



WASHOE COUNTY

Integrity Communication Service

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STAFF REPORT

BOARD MEETING DATE: November 12, 2019

DATE: October 11, 2019

TO: Board of County Commissioners

FROM: Kelly Mullin, AICP, Senior Planner, Planning and Building Division, Community Services Department, 328-3608, kmullin@washoecounty.us

THROUGH: Dave Solaro, Arch., P.E., Interim County Manager
328-3600, dsolaro@washoecounty.us

SUBJECT: Discussion and possible action on staff recommendations for the regulation of short-term rentals within unincorporated Washoe County, including either confirming the policy recommendations or providing additional policy direction prior to staff bringing back specific ordinance language. Short-term rentals are a type of temporary lodging of brief duration operated out of private residences such as homes, apartments and condos. They are commonly made available through property management companies and online booking services, and are also referred to as vacation rentals that are generally booked for fewer than 28-days. And, pursuant to Washoe County Code (WCC) Sections 2.030 and 110.818.05, possible action to initiate amendments to Chapter 110 (Development Code), Chapter 25 (Business Licenses, Permits and Regulations) and Chapter 125 (Administrative Enforcement Code) to create the necessary code language to facilitate the Board's policy direction. This includes, but is not limited to, the establishment of definitions, standards, location limitations, occupancy limits, parking requirements, safety/security considerations, signage, noise thresholds, trash/garbage collection rules, insurance requirements, county staffing levels, Tahoe area considerations, permitting requirements, enforcement process, fees, fines, and penalties associated with short-term rentals, as well as the resolution of discrepancies that may arise within existing WCC chapters as a result of any new code language. (All Commission Districts.)

SUMMARY

In response to direction from the Washoe County Board of Commissioners (Board), staff has prepared a series of policy recommendations related to short-term rentals (STRs) in unincorporated Washoe County. The Board is asked to review these recommendations and either confirm them or provide additional policy direction to staff. Following this guidance, staff will draft code language to be considered for adoption through the standard review process.

AGENDA ITEM # _____

Further, pursuant to WCC Sections 2.030 and 110.818.05, the Board is asked to initiate amendments to Chapters 110, 25 and 125 to create the necessary code language to facilitate the Board's policy direction. This includes, but is not limited to, the establishment of definitions, various standards, permitting requirements, enforcement process, fees, fines, and penalties associated with short-term rentals, as well as the resolution of discrepancies that may arise within existing WCC chapters as a result of any new code language.

Washoe County Strategic Objective supported by this item: Safe, secure and healthy communities.

PREVIOUS ACTION

On February 26, 2019, the Board determined that by adopting changes to WCC Chapter 25 in 2007 to allow transient lodging and associated room tax, the use is allowed within Washoe County (although it is not yet defined within Chapter 110). Further, the Board identified it did not want to ban short-term rentals in unincorporated Washoe County. In order to resolve potential conflict between the two WCC chapters, the Board directed staff to start the process of establishing regulations for STRs to properly administer their use.

On July 10, 2007, the Board adopted changes to Washoe County Code Chapter 25 relating to transient lodging.

BACKGROUND

Short-term rentals are a type of temporary lodging of brief duration operated out of private residences such as homes, apartments and condos. They are commonly available through property management companies and online booking services. They are also referred to as vacation rentals and generally booked for fewer than 28-days.

As with other industries affected by the sharing economy, the rise of online advertising platforms such as Airbnb and VRBO has disrupted the traditional lodging industry by expanding opportunities for the average homeowner to tap into the tourist market and offer their home for short-term rental use. Although vacation rentals have been available in various forms for decades, these newer technologies have led to expanded temporary lodging options and a greater awareness of the prevalence of short-term rentals in many communities. Along with that has come increased focus on the impacts of STRs on neighboring residents and the larger community. Washoe County, and especially the Incline Village/Crystal Bay area, is no exception.

Current unofficial estimates put the number of STRs in all of unincorporated Washoe County between roughly 500 and 1000 distinct units active at any given time, varying greatly with time of year. The majority of STRs are located in Incline Village/Crystal Bay, and over 90% are estimated to be whole-home rentals. At the high-end, this represents approximately 12.5% of housing stock in Incline Village/Crystal Bay. This is on par with other Tahoe-area jurisdictions, with the Mountain Housing Council estimating that STRs comprise 13.5% of housing stock in the Truckee/North Tahoe region.

Appropriate management of STRs is a complex and controversial issue with no simple solution. Stakeholders represent a variety of perspectives, often at opposite ends of the spectrum. Opinions range from a desire to see STRs completely banned within a community, to believing that they are a fundamental property owner right. At the root of

these starkly different opinions is often the question of whether STRs are a residential use or a commercial use. Staff's research shows that jurisdictions and courts alike have differences of opinion on this matter, and that there is no clear consensus. After extensive research and review of public input, it is Washoe County staff's opinion that answering that question is a matter of thresholds. At lower occupancies, the use may easily be considered residential in nature, but still have characteristics requiring mitigation (as a sort of hybrid residential use). This is because, in general, the impacts on surrounding properties are expected to not be substantially different than if the property were used in the more traditionally long-term residential way. However, at higher occupancies, the impacts (ex. parking, noise, etc.) to neighboring properties are more likely to increase to a level that the use starts to appear less residential and more commercial in nature. In some cases, these impacts may be mitigated through more restrictive standards or conditions of approval. In other cases, they cannot. Some levels of occupancy may be so high that the STR would be inappropriate in residential areas, and more appropriate to be located in commercial areas, especially those that are tourist-oriented.

Most jurisdictions in southern Nevada and around Lake Tahoe have already established or are working to establish standards and a registration/permitting process for STRs in their communities. Due to the relative newness of standards for this type of use, there is limited consensus in how STRs are regulated, with dozens of regulatory options being employed across the U.S. to manage STRs. The most commonly regulated categories deal with quality of life issues such as noise, parking and trash.

The following text provides an overview of the various work that has been completed thus far, outreach that has occurred, and recommendations for the Board to consider. The recommendations include key decision points for action by the Board related to permitting, parking and noise.

Process Overview

Due to the complexity of the issue, staff attempted to craft a methodical approach to recommending standards and a permitting process for short-term rentals. This approach is designed with five distinct phases: (1) Project planning and research; (2) Structured public engagement; (3) Drafting and adoption of standards/processes; (4) Grace period, during which public outreach about the new requirements occurs, and technology/training are put into place to support the program; and (5) Program launch, after which STRs are required to meet standards and have appropriate permits to operate. The project is currently in phase 3 (drafting and adoption of standards/processes). It is also expected that staff will conduct a re-review of standards and fees approximately 12-18 months after program launch in order to assess effectiveness.

Planning, Research and First Steps

Following direction from the Board in late February 2019, a core group of staff within the Community Services Department began conducting research aimed at better understanding the impacts of short-term rentals, possible strategies for addressing those impacts, legal and financial implications, technology innovations to help address community impacts, and the mechanisms that are most commonly used by cities and counties across the U.S.

