachment C – Map of Permitted Short Term Rentals, Bishop Area
- Attachment D – Map of Permitted Short Term Rentals, Big Pine Area
- Attachment E – Map of Permitted Short Term Rentals, Lone Pine Area
- Attachment F – Map of Permitted Short Term Rentals, Alabama Hills
- Attachment G – Portions of Proposal from Home Compliance for Short Term Rental Monitoring
- Attachment H – Short Term Rental Survey (Survey of Existing Permittees)

## Attachment A

Permitted Short Term Rentals				
Operator	Type	Business Name/Description	Address	Community
William (Doug) Kari	Hosted	Gorgeous retreat amidst stunning rock formations	480 Thundercloud Lane	Alabama Hills/Lone Pine
Erin Elliott	Hosted	Cozy & Serene Eastern Sierra Getaway	29 Quail Lane	Wilkerson/Bishop
Sarah McCabe & Jaime Lopez-Wolters	Hosted	Alabama Hills Mount Whitney Retreat	260 Tuttle Creek Road	Alabama Hills/Lone Pine
Trudie Millerburg	Hosted	Trudie Millerburg's Tavern	136 Elmcrest Drive	Big Pine
David Aaron Smith	Hosted	Villa Anita	10 Sunset Road	Tecopa
Andrea Kramer	Hosted	Quiet Creekside House	107 Elmcrest Drive	Big Pine
Robert Huizar	Hosted	Ultra Basecamp! Mt. Whitney Room	225 N. Mt. Whitney Drive	Lone Pine
George Castaneda	Hosted	Sierra Getaway	191 Kellogg Street	Lone Pine
Joy Burgner	Hosted	J&J Meadows	104 Lasky Lane	Lone Pine
Jasmine Beagbler	Hosted	Peaceful-Views of Sierra-Artisan Home	2506 Dixon Lane	Bishop
Jenifer Castaneda	Hosted	Million Dollar Views and Indoor Pool	551 West Whitney Portal Road	Lone Pine
Rose Curran	Hosted	Sunny Room with Privat Entry and Private Bath	2327 Longview Drive	Bishop
Gisela Huntley	Hosted	Peaceful, with Mountain Views and Ponds	305 Mt. Tom Road	Bishop
Setsuko Hayata	Hosted	Bright and Spacious 3 Br Retreat in Nature	201 Dominy Road	Alabama Hills/Lone Pine
Nikolai & Debora Barbieri	Hosted	Eastern Sierra, Buttermilk Country, Bishop	313 Apollo Circle	Starlite/Bishop
Nikolas Athanasiou & Liane Herrick	Hosted	Lkiane & Niko's Eastern Sierra Getaway	301 S. Mt. Whitney Drive	Lone Pine
Charisse Rudolph	Non-Hosted	The Baby Boomers Tiny House Dream Lodge	595 Brockman Lane	Bishop
Kim Moberly	Non-Hosted	Cute West Bishop Cottage	324 McLaren Lane	Bishop
Laura Gleason	Non-Hosted	Western Lodge	2483 Sunrise Drive	Bishop
William Stewart	Non-Hosted	Raven Creek Rental	100 Hardy Road	40 Acres/Bishop
Diane & Michael Campbell	Non-Hosted	4 Acre Alabama Hills Mt Whitney Relaxing Getaway	1090 Shahar Avenue	Alabama Hills/Lone Pine
Robert Huizar	Non-Hosted	Cozy Muir Cottage - In Town - Pet Friendly	637 E. Muir St.	Lone Pine
Robert Steele	Non-Hosted	Big Pine Cottage Hideaway	171 Flower Avenue	Big Pine
Jenifer Castaneda	Non-Hosted	Mt. Whitney View Home!	560 West Bush Street, #B	Lone Pine
Paul & Pam Payne	Non-Hosted	Trinity Creek	140 Hardy Road	40 Acres/Bishop
Setsuko Hayata	Non-Hosted	Newly Remodeled Home on 5 Acres in Alabama Hills	1055 Shahar Avenue	Alabama Hills/Lone Pine
Daniel and Tracy David	Non-Hosted	Bishop climbing, skiing, hiking with a view cottage	304 Altair Circle	Starlite/Bishop
Kennon and Melanie Sheldon	Non-Hosted	Alabama Hills Chalet with stunning views	1575 Indian Springs Drive	Alabama Hills/Lone Pine
Andrew Wilson	Non-Hosted	Sierra Summit in Aspendell	200 Sierra Summit Drive	Aspendell/Bishop
Jessica Ary	Non-Hosted	Spanish Bungalow in Little Hollywood	650 School Street	Lone Pine

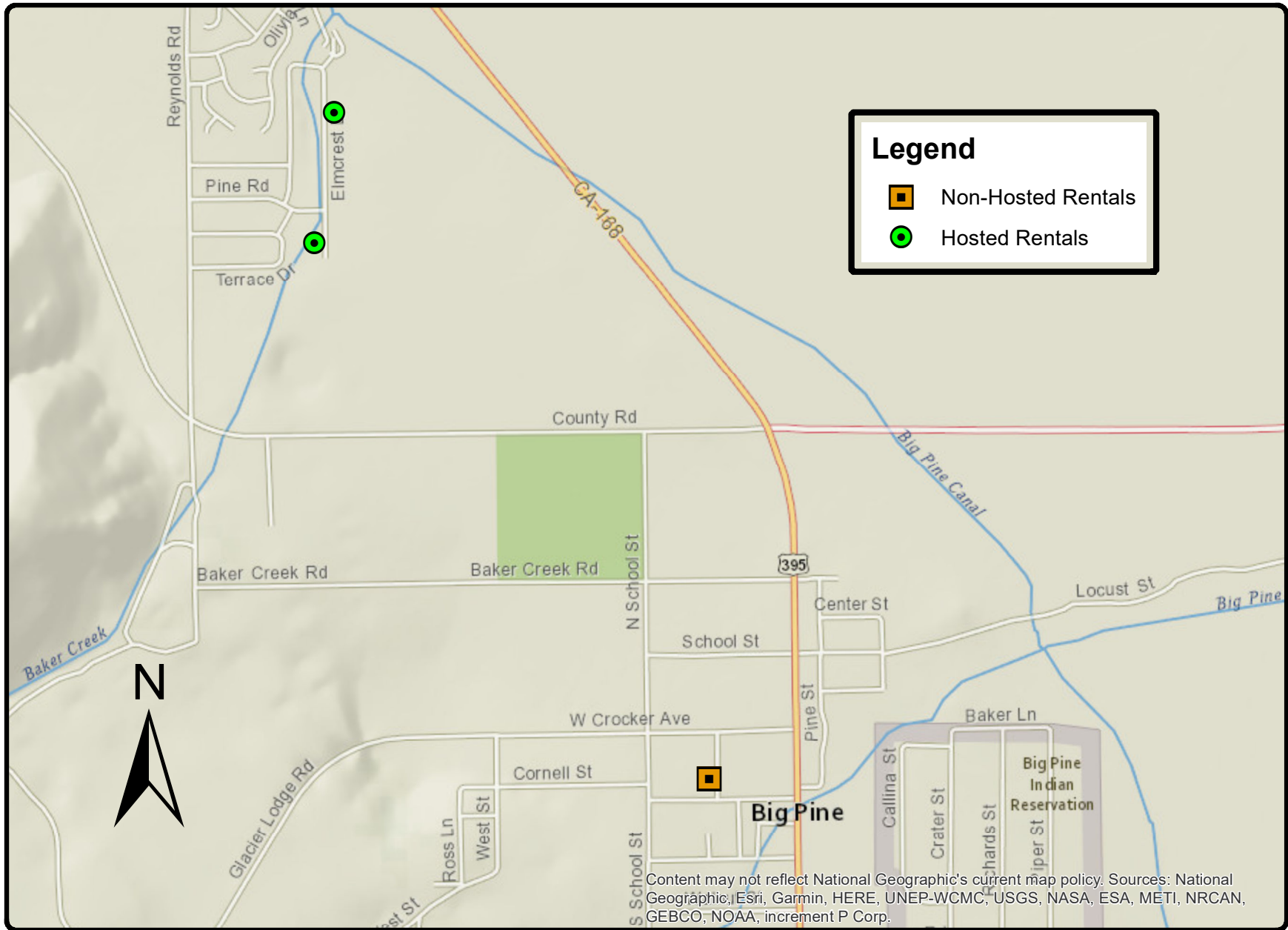
# Map of Permitted Short Term Rentals in Inyo County