The parameters and goals of the project were identified early in the planning process. Based on staff's understanding of the Board's direction and a review of successful STR programs around the country, the following guiding principles were established:

- Create simple, fair and enforceable standards for short-term rentals that reflect best practices and address impacts
- Maximize voluntary compliance
- Encourage safe accommodations for visitors
- Balance competing interests
- Establish a cost-neutral fee and fine structure

During the initial research stage, Washoe County also contracted with technology provider Host Compliance to provide three main services related to short-term rentals: address identification (tying online advertisements from dozens of platforms to real addresses); a 24/7 complaint hotline; and, a mobile registration platform. Host Compliance provides short-term rental enforcement assistance to over 200 local jurisdictions across the United States.

Public Outreach and Engagement

A critical component of the project has been to identify the various stakeholder groups and better understand their perspectives on short-term rentals. Generally speaking, these many stakeholders can be grouped into the following major categories: neighbor/community members; short-term rental host and property managers/realtors; traditional lodging industry and business; and impacted regulatory agencies.

These categories are not exhaustive; however, they represent the majority of perspectives heard from so far. There were three major components of the initial public outreach process: (1) small-group, targeted stakeholder input meetings; (2) public workshops; and (3) an online survey.

Stakeholder input sessions: In late July, staff held a series of small-group stakeholder input sessions aimed at getting a better sense of the perspectives and priorities of those within each major stakeholder group. These meetings helped inform the topics and structure of later public workshops. An informal working group of various agencies was also formed in order to better understand concerns and priorities from the regulatory perspective. The working group included representatives from the Sheriff's Office, North Lake Tahoe Fire Protection District, Truckee Meadows Fire Protection District, Reno-Sparks Convention & Visitors Authority (RSCVA), Washoe County Manager's Office, business license program, code enforcement program, planning program, and building program. Staff has had several follow-up meetings with many of these agencies/programs since the original working group meetings, as well as with the Incline Village General Improvement District (IVGID), Washoe County Health District and District Attorney's Office.

Public workshops: In late August, two public workshops were held in Incline Village and one in Reno. There were approximately 250-300+ attendees across the three workshops (some participants attended more than one workshop). These were structured to better understand the priorities and concerns of workshop attendees, and to solicit possible solutions to address these concerns.

Online survey: An online survey was offered as an alternative or supplement to the in-person workshops. The survey was structured similarly to the workshops in terms of asking

participants to identify their top areas of concern related to short-term rentals and future standards/permitting processes, provide additional details about those concerns, and offer possible solutions. There were **569** survey responses. About **70%** of respondents represented a neighbor/community perspective, while about **20%** represented the short-term rental host or property manager perspective.

Public response: Staff's goal during the public outreach process was to identify major concerns of each of the stakeholder groups and, wherever possible, pinpoint areas of overlap. A summary of feedback received via the workshops and online survey has been provided as Attachment C. An analysis of the input received revealed several recurring themes, including:

- Top areas of concern were related to occupancy limits, the permitting process, noise and parking.
- There is general community support for regulating STRs. However, respondents vary drastically on the extent of standards that should be put in place.
- It is critical that regulations established for STRs be enforced.
- Property managers believe their existing rules for the STRs they manage are strict and adequately regulated through their state license.
- Many residents, especially in the Incline Village/Crystal Bay area, believe STRs are commercial businesses operated by non-residents of the community.
- Many hosts believe better renter education will help mitigate existing issues and are concerned that responsible hosts will be penalized for the actions of irresponsible hosts.

RECOMMENDATIONS FOR STR STANDARDS, PROCESSES AND COSTS

Based on the significant research conducted by staff, extensive public input, an analysis of potential regulatory mechanisms and options for Washoe County, staff submits the policy recommendations below for consideration. If the Board accepts the staff recommendations, the next step will be to draft official ordinance language for public comment prior to beginning the public hearing process for code amendments.

General Standards

- Every STR must have a designated 24/7 agent or property manager available through a single phone number who shall respond to complaints/issues within 30 minutes of contact.
- No events or other gatherings (ex. parties, weddings, etc.) are allowed that would exceed the on-site maximum occupancy associated with the short-term rental permit.
- Permittee must be the property owner.
- Limited to one STR per parcel; must be a permanent, habitable dwelling unit (i.e. no RVs/boats). The per-parcel limitation is due, in part, to ensure better enforcement capability.
- STR may be rented to only one group/person at a time (ex. renting out five individual rooms to five separate parties would not be permitted).
- Advertising for a short-term rental prohibited unless valid STR permit has been issued.
- Advertisements must include the Washoe County permit number, room tax license number, maximum occupancy as allowed by the permit, number of bedrooms, number of beds (cannot exceed max occupancy), and number of parking spaces.
- Must comply with all other state, federal and other applicable laws/statutes.
- Existing STRs are not grandfathered; they must apply for and be issued a County STR permit in order to operate.

- Applicable room tax must be paid to the RSCVA.

Permitting

- An STR permit will be considered similar to a privileged license in that revocation can occur without Board action for issues such as non-payment of fees and noncompliance. Any revocations would provide for appropriate and timely administrative appellate review.
- STR permit must be renewed annually. Property owners should be aware that standards are subject to change over time and that there is no guarantee a permit will be renewed.
- On permit application, property owner must certify under penalty of perjury that STR use does not violate CC&Rs or HOA restrictions; inaccuracy may be cause for permit revocation.
- **Three permitting tiers are proposed.** These tiers are intended to recognize that below certain thresholds, and with appropriate standards in place, an STR is expected to reasonably function similarly to other residential uses. However, as occupancy increases, impacts to surrounding properties have the potential to increase. In these cases, further scrutiny may be necessary to determine if the scale of the proposed STR is appropriate on the specific property and if additional mitigation can reduce potential impacts to a reasonable level.
 - **Tier 1:** STRs with a maximum occupancy of 10 persons or less; standard STR permit (*Note:* 10 or fewer is a common break point for uses like group homes and within the International Building Code’s “R” occupancy.)
 - **Tier 2:** STRs with a maximum occupancy of 11-20 persons; discretionary permit required
 - **Tier 3:** STRs with a maximum occupancy of 21 or more persons; acceptable only in areas where hotels/motels allowed; with discretionary permit; requires commercial standards
- If the Board prefers a less restrictive option to consider, collapsing these tiers or adjusting the thresholds are potential options. **The Board is asked to provide specific confirmation of the tiered approach or offer additional direction to staff on this item.**

Parking

Inadequate parking is one of the most frequently cited complaints associated with STRs – both across the nation and in the feedback heard from Washoe County residents. This is especially prevalent in the Incline Village/Crystal Bay area, where on-street parking can be severely limited or nonexistent. In order to reduce potential impacts to neighboring properties, the following parking standards are proposed:

- No STR parking is allowed in the right-of-way.
- One parking space is required for every three proposed occupants.
Note: In a study conducted for the Incline Village General Improvement District, visitors in the winter were found to average approximately 2.5 people per vehicle. In the summer, this average increased to 4 people per vehicle. To better ensure adequate off-street parking, staff recommends that minimum parking standards be more closely aligned with the winter average. This is because parking issues are often exacerbated in the winter due to the need for snow plowing and snow storage. **The Board is asked to specifically confirm this number.**

- All parking spaces must be improved to Washoe County standards (or Tahoe Regional Planning Agency standards, if applicable) and developed on-site, within property boundaries. In multi-unit complexes, parking must be in designated parking spaces (if applicable) and limited to the number of spaces allotted to the unit.