0 10 20 40 60 80 Miles

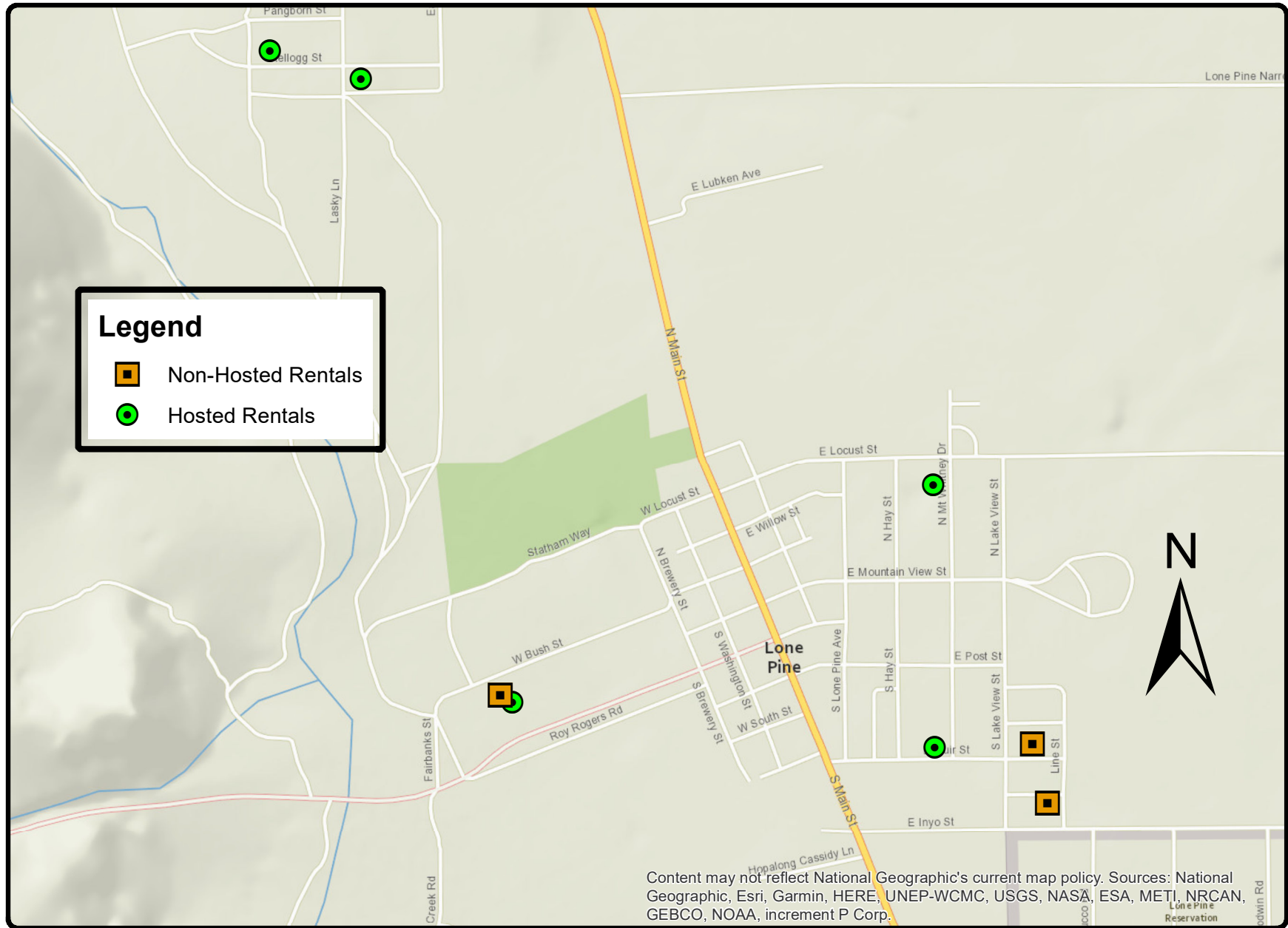


# Map of Permitted Short Term Rentals, Big Pine Area



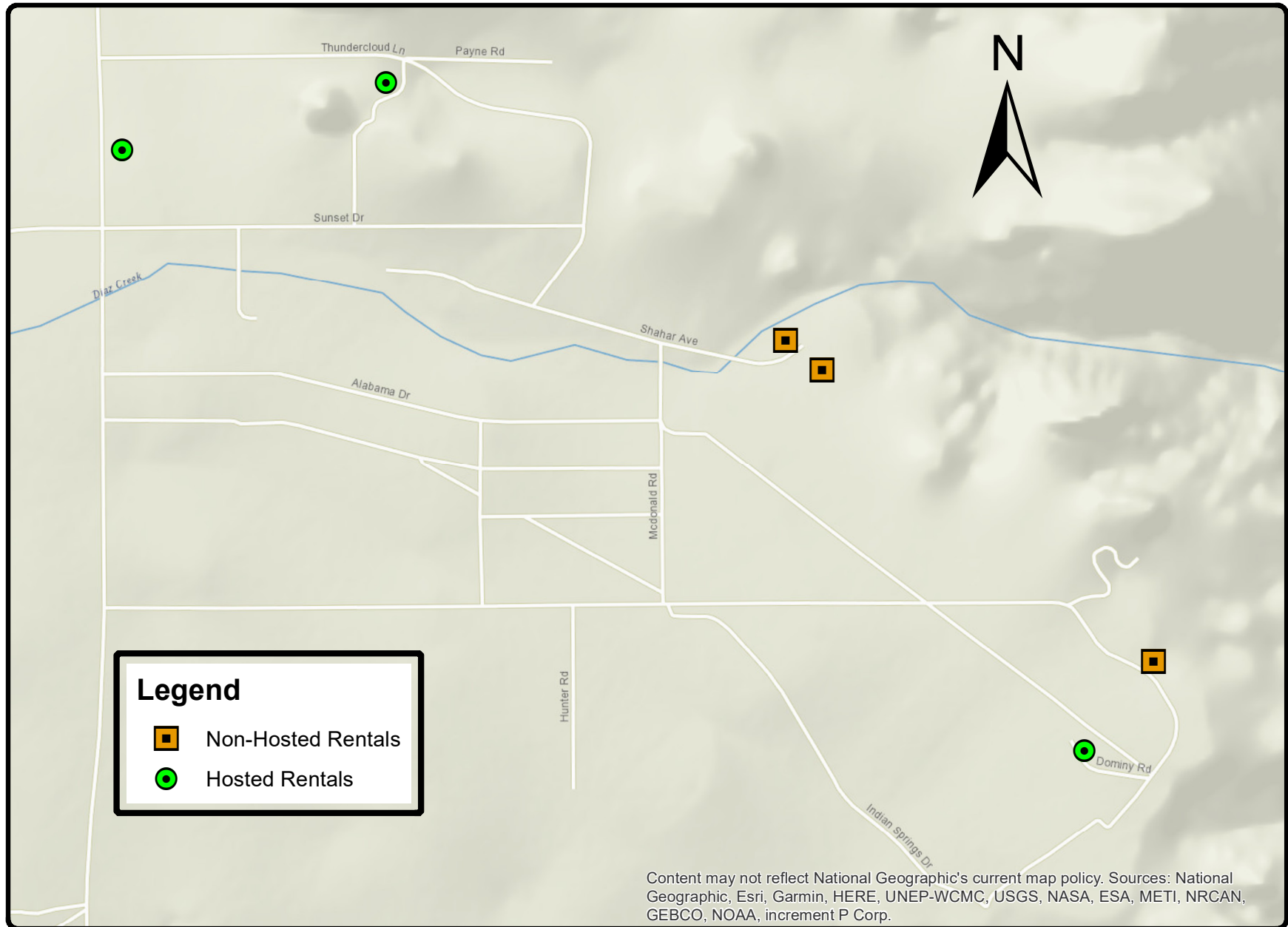
Content may not reflect National Geographic's current map policy. Sources: National Geographic, Esri, Garmin, HERE, UNEP-WCMC, USGS, NASA, ESA, METI, NRCAN, GEBCO, NOAA, increment P Corp.

# Map of Permitted Short Term Rentals, Lone Pine Area



0 0.15 0.3 0.6 0.9 1.2 Miles

# Map of Permitted Short Term Rentals, Alabama Hills



0 0.15 0.3 0.6 0.9 1.2 Miles

# Affordable modular pricing tailored to Inyo County's needs



**Mobile Registration**

**\$5,000 /yr**



**Address Identification**

**\$2,640 /yr**



**Compliance Monitoring**

**\$1,320 /yr**



**Rental Activity Monitoring**

**\$1,760 /yr**



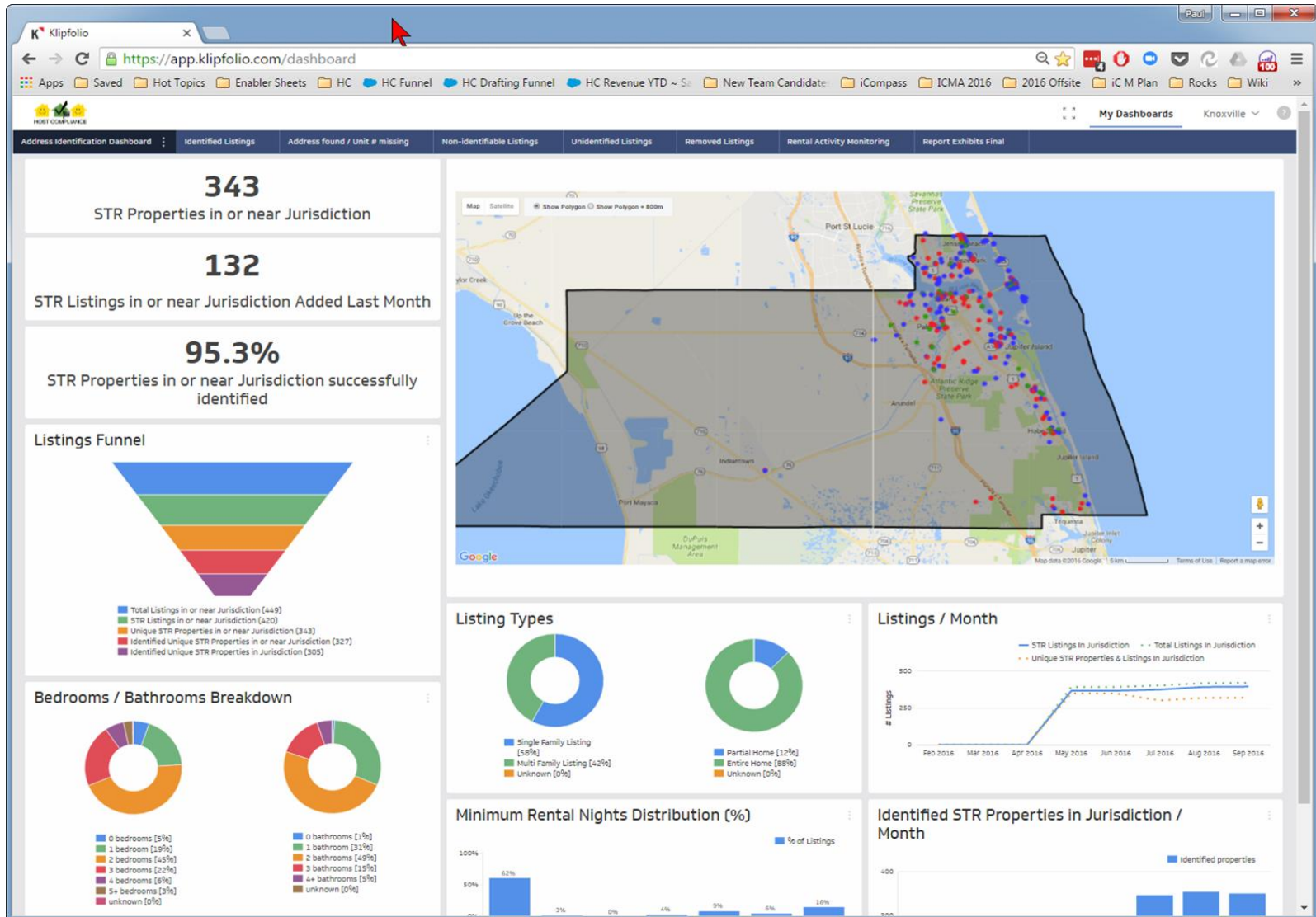
**24/7 Dedicated Hotline**

**\$1,056 /yr**

*Note: Above pricing assumes 88 short-term rental listings and based in USD. Host Compliance would be happy to discuss alternative SOWs, contract terms, contract durations and pricing structures if that would be of interest.*