It should be noted that parking may be limited by available TRPA coverage, and that staff's recommendation is that such limitations should not result in standards being waived. Additionally, inability to develop the appropriate number of parking spaces on-site may limit the number of occupants allowed by the STR permit.

Occupancy Limits

Establishing occupancy limits also has the potential to reduce some of the major impacts commonly associated with short-term rentals. Proposed limits are based on the International Code Council's International Property Maintenance Code, which is a well-recognized code generally addressing building safety standards in the United States and across the world. Proposed limits are as follows:

- Bedrooms intended for one occupant must be a minimum of 70 sq. ft. in size.
- Bedrooms intended for two occupants must be a minimum of 100 sq. ft. in size, with an additional 50 sq. ft. required for each additional occupant.
- Other areas proposed for sleeping purposes, such as living rooms, would require a minimum of 200 sq. ft. for each occupant.
- Each of these areas would be required to have minimum safety features in order to qualify. No distinction would be made based on the age of the occupant.
- No distinction would be made between daytime occupancy and nighttime occupancy, as impacts would be expected to be similar.

It should also be noted that occupancy may be further limited by available number of parking spaces, and for properties not on municipal sewer, by the size of the property's septic system.

Safety and Inspections

Washoe County staff has been working with both the North Lake Tahoe Fire Protection District and Truckee Meadows Fire Protection District to discuss fire and life safety concerns associated with STRs. As visitors to a short-term rental are less likely to be familiar with a home than someone living in it, basic fire and life safety minimums are proposed to be required. The following summarizes what has been discussed with the fire districts so far.

- Safety minimums will likely include requirements for adequate smoke/CO detectors; fire extinguishers; adequate egress; well-maintained fireplaces, electrical outlets/systems, hot tubs, deck railings, etc. Additional minimums may be proposed for occupancies over 10.
- Defensible space inspection will be required; to be conducted by the applicable fire agency.
- Basic structure safety inspection will be required; to be conducted by Washoe County building inspectors, with the exception that items such as sprinkler or fire alarm systems (if applicable) would be inspected by fire staff. Inspection must be passed prior to issuance of STR permit.

- Unscheduled inspections may occur if building or fire inspectors have reason to believe occupancy has been exceeded or a life safety issue is present.

External Signage

To ease enforcement, ensure nuisance issues can be more quickly addressed, and help first responders more quickly assess occupancy, the following signage standards are proposed.

- While the STR is being rented, an external sign should be displayed with Washoe County STR permit number, occupancy limit, complaint hotline and local STR agent/property manager contact number.
- No advertising signage permitted.

Noise

Excessive noise, parties and loud music are some of the other most commonly heard complaints associated with short-term rentals. This was also a significant concern noted by County residents at the public workshops and in the online survey. Noise issues can also be one of the most difficult types of complaints to address. Many jurisdictions have established quiet hours for STRs. Opponents argue that if quiet hours are important, they should be established for all members of the community, not just STRs. However, it can also be argued that occupancies of STRs are often higher than that of neighboring residences and that transient guests may not be as familiar with or respectful of community norms associated with noise.

The Washoe County Sheriff's Office has indicated there have been 64 calls for service related to noise in the Incline Village/Crystal Bay area in the past year, with three citations issued. It is understood that there is limited staffing by the Sheriff's Office in the Incline area, and that calls for service related to noise will have a lower priority than many other service types. Although the 24/7 STR complaint hotline by Host Compliance is expected to help with noise impacts, noise is still a concern.

Establishing quiet hours specifically for STRs is recommended by staff. Additionally, due to the difficulty with noise enforcement, staff would like to provide an additional mechanism for consideration. Decibel-monitoring devices are a technology being used by some property managers to ensure their transient guests are respectful of the community. They monitor decibel-levels only; there are no audio recordings. These are also a tool that can be used by a jurisdiction to better track STRs with repeated noise complaints. The City of Henderson recently adopted standards requiring these devices to be used as part of an STR's overall noise management plan. However, there is limited data available on whether they are an effective regulatory mechanism. Staff believes that they may be worth considering for STRs with confirmed noise violations or for Tier 2 and 3 STRs that have higher occupancies. **The Board is asked to specifically confirm whether it would support the establishment of quiet hours for STRs and/or options for the use of decibel-monitoring devices.**

- Quiet hours 10 p.m. – 7 a.m.
- Option to consider: After a second confirmed noise violation or with Tier 2/3 permits - STRs must install decibel-monitoring devices with reporting capability. Records must be available for County review.

Trash

In mid-2017, Incline Village General Improvement District (IVGID) established a zero-tolerance policy related to proper trash disposal in the Incline Village/Crystal Bay area. They patrol to ensure standards are being followed and educate or cite where necessary. IVGID has indicated that since the program started, trash violations have dropped significantly. With that in mind, the following trash standards for STRs are proposed:

- Trash must be managed as prescribed by Health District, Waste Management and IVGID (if applicable). Cart size must be sufficient to store waste for maximum number of occupants each week.
- STRs in IVGID service territory and other bear-prone areas must utilize wildlife-resistant carts and/or bear boxes, except in multi-family developments where HOAs require and enforce regular trash disposal.
- Trash violations confirmed by IVGID count as a violation against the STR and may incur both IVGID penalties and Washoe County STR permit penalties.
- Carts shall only be placed street-side during the timeframes stipulated by the local authority or waste hauler.

Other Standards

A commonly noted concern amongst participants in the workshops and survey was related to liability insurance for STRs, and that most standard homeowner policies do not cover this type of use. It is common for other jurisdictions to require STR-specific liability insurance, and the following additional standards are recommended:

- Certificate of insurance is required identifying that the property is used as a short-term rental and provides \$500,000 minimum liability coverage per occurrence.
- Educational material provided in unit must contain: community evacuation routes; fire safety info (ex. BBQ operation, proper cigarette and ash disposal, community fire danger, etc.); bear awareness brochure (if applicable); noise, trash and parking standards, occupancy limits, etc.

Permit Fees

Staff proposes to establish a cost-neutral fee and fine structure that would ensure implementation and enforcement of the short-term rental program is paid for by those who own and operate STRs, not general taxpayer dollars. Thus, the fee and fine structure would be designed to incorporate costs such as: safety and fire inspections; permit processing and review; Host Compliance software and services; enforcement of non-licensed STRs and violations of STR standards, etc. It is expected that this structure would be reassessed after the first 12-18 months of operation in order to ensure costs are appropriately covered, and to propose adjustments at that time if necessary. *Note: NRS 278.020 provides a governing body general power to regulate land use for purposes of health, safety, morals, and welfare of the community. Included within this authority is the imposition of fees for services to support that regulation, and fines to support its enforcement (NRS 237.060).*

Enforcement, Fines and Penalties

A three-pronged approach to enforcement is proposed:

- Licensing: Proactively identify unlicensed STRs and pursue licensing compliance; cite, fine and, if necessary, lien non-compliant property owners who continue to operate an

STR without the appropriate permit in place. It should be noted that this approach is a departure from current complaint-based code enforcement practices; however, it is considered a necessary component of a successful STR program.

- Inspections: Required upon initial permit application and annually thereafter. Safety minimums must be in place in order to obtain license and operate.
- Operational: Confirmed violations will result in fines and potential penalties such as permit revocation. 24/7 complaint hotline (via Host Compliance) will log citizen-initiated complaints and immediately contact STR manager for resolution.

Research related to STRs has made it very clear that fines and penalties must be significant enough to deter violations; otherwise, it may just be considered the cost of doing business for an operator. Washoe County's current code enforcement approach for land use violations is focused more on achieving compliance rather than penalizing the property owner. Therefore, current fines for Development Code violations are set relatively low and are considered to be insufficient to deter STR violations. Therefore, staff proposes the following:

- Fines to be based on a scaled system that increases as average nightly rate increases.
- Fines not paid will become liens against the property.
- More than three confirmed separate violations in any six-month period will result in permit revocation and a 12-month cooling off period where the property is ineligible to obtain a STR permit and operate a short-term rental.
- To increase program effectiveness and reduce time leading to compliance, STRs subject to revocation will be reviewed by Director; no Board action required.
- Staff proposes to establish a mechanism for appeals that has a faster turn-around than the current code enforcement process.

Other Items for Consideration

There are a number of other items the Board may wish to be aware of during their consideration of this topic.

Staffing Needs

At least one additional code enforcement staff member is expected to be needed to assist with implementation and enforcement of the program. Standard building safety inspections will be conducted by existing Washoe County Building Inspectors. Fire inspectors from the applicable fire district are anticipated to inspect defensible space and, if applicable, smoke alarm and/or sprinkler systems. The cost of such inspections will be paid for by the STR applicant. Host Compliance's services will be used for matching advertisements to real addresses, the 24/7 complaint hotline and establishment of the mobile registration platform.

Room Tax

The Reno-Sparks Convention and Visitors Authority (RSCVA) requires hosts of STRs to obtain a transient lodging tax (aka room tax) license. The RSCVA assesses a 13% room tax on STRs in Washoe County. That room tax is paid to the RSCVA, which keeps a portion and then distributes the remainder to various state, regional and local agencies. Per State law and various government ordinances, Washoe County receives 1/13th of the room tax paid in unincorporated County areas. Based on a 5-year average, RSCVA receives approximately \$1.6M annually for room taxes associated with STRs in the Incline Village/Crystal Bay area. Washoe County receives 1/13th of that amount, which is

approximately \$125,000 annually. The amount the County receives from STRs outside of the Incline area is negligible. Room tax distributed to Washoe County goes into the General Fund.

As part of this project, staff will be investigating opportunities to reduce potential overlap in the permitting processes between the two organizations.

Tahoe Regional Planning Agency (TRPA)

TRPA is currently in the process of establishing a list of regulatory options for jurisdictions to apply to STRs in order to meet TRPA goals and policies. These will be considered a third criterion in TRPA's scoring system for awarding residential allocations to jurisdictions around Lake Tahoe. The focus is largely on locational, operational and enforcement parameters. It is expected that TRPA's governing board will review and potentially adopt these standards in fall 2019. Washoe County has been actively involved in these conversations with TRPA. County staff's recommendations for STRs are expected to meet many of the parameters laid out by TRPA.

Demographics

With the highest concentration of STRs located in the Incline Village/Crystal Bay portion of Washoe County, there has been some interest in the demographics of that area. The following information was pulled from 2013-2017 American Community Survey 5-Year Estimates for zip code 89451, which represents most, but not all of the area. This information is provided to paint a general picture only. There are approximately 7,800 dwelling units, with approximately 52% of them single-family detached homes. The area is characterized by a large contingent of second homes, and just under 53% of the dwelling units are classified by the U.S. Census Bureau as vacant. Slightly more than 34% of the homes are owner-occupied. 75% of the homes were built prior to 1990. The average household size of owner-occupied homes is 2.08. The average household size of long-term renter-occupied homes is 3.02. Approximately 74% of residents moved into their home in the year 2000 or later. Just under 93% of the homes have four bedrooms or fewer.

Standards for Incline Village/Crystal Bay vs. Rest of Washoe County

It is important to note that many residents in the Incline Village/Crystal Bay area requested that STR standards within the Tahoe Basin be different than those in the rest of Washoe County. Generally speaking, the majority of STRs in the County are located in Incline Village/Crystal Bay and therefore most recommendations were drafted with that area primarily in mind, recognizing that some regional adjustments will need to be addressed once code language is drafted. These will account for items such as wildlife-resistant carts in bear-prone areas, variations in defensible space requirements/inspections, and TRPA parking standards.

FISCAL IMPACT

Specific fiscal impact associated with direction from the Board will be defined in future staff reports for Board action. Direction at this time will result in the use of additional staff time to create proper ordinances. This item is a priority item of Commissioner Berkgigler, is linked to the Economic Impact strategic goal, and has been factored into the current work plan.

RECOMMENDATION

It is recommended the Board either confirm staff's recommendations or provide additional policy direction for the regulation of short-term rentals within unincorporated Washoe County, with specific direction provided on staff's proposals related to permitting tiers, ratio of occupants to parking spaces, quiet hours, and the use of decibel-monitoring devices in certain circumstances.

And, pursuant to WCC Sections 2.030 and 110.818.05, it is recommended the Board initiate amendments to Chapters 110, 25 and 125 to create the necessary code language to facilitate the Board's policy direction. This includes, but is not limited to, the categories listed in the possible motion below.

POSSIBLE MOTION

Should the Board agree with staff's recommendation, a possible motion would be:

"Move to confirm staff's recommendations or provide the following additional policy direction for the regulation of short-term rentals within unincorporated Washoe County: [... *provide specific direction* ...]. Regarding staff's proposals related to permitting tiers, ratio of occupants to parking spaces, quiet hours, and the use of decibel-monitoring devices in certain circumstances, I move that direction should be [... *provide specific direction* ...]."

"And, pursuant to Washoe County Code (WCC) Sections 2.030 and 110.818.05, further move to initiate amendments to Chapter 110 (Development Code), Chapter 25 (Business Licenses, Permits and Regulations) and Chapter 125 (Administrative Enforcement Code) to create the necessary code language to facilitate the Board's policy direction. This includes, but is not limited to, the establishment of definitions, standards, location limitations, occupancy limits, parking requirements, safety/security considerations, signage, noise thresholds, trash/garbage collection rules, insurance requirements, county staffing levels, Tahoe area considerations, permitting requirements, enforcement process, fees, fines, and penalties associated with short-term rentals, as well as the resolution of discrepancies that may arise within existing WCC chapters as a result of any new code language."

Attachments:

- A. Feb. 26, 2019 BCC staff report seeking policy direction on short-term rentals
- B. Excerpt of Feb. 26, 2019 BCC meeting minutes
- C. Summary report of feedback from public workshops and online survey
- D. Full text of online survey responses available online at <https://bit.ly/32wj5iB>
- E. Additional public comment received
- F. Letter from Interim County Manager requesting code amendments
- G. Short-term rental FAQs

ATTACHMENT A

Feb. 26, 2019 BCC staff report



WASHOE COUNTY

Integrity Communication Service

www.washoecounty.us

Attachment A
Page 2

STAFF REPORT

BOARD MEETING DATE: February 26, 2019

DATE: January 31, 2019
TO: Board of County Commissioners
FROM: Dave Solaro, Arch., P.E., Assistant County Manager
Community Services Department, 328-3600, dsolaro@washoecounty.us
THROUGH: John Slaughter, County Manager
SUBJECT: Discussion on Short Term Vacation Rentals within Unincorporated Washoe County and policy direction to staff to bring back ordinances regulating short term rentals ranging from a complete ban to licensing and placing conditions on such uses, and possible direction on the suspension of code compliance actions until completion and adoption of regulations. (All Commission Districts.)