# Address Identification: Get weekly reports on Inyo County's short-term rental activity incl. complete address information and screenshots of all identifiable STRs





# Address Identification: Complete listing information and screenshots of all identifiable STRs

Matched property listing

Address Match Verification Report

**13733 Heidi Way, Truckee, CA, United States** Active Identified PRINT

VRBO - 321.579566.1126883

Identified Address  
13733 Heidi Way, Truckee, CA, United States

Identified Unit Number  
None

Identified Latitude, Longitude  
39.342317, -120.236335

Parcel Number  
4448001000

Owner Name  
SCHAEFER MAX W

Matched Details

Analyst: LYY3

Explanation  
House number visible in listing photo and full name matches tax records.

Owner Name Match

Matched property listing

**Listing Details**

Listing URL: <https://www.homeaway.com/vacation-rental/p579566vb>

Listing Status: Active

Host Compliance Listing ID: hma321.579566.1126883

Listing Title: Mountain Hideaway With Modern Conveniences. Pet-Friendly.

Listing Info Last Captured: May 06, 2017

Screenshot Last Captured: May 04, 2017

Price: \$200/night

**Information Provided on Listing**

Contact Name: Max Schaefer

Latitude, Longitude: 39.342418, -120.236239

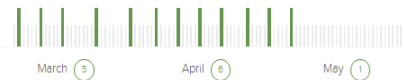
Minimum Stay (# of Nights): 2

Max Sleeping Capacity (# of People): 8

Number of Reviews: 23

Last Verified Stay: Mar 2017

**Listing Screenshot History**



Owner Address  
90 Fair Oaks St  
San Francisco, CA 94110, US

Registration / Permit Number  
1064

Revenue

Documented, Last 12 Months: \$2,000

Estimated, Last 12 Months: \$5,671

**Timeline of Activity**

View the series of events and documentation pertaining to this property

- 2 Documented Stays: March, 2017
- 2 Documented Stays: January, 2017
- First Warning Resend: Sent: December 30th, 2016
- First Warning: Sent: October 14th, 2016
- 1 Documented Stay: September, 2016
- Listing hma321.579566.1126883 Identified: August 1st, 2016
- Listing hma321.579566.1126883 First Crawled: April 22nd, 2016
- 1 Documented Stay: January, 2016
- Listing hma321.579566.1126883 First Activity: August 5th, 2015

# Benefits to using Host Compliance's services

- ✓ Ensures fair, continuous and consistent compliance monitoring and enforcement
- ✓ Frees up valuable staff time that can be focused on higher-value added activities
- ✓ Minimizes noise, parking and trash violations
- ✓ Minimizes the impact on local law and code enforcement agencies as complaints are first handled by our 24/7 hotline and routed to the appropriate property owner before further enforcement actions are triggered
- ✓ Maximizes Inyo County's tax and permit fee collections
- ✓ REVENUE POSITIVE – in most cases, the additional permitting fees alone pays for Host Compliance's services several times
- ✓ Requires NO up-front investment or complicated IT integration  
-> we can be up and running in a couple of weeks
- ✓ **6 MONTH UNCONDITIONAL MONEY BACK GUARANTEE!**

## Attachment H

# Short Term Rental Survey

Conducted March 22<sup>nd</sup> through March 29<sup>th</sup>, 2019

### Questions Asked:

1. Did you stop operating as a long term rental in order to operate as a short term rental?
2. Have you ever operated this property as a long term rental?
3. Did you purchase or construct this property with the intent of operating as a short term rental?
4. Do you live in the residence you rent or on the same property?
5. Do you have any comments, negative or positive, about the process you had to go through to obtain your short-term rental permit.

### **Laura Gleason, NH-STR-2018-03 (H-STR-2018-08)**

1. Yes, I rented the rental for 6 months on a month-to-month basis prior to renting it as a short-term rental. The long-term renters really tore the place up. They had a dog. It seems like the short-term renters don't get a chance to do too much damage and anything gets caught quickly.
2. Never rented as a long-term rental other than the 6-month period described in the last answer.
3. No, originally the residence was my primary residence, but I relocated to the central coast.
4. No, I operate the property as a non-hosted rental and live on the Central Coast, but my mom helps and also lives in West Bishop
5. Happy with how everything went. I had a Zoning Violation and I wasn't as happy about that process, but I had no issues with the permitting process.

### **Jenifer Castaneda, H-STR-2018-18 & NH-STR-2018-09**

1. No for both properties
2. The Non-Hosted rented was rented in the past for a few months, to a transient work crew.
3. No, for both properties.
4. Yes for the hosted rental, and no for the non-hosted rental.
5. One thing that was bothersome was the form we took around for signatures for the hosted permit looks like they are approving it and should say that they are acknowledging it.

### **Deborah Barbieri, H-STR-2018-25**

1. No
2. No
3. No, this is my primary residence. The kids moved out, so now they are renting the kid's room as a short-term rental. We have owned the house for 20 years
4. Yes
5. I have no problem with the process we had to go through, but it drives me crazy that we have to go through all of this process, meanwhile the people are living for free in the Buttermilks and making a mess that we, the taxpayers, are going to have to clean up. Also the 300' radius seemed a little far to go for notifying.

**William Stewart, NH-STR-2018-04 (H-STR-2018-09)**

1. Prior to getting a permit, I operated as both a short term and long term rental. The long term was just month-to-month for traveling hospital workers, usually at 2-3 months at a time. I would still rent to them if the opportunity presents itself.
2. n/a
3. No
4. I live on same property but in a separate residence.
5. It seems unfair to do both Host and No Host permits when I have no plans to use the hosted permit.

**Diana Campbell, NH-STR-2018-05 (H-STR-2018-10)**

1. Yes,. We did operate as a long term rental. But we wanted to be able to use the house again, so going to a short-term rental allowed us to get some income and use the house for ourselves.
2. Yes
3. No
4. No
5. We really liked how the process got the neighbors involved. Also seemed well thought out, with looking at parking, looking at how many can stay and all the other things to regulate appropriately.

**Bob Steele, NH-STR-2018-08 (H-STR-2018-17)**

1. No, not as a long term rental. My mom and grandma lived there prior to it being a short-term rental. It was a good way to keep the house and keep it in the family after they had to move.
2. Yes it has in the past (like 25 years ago).
3. No, the house out back is what we are renting, but we purchased the property from my parents as our primary residence.
4. Yes
5. \$1.600 seems a bit pricey. [the amount for a hosted plus a non-hosted application deposit]. I have no issues on taxes. Over 200 people have rented and they love it. They use restaurants and store and do a lot of business in Big Pine.

**Hari Nam S. Elliott, H-STR-2018-02**

1. No
2. We have rented to Seasonal BLM Workers in the past.
3. No, we bought house because they really liked it. It was a bigger house then we needed.
4. Yes
5. We did not like reaching out to neighbors initially, but it went better than we thought, and by the end we kind of liked the opportunity. You should make it clearer how an applicant deals with a neighbor who won't sign.

**Trudie Millerburg, H-STR-2018-05**

1. Yes, I rented to an elderly man for 2.5 years, and then rented it to someone who used it when moving to the area, for about 8 months, and before that to a couple moving out from Georgia, also for about 8 months,
2. n/a
3. No
4. Yes
5. I have stopped operating. I found that amount of work was too much for what it cost. Also, my brother died. And amount of time for the business property taxes is too much. Getting signatures for people within 300', seemed like it was capturing too large of an area. A couple neighbors each way seems more reasonable.

**Charisse Rudolph, NH-STR-2018-01 (H-STR-2018-03)**

1. No
2. No
3. Yes
4. Yes, I live on the property.
5. No comments on the process. It seemed good. Actually I do have one comment. I did not like that I had to pay for the hosted and non-hosted permits when solely operating as a non-hosted.

**Andrea Kramer, H-STR-2018-11**

1. No
2. I have rented in the past to long term renters. They were 1 year lease minimum.
3. No, originally just as a residence.
4. Yes
5. I am against Non-Hosted renters. I think it hurts long-term rentals. I am upset about the non-hosted rental across the street [which at this time is unpermitted]. Also, the curfew at 9:00 when all others are 10:00 seems strange. Posting regulations in the house she lives in seems ridiculous. I should just have to distribute the rules through airBnB. The area has a ton of parking. I would rather my guests be able to park on the street, because there is plenty of room at her end of the street.

**Yvette Castaneda, H-STR-2018-13**

1. No
2. No
3. No
4. Yes
5. Thought the whole process was handled really well. Some signatures were hard to get, but that just took some time. The County was fair and the process seemed good.