SUMMARY

The Washoe County Board of County Commissioners (Board) is being asked to provide policy direction to staff relating to regulation of transient lodging (short term rentals) within Unincorporated Washoe County. Currently Washoe County staff has identified that two areas within Washoe County Code (WCC) are in conflict with each other and have caused uncertainty for staff and residents of the County. Outstanding code compliance cases are being held pending direction from the Board related to this confusion.

Chapter 110 (development code) contains an applicability section:

Section 110.100.05 Applicability. All development and subdivision of land within the unincorporated area of Washoe County shall be subject to the provisions of the Development Code. **Any use not specifically enumerated as permitted in a regulatory zone pursuant to the Development Code**, or interpreted by the Director of Community Development as permitted in a regulatory zone pursuant to Section 110.304.10, Authority and Responsibility, **shall be considered to be prohibited in any regulatory zone for which the use is not enumerated.**

This portion of the code was adopted by the Board in May of 1994 by Ordinance 899, further the development code does not enumerate the use of transient lodging in any regulatory zone.

Subsequently on July 10, 2007 the Board adopted Ordinance 1337 which defined transient lodging in Chapter 25 of WCC allowing the Reno Sparks Convention and Visitor Authority (RSCVA) the authority to tax the transient lodging use. This action has been interpreted as allowing transient lodging as an approved use.

AGENDA ITEM # _____

Washoe County Strategic Objective supported by this item: Safe, secure and healthy communities.

PREVIOUS ACTION

July 10, 2007 - the Board adopted changes to Washoe County Code chapter 25 as it relates to Transient Lodging.

BACKGROUND

The Board has, as described in the summary section of this report, provided policy direction related to transient lodging at different times over the years that has created confusion for county staff and residents. Some high level background is provided for the Board and public in the first part of this background section to be followed by specific discussion for the Board to provide policy direction.

WCC Chapter 25 defines both transient guest and transient lodging:

25.150 "Transient guest" defined. "Transient guest" means any individual occupant who has or shall have the right of occupancy to any room for dwelling, lodging or sleeping purposes in a transient lodging facility for less than twenty-eight consecutive days.

25.1501 "Transient lodging" defined. "Transient lodging" means any facility, structure, or portion thereof occupied or intended or designed for occupancy by transient guests who pay rent or other consideration for dwelling, lodging, or sleeping purposes, and includes, without limitation, any hotel, resort hotel, motel, motor court, motor lodge, bed and breakfast, lodging house, rooming house, resident hotel and motel, guest house, tourist camp, resort and "dude" ranch, cabin, condominium, timeshare properties, vacation home, apartment house, recreational vehicle park/campground, guest ranch, or other similar structure or facility, or portion thereof.

WCC Chapter 110 has several sections which are pertinent to short term rentals. First, Article 304 (use classification system) provides the definition for residential use types. Single family detached dwellings are considered a residential use type. The code does not enumerate the use of transient living accommodations within any residential use type.

Section 110.304.15 Residential Use Types. Residential use types include the occupancy of living accommodations on a wholly or primarily non-transient basis but exclude institutional living arrangements providing twenty-four-hour skilled nursing or medical care and those providing forced residence, such as asylums and prisons.

Chapter 110 allows rentals on a non-transient basis, specifically room or house rentals which are longer than 28 consecutive days. Renting of a room or a house usually does not require a business license. Non-transient rentals also do not require an RSCVA transient lodging tax permit.

Policy Discussion:

To begin the discussion staff is requesting that the Board affirm the interpretation that by adopting changes to WCC Chapter 25 in 2007 to allow transient lodging, and the imposition of taxes on transient lodging that the use is allowed within Washoe County.

Depending on the answer to the interpretation staff will guide the discussion in one of two ways, a discussion around completely banning short term rentals within Washoe County, or discussion and direction to staff related to ordinances creating regulations for short term rentals and suspension of code compliance actions until ordinances are adopted.

Short Term Rental Ban:

If the interpretation is incorrect County staff will proceed with creating an ordinance to clearly define within WCC that short term rentals are not an approved use within Unincorporated Washoe County. Staff will also continue with outstanding code compliance actions based on this direction.

Short Term Rental allowance:

If the interpretation is correct, staff would appreciate discussion and direction from the Board for the creation of regulations to properly administer short term rentals within Unincorporated Washoe County.

Feedback from the community:

Commissioners Berkgigler and Lucey met with residents of Incline Village on January 21, 2019 in an effort to gather information from residents about their experiences with short term rentals within Incline Village. Much of the discussion revolved around the impacts of these rentals to neighborhoods, many of which can be resolved with appropriate regulation and enforcement of those regulations.

Suggestions from the community include having a host for each rental that is responsible and accountable for the behavior of the occupants, instituting a registration system that has a tiered penalty system resulting in three strikes and the registration is revoked, and clear criteria for the safety and use of the rental. All of these suggestions would need to be clearly defined and enforcement options defined for success.

FISCAL IMPACT

Any fiscal impact associated with direction from the Board will be defined in future staff reports for Board action. Direction at this time will result in the use of staff time to create proper ordinances. This item is a priority item of Commissioner Berkgigler, is linked to the Economic Impact strategic goal, and has been factored into the current work plan.

RECOMMENDATION

It is recommended the Board of County Commissioners provide policy direction to staff on Short Term Vacation Rentals within Unincorporated Washoe County to bring back ordinances regulating short term rentals ranging from a complete ban to licensing and placing conditions on such uses, and direction on the suspension of code compliance actions until completion and adoption of regulations.

POSSIBLE MOTION

Should the Board agree with the interpretation that short term rentals are allowed within Unincorporated Washoe County, a possible motion would be: “provide policy direction to staff on Short Term Vacation Rentals within Unincorporated Washoe County to bring back ordinances regulating short term rentals placing conditions on such uses, and to suspend the code compliance actions until completion and adoption of regulations.”

Should the Board disagree with the interpretation that short term rentals are allowed within Unincorporated Washoe County, a possible motion would be: “provide policy direction to staff on Short Term Vacation Rentals within Unincorporated Washoe County to bring back ordinances banning short term rentals, and move forward with the current code compliance actions.”

ATTACHMENT B

Excerpt of Feb. 26, 2019
BCC meeting minutes

**BOARD OF COUNTY COMMISSIONERS
WASHOE COUNTY, NEVADA**

TUESDAY

10:00 A.M.

FEBRUARY 26, 2019

PRESENT:

Vaughn Hartung, Chair

Bob Lucey, Vice Chair

Marsha Berkbigler, Commissioner

Jeanne Herman, Commissioner

Kitty Jung, Commissioner

Nancy Parent, County Clerk

John Slaughter, County Manager

Paul Lipparelli, Assistant District Attorney

The Washoe County Board of Commissioners convened at 10:00 a.m. in regular session in the Commission Chambers of the Washoe County Administration Complex, 1001 East Ninth Street, Reno, Nevada. Following the Pledge of Allegiance to the flag of our Country, the Clerk called the roll and the Board conducted the following business:

...

19-0137 **AGENDA ITEM 18** Discussion on Short Term Vacation Rentals within Unincorporated Washoe County and policy direction to staff to bring back ordinances regulating short term rentals ranging from a complete ban to licensing and placing conditions on such uses, and possible direction on the suspension of code compliance actions until completion and adoption of regulations. Manager. (All Commission Districts.)

Commissioner Lucey stated both he and Commissioner Berkbigler requested a discussion about this item since it affected a number of residents in Commissioner Berkbigler's district as well as the revenue collected by the Reno-Sparks Convention and Visitor's Authority (RSCVA), for which he was the Chair. He explained the intent of this item was to discuss what a future ordinance about short-term rentals might include. He stressed the policy would not be specific to one area but rather it would pertain to all unincorporated County areas. The Board would not vote on details of the ordinance at this meeting.

Chair Hartung noted he received several requests to delay the item but he said the Board was merely developing a framework and not taking a vote. Commissioner Lucey pointed out there would be a long process with multiple public meetings to obtain greater input.

Assistant County Manager David Solaro stated he sought input regarding vacation rentals since two chapters of the Washoe County Code were in conflict with each other. He stated code enforcement staff enforced Chapter 110, the development code, but there was a statement within that chapter that anything not enumerated in the code was essentially prohibited. Since there was no code dealing with rentals shorter than 28 days, the practice was interpreted as being illegal. However in 2007 the Board of

County Commissioners granted the authority to the RSCVA to collect a use tax on rentals of fewer than 28 days. There were no regulations to make these rentals safe.

Mr. Solaro remarked the first step was for the Board to verify the policy that transient lodging was allowed according the provisions in Chapter 25, which was created in 2007. He could proceed based on the Board's answer.

Assistant District Attorney Paul Lipparelli indicated he had met with several Commissioners and Mr. Solaro to discuss the concept of a regulatory scheme for transient lodging. Regarding Mr. Solaro's breakdown of the development code, Mr. Lipparelli said there was language describing the primary use being residential, so in his opinion there was room to have transient lodging in residential zones. He said the major point was for the Board to set the public policy on transient lodging. This was the opportunity to give staff direction about whether to regulate noise, parking, frequency, and proximity.

Mr. Lipparelli pointed out the instances of transient lodging already happening were revenue generators for the RSCVA, so reducing or eliminating that type of lodging would have an impact on that agency's funding. It would also affect the County, who received a portion of the room tax collected by the RSCVA. He opined the Board needed to balance the wishes of the community with the fact that it was already an existing revenue stream.

Mr. Lipparelli opined Board inaction on this topic would result in a lawsuit, either from someone operating transient lodging who was told they could no longer do so or from a neighbor who felt transient lodging did not belong in their neighborhood. He felt a lawsuit should not be the way to resolve the issue.

County Clerk Nancy Parent mentioned she received a letter from Mr. Paul Smith from Incline Village which she placed in the record.

Commissioner Lucey expanded on Mr. Lipparelli's comments and thought the Board needed to decide whether properties in residential areas which offered this kind of lodging needed to be changed to commercial use. He mentioned fire inspection was an important discussion as was the role of property managers. He stated this was not just an issue at Lake Tahoe as individuals in the North Valleys, Spanish Springs, and Palomino Valley could also have reasons to rent out their properties. He acknowledged the RSCVA collected a transient lodging tax but he expressed the desire for a fine structure for absentee lessors. He noted the City of Henderson was considering an initial policy and Washoe County could use that policy as a starting point in discussions.

Commissioner Lucey emphasized he did not want to see any kind of ban on rental properties in the County. He pointed out Lake Tahoe was a good draw for people to visit the community and home owners should not be excluded from sharing their homes. He indicated short-term rentals improved air quality and sacrificing short-term rentals could have a negative impact on tourism, resulting in financial suffering. He

pointed out there was only one hotel in the area and, without short-term rentals, people would not have a place to stay. He summarized the discussion should be about the Board drafting good policy which laid out how the County would interact with owners and renters.

Commissioner Lucey stressed the revenues were collected by the Washoe County Assessor and a number of agencies received a portion of the revenues, including the Cities of Reno and Sparks, Washoe County, and Incline Village. He wondered whether there would be a way to direct those room tax fees directly to the Affordable Housing Trust Fund; they were currently going into the general fund.

Commissioner Jung asked how many people in the unincorporated County were renting their homes. Mr. Solaro said the RSCVA was tracking those numbers and the County's third-party consultant would also start tracking online rentals. He wanted to have direction from the Board before spending too much time on research. He stated the RSCVA estimated there were almost 400 rentals in the unincorporated County.

Commissioner Jung asked for legal advice about the Board proceeding before an issue in South Lake Tahoe was decided in the courts. Mr. Lipparelli felt it was worth beginning the process because it would take a lot of work to identify available options.

Commissioner Jung requested a map where the rentals identified by the RSCVA were located as well as which agencies were receiving complaints. She recommended owners wishing to rent their homes should verify their safety in terms of smoke detectors, carbon monoxide detectors, and working windows.

Commissioner Berkbigler stated the issue was most prominent in Incline Village and around Lake Tahoe. She mentioned the Tahoe Regional Planning Agency (TRPA) received heavy pressure from people on the California side of the lake to implement regulations for vacation rentals. She expressed concern about the County abdicating its responsibility for its constituents and leaving decisions in the hands of the TRPA. She stated more than 100 people attended an open-forum meeting she and Commissioner Lucey held and it was believed a ban could not be enforced.

Commissioner Berkbigler agreed and stressed regulations were necessary because otherwise the County could get sued. She expressed concern that if the Board of County Commissioners did not resolve the issues, the TRPA would create their own fix-all, which she did not want to see. She listed several issues that needed to be addressed: parking, the number of people staying in residences, trash that attracted bears, and noise.

Commissioner Berkbigler recalled a request that guests could not use hot tubs after 9:30 p.m., to which she pointed out any change made to renters would also affect residents who owned hot tubs. She felt the solution was putting restrictions on the amount of noise allowed and giving the Sheriff's Office (SO) the ability to cite offenders. She suggested not only collecting fees through licenses paid by people who wanted to

rent out their properties but also issuing fines when regulations were not followed. She further suggested any renter who had residents commit multiple offenses could be issued heftier fines or be prohibited from renting for a certain period of time. She stated enforcement was the biggest issue. She did not think fire sprinklers should be required but she agreed smoke alarms, fire extinguishers, and exit maps should be provided.

Commissioner Berkbigler noted she reviewed and liked the regulations from the City of Henderson, as well as those from Mammoth Mountain and ski resorts in Colorado. She remarked communities with full bans on rentals, such as Clark County, still saw online rentals in those areas. She said bans did not work and she was not a proponent of them. While she described herself as someone who generally favored less government, she felt regulations were needed to protect citizens.

Chair Hartung pointed out his daughter's boyfriend lived across the street from a house which was rented for many big events. He said he supported an escalating fine structure that could also result in a loss of permit, saying it would create an impetus for homeowners to ensure regulations were followed. He added he received many emails from people who said they offered rentals as a source of income and it would be a detriment to take that away.

Commissioner Lucey agreed most rentals were at the lake but he issued a caution that the Board could not write codes specific for just those dwellings. He stated fire was indiscriminant. He indicated the Henderson regulations included a provision that owners would be self-inspected for compliance to fire codes. He reiterated the need for codes to be consistent for all residents. He underscored the importance of enforcement measures having weight, including issuing fines and giving the SO enforcement power. He recommended having a way for issues to be reported without using 911.

Commissioner Lucey commented one constituent rented out a single room, which would constitute a short-term rental in code. He cautioned against thinking of these as only vacation rentals; they were short-term rentals. He noted many owners were renting portions of their property to offset property taxes or mortgages and he felt the code needed to be drafted with this in mind.

Commissioner Berkbigler stressed all citizens needed a chance to review the draft regulations so another public meeting could be held to obtain input.

Commissioner Jung asked what the Cities of Reno and Sparks were doing so continuity throughout the County could be achieved. She opined students might move into unincorporated housing because it would be cheaper than on-campus housing. She requested staff research how annual inspections were enforced since she thought this was appropriate for people renting out portions of their real estate; otherwise the County might not know whether homes were compliant. She ultimately deferred to subject matter experts as to how often inspections would need to be done to ensure accountability even in the absence of complaints.

County Manager John Slaughter mentioned he had previously told Commissioner Jung the County did not receive room tax money. He corrected that statement, saying it received \$472,000 in 2018, only one percent of the total room tax collected in the County.

Commissioner Lucey reflected about the meeting hosted by Commissioner Berkbigler, noting citizens began the meeting favoring a ban. After the discussion, there was a consensus that protection was needed for residents of Incline Village as well as for the lake itself. He said there was no consensus on a ban.

Commissioner Jung requested information about how much money the County received from the RSCVA over the prior 10 years and where those funds went.

Mr. Solaro said he received notification during the meeting from the North Lake Tahoe Fire District that they were tracking 960 properties in Incline Village and Crystal Bay. He thought the discrepancy might have been caused by single locations being advertised on multiple websites.

On the call for public comment, Mr. Blane Johnson, owner of Sun Bear Realty and Management in Incline Village, said he was involved with the realtor community and the fire department. He stated good education helped his efforts with inspections. He stated all properties had inspections performed at least every year for safety, addressing many of the concerns voiced at the meeting. He voiced his support for vacation rentals at Lake Tahoe.

Mr. Mike Young, a realtor at Lake Tahoe and a property manager with Chase International, said renting a house was a basic property right. He felt a person could do three things with their home: live in it, sell it, or rent it. He stated he understood the County's need to remedy conflicting portions of the code and also neighbors' right to feel secure in their homes. He pointed out the issues mentioned were not unique to rentals and owners could also cause disruptions. He requested realtors be a part of the conversation to find common ground.

Ms. Katherine Snedigar said there were numerous homes near her with detached cottages which the owners wanted to rent out; the Board had not addressed that scenario. She thought it was a personal right to allow someone to rent a portion of their space. She said the Health Department and the Fire Department oversaw the safety of homes and claimed code enforcement always assumed property owners were wrong. She suggested neighbors contact owners with complaints and not the police.

Ms. Catherine Oppio said she rented her home in Crystal Bay for five years and she imposed her own time rules for her renters. She stated she was noisier than any of her renters and did not see vacation rentals as a problem. She stated she moved away from the lake for health reasons but kept the property so she could rent it. She said she only ever received one complaint and evicted those renters. She said she should be in control of her own property.

Commissioner Jung requested first responders and fire districts be involved with the development code team to provide input. She recommended seeing what South Lake Tahoe did in the court system first.

Commissioner Lucey agreed permanent residents were often problematic and renters unduly received much of the blame. He cited complaints about permanent residents in Incline Village parking boat trailers year-round. He said policy which targeted one individual should not be considered by the Board. Parking affecting one person should not matter but parking that prevented emergency responders from passing by should.

1:32 p.m. Commissioner Herman left the meeting.

Commissioner Lucey felt there were challenges with short-term leases longer than 28 days as well. He mentioned Palm Springs had a ban on short-term rentals yet properties were being leased for three months and a similar desire existed in Incline Village. He thought the conversation needed to be about being a good neighbor and addressing nuisance issues.

Commissioner Berkbigler agreed that issues were not always caused just by renters. She commented the problems were not as significant in Incline Village and Crystal Bay as they were in South Lake Tahoe. She felt nothing could be addressed without regulations. She stressed she did not want to make it too difficult for people to rent out their homes, but issues such as noise, disruption, and trash needed to be addressed. She said the County needed to work with realtors. She wondered whether it would be worthwhile to include a provision where an owner either needed to be within a two-hour drive of the property or have a local host. She moved to begin the process of drafting an ordinance or some regulations.

Commissioner Lucey seconded the motion with the caveat that the Board suspend any current co-compliance actions until adoption of policy regulations that addressed short-term rentals. The mover agreed, saying co-compliance was the County's problem.

Chair Hartung concurred and said regulations that were too complex were unenforceable.

Mr. Lipparelli sought clarity that the suspension of code enforcement was only related to transient lodging. The mover and seconder agreed it was.

On motion by Commissioner Berkbigler, seconded by Commissioner Lucey, which motion duly carried on a 4-0 vote with Commissioner Herman absent, it was ordered that the process of drafting an ordinance or regulations begin and the enforcement of any code ordinance related to transient lodging be suspended.

ATTACHMENT C

Summary report of feedback from public



WASHOE COUNTY

REPORT FOR SHORT TERM RENTALS PUBLIC INPUT

Report as of 09/13/2019



EXECUTIVE SUMMARY

Collection Method

Public Input Meeting

Hosted: August 20, 2019

5:30-7:00 pm, Rancho San Rafael's May Museum

Number of Attendees: Estimated at 25

Hosted: August 26, 2019

5:30-7:00 pm, The Chateau at Incline Village

Number of Attendees: Estimated at 195

Hosted: August 28, 2019

5:30-7:00 pm, Parasol Tahoe Community Foundation

Number of Attendees: Estimated at 95

Survey

Available online: August 19 – September 6, 2019

Date of Data Pull for this Report: September 10, 2019

Number of Respondents: 569





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Survey Demographics

Location of Primary Residence:	Responses
Incline Village	359
City of Reno	43
Other	23
South Truckee Meadows (ex. Montreux, Arrowcreek, Virginia Highlands, Toll Road, Hidden Valley, etc.)	24
South Valleys (ex. Steamboat, Washoe or Pleasant Valleys)	16
I live outside Washoe County	51
City of Sparks	14
North Valleys	12
Spanish Springs	11
Verdi/West Truckee Meadows	6
Warm Springs	2
Sun Valley	1
Truckee Canyon/Wadsworth	1

What best describes you?	Responses
Full time neighbor/resident, but not a host	360
Owner/host of a short-term rental	109
Part time neighbor/resident, but not a host	38
Representative of a Property Management Company	7
Representative of the Lodging Industry	0
Representative of another neighborhood/community group	5
Other	44

Public Input Methodology

The process to solicit and accumulate public input regarding short-term rental regulations in unincorporated Washoe County included two separate methods; public input sessions held in-person and an online survey promoted via press releases and featured at www.washoecounty.us/str.

Both methods of gaining public input allowed residents to provide qualitative feedback in areas of potential concern, including permitting process, fire and guest safety, occupancy limits, parking, trash, and noise. The public provided input regarding specific issues associated with top areas of concern, including suggested solutions. Survey and public input session participants were also able to select an “other” area of concern not highlighted.





Based on community feedback public input sessions held in Incline Village attendees were provided an opportunity to provide input to areas of concern specific to Incline Village.

Public session input was collected using round-table discussions hosted by County staff. Each round table discussion was dedicated to a specific area of concern where hosts collected input from participants regarding specific issues and suggested solutions.

Additionally, both the survey and public input sessions held in Incline Village allowed respondents or participants to capture positive impacts short-term rentals may have in local communities.

KEY LEARNINGS

Overall, community sentiment supports regulation of short-term rentals, but is polarized to the degree and magnitude of regulations that should be implemented.

Most survey respondents and public input session participants believe a need exists to regulate short-term rentals in unincorporated Washoe County, especially Incline Village/Crystal Bay. This is true among current short-term rental hosts, community residents of Incline Village, and residents of the Reno/Sparks area. The difference is to what degree regulations should extend, which extends from banning short-term rentals altogether to the adoption of permitting requirements with any enforcement of renter regulations being the responsibility of the host. A minority of public input participants suggest the County should play no role in regulating a property owner's rights, whatsoever.

Property management companies believe they have strict rules and guidelines in place protecting guests, residents, and owners.

Property management companies representing short-term rentals in Incline Village/Crystal Bay are confident they have strict renter rules and guidelines governing the actions and behaviors of STR renters. These acknowledgements are written contracts signed by each renter of a short-term rental. Property management representatives claim to enforce check-in, check-out procedures and respond to noise, trash, and parking issues experienced by neighbors. Generally, their perspective is that existing licenses maintained by property management companies, including broker's licenses, property management permits, business licenses, and RSCVA lodging tax licenses should be enough to address permitting needs of properties represented.

Enforcement of regulations is critical.

The vast majority of participants agree sustainable enforcement is critical to the successful regulation of short-term rentals. Whether it's responding to noise, trash, parking, or over occupancy concerns, dedicated resources must be available to adequately respond to complaints or concerns. Many people believe existing laws or ordinances exist, which apply to all residents, guests, and visitors, and which simply need to be enforced. Others believe specific regulations specific to STR guests should be enforced with fines applied.





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Many community residents, especially in Incline Village/Crystal Bay, believe short-term rentals are commercial businesses operated by owners not living in the local community.

Many residents of Incline Village/Crystal Bay who are not hosts believe many short-term rentals are commercial operations managed by homeowners/operators not living in the local area. Many cite residents do not know the identity of owners providing short-term rentals in their neighborhoods. Challenges exist in contacting someone, other than renters, regarding complaints or concerns with renter activity or behaviors.

Hosts believe renter education and awareness of neighborhood practices, including rules associated with noise, parking, and trash can mitigate resident concerns.

While hosts represented a minority of public input participants, many are confident that it is the responsibility of the host and owner of the property to educate renters on appropriate activities and behaviors, including noise, trash, and parking. Many of these hosts live in the communities where the rental properties reside. A concern exists that responsible hosts will be penalized for the actions of hosts not properly managing the rental dwellings they own.





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AREA OF PRIMARY CONCERN SUMMARY

Top Areas of Concern	# Session Responses	# Survey Responses	Total
Occupancy Limits	122	268	390
Permitting Process	150	195	345
Noise	73	260	333
Parking	89	223	312
Fire & Guest Safety	60	147	207
Trash	28	155	183
Other	N/A	71	71

The above table represents the number of responses by survey participants asked to select up to three areas of primary concern related to the impacts of short-term rentals. While Occupancy Limits ranked highest among areas of concern, specific issues associated with Occupancy Limits often included issues in the areas of noise, parking, and trash.





AREA OF CONCERN DETAIL: OCCUPANCY LIMITS

Issues & Concerns Relating to Occupancy Limits – Public Sessions

- Regulating occupancy numbers and limiting the number of guests at STRs. (52)*
- Infrastructure concerns (roads, trash, utilities, sewer, etc.) as a result of higher occupancy due to STRs. (4)
- Increase in issues related to parking, trash and noise due to higher occupancy of STRs. (4)
- Should code enforcement be considered as criminal or civil? (3)
- Disregard of HOA regulations by renters. (3)
- Property damage as a result of too many occupants. (2)

Issues & Concerns Relating to Occupancy Limits – Survey

- People (148 related responses)
 - There are too many people in houses. For example, a house indicated for X adults may have many more people than advertised.
 - Renters are not always honest about how many people will be coming.
 - Occupancy limits is also directly related to the other issues such as trash, noise, safety and parking.
 - There is no simple way to address overoccupancy of short-term rentals.
 - Areas that are not set up to accommodate an increased number of people are becoming overpopulated – small streets, neighborhoods, walking paths and beaches.

Potential Solutions

- Limit the number of guests allowed based some measure such as square footage, number of rooms, number of parking spaces, number of bedrooms, etc.
- Define a “bedroom” and enforce a 2 person/bedroom maximum.
- Require annual inspection to assess how many people are allowed in one unit and to set a limit of total number of people allowed in the home.
- Require a local property manager to act as a contact person in the event of overoccupancy.
- Require liability insurance if properties are damaged as a result of renters.
- Consider what other successful counties/communities have implemented and mimic their guidelines. Consider how property management companies enforce their properties.
- Allow residents to file complaints, provide a hotline phone line for complaints, enlist the HOA to help with management of complaints, and require STRs to post a permit number and phone number of who to contact with complaints.
- Post regulation information on the Washoe County website.
- Revoke permits of repeat offenders.

*Numbers are reflective of number of session participants that identified the issue across Public Sessions 1, 2 & 3.





- Include infrastructure fees in the permitting process; a portion of tax from rentals is apportioned to towns to fix infrastructure.
- Have the owner provide a monetary bond to the County to ensure they are responsible for enforcing the reasonable number of occupants.
- Advertise financial penalties for guests that exceed the occupancy limit.
- Mandatory local rental firm or agent who checks on the number of occupants, parking, trash and who residents can contact when there are issues.
- There should be as many people allowed as beds permit.
- Very hard to monitor, but somehow place the responsibility of that on the owner
- All properties that are advertising and renting on a regular basis need to have someone to be accountable to, whether the owner wishes to be personally responsible or that there is a governing agency that can be called.
- Strict adherence to occupancy limits must be in contract.
- Consider how property management companies enforce occupancy limits.
- HUD has occupancy limits that are allowable for residential units. May use their guidelines.

AREA OF CONCERN DETAIL: PERMITTING

Issues & Concerns Relating to Permitting – Public Sessions

- How to structure fees - Are these properties commercial? Should they pay