**Robert Huizar, H-STR-2018-12 & NH-STR-2018-06**

1. No for both
2. Yes for both
3. Yes, the Hosted
4. Yes for the hosted and No for the non-hosted
5. From a Layman's point of view....it seems a little too much bureaucracy. But it might make sense, so maybe a guide of why an applicant has to do what he has to do. Some people get a bit outraged because they don't understand the process. So maybe an explanatory document.

**Jasmine Beagbler, H-STR-2018-15**

1. No
2. No
3. No
4. Yes
5. Mostly the process was good and smooth. Staff was really good. I did not like the going to all of the neighbors. That made the process lengthy and seemed a little excessive.

**Kim Moberly, NH-STR-2018-02 (H-STR-2018-06)**

1. Yes, I rented it out for about 3 months. Rented for a few months to some people who were looking for a home to buy, and then to someone else from Mammoth for a few months, then for Toiyabe temporary employee (a few months). I got these long-term renters from Coldwell Banker.
2. Yes
3. No
4. No
5. Grateful that we have a process. The County helped guide me through the process. I did not like having to get the signatures of the neighbors as I felt unliked by my neighbors. Also we need to make it clear that the signature is not an agreement but an acknowledgment. People felt they had a power over me because they could withhold a signature. Also I needed help from someone, and I paid people to help me by going door to door with the signature sheets.

**Andrew Wilson, NH-STR-2018-17 (H-STR-2018-30)**

1. No
2. No
3. No
4. No, used to be primary residence
5. I did not understand the need for the hosted permit while reading the info online. Also seems there is some confusion generally in the processing of the two permits.

**Paul Payne, NH-STR-2018-10 (H-STR-2018-19)**

1. No
2. No
3. No
4. Yes, we have been there about 15 years. We go to Highlands RV Park when renting, and I play a lot of golf then.
5. Was glad the law legitimized this. Glad we are doing enforcement. It appears to be working well. Glad taxes are being captured. And it seems to diversify the base. Our property doesn't rent often because it is at the high end, but we like it that way. Only use 3 bedrooms just to limit the impact (it's a 4 bedroom home). We have purposely limited the number of people. We would like to rent once a month....that hasn't even happened. We may sell house. It will depend on how short-term rentals do over the summer. We have really been thrilled with the guests we've had and getting to meet a very diverse group of people. On balance the public outreach, the form of the code, it all was very good. Lots of protections of the neighbors, while allowing people to have their businesses.

**Jaime Lopez-Wolters, H-STR-2018-04**

1. No
2. No
3. No
4. Yes, it is a hosted rental.
5. We applied on first day. The communication and clarity were good. The process was reasonably expeditious. Actually liked that they had to talk to their neighbors (initially we were a little hesitant). Glad we have an ordinance to allow for this.

**Tracy David, NH-STR-2018-14 (H-STR-2018-26)**

1. No
2. No
3. No, originally we were going to live in little house and then rent the main house as a long-term rental. However, decided to switch after we finished building the little house.
4. Yes, in main house on property.
5. Seemed like a little too much money for the permit (non-hosted), but otherwise it seems great. Really liked everyone I worked with.

**Joy Burgner, H-STR-2018-14**

1. No
2. No
3. Yes, I was at least considering the possibility when I was purchasing this house.
4. Yes, she is on the property part time, and another family member full time.
5. Staff was very nice and the process was reasonably easy and fair. Ryan was particularly good to work with. Wish if we could have the taxes taken out by AirBnB directly, vs. having to send them in to the Tax Collector.



**Jill Hayata, H-STR-2018-23 & NH-STR-2018-12**

1. No, for both
2. No, for both
3. Yes, for the non-hosted on Shahaar
4. Yes for hosted, no for non-hosted
5. Felt process was easy. Staff was very nice and helpful.

**Rose Curran, H-STR-2018-20**

1. No
2. No
3. No, just was her house before deciding to do the short-term rental
4. Yes, it is hosted
5. It's all good. Wish there weren't taxes, but of course they make sense. Income includes TOT taxes, has concerns how it impacts personal income tax. In general the short-term rental is working for me and is allowing an income stream while I am disabled from an injury.

Each respondent was asked if they were OK with their answers being included in a public document and all agreed to that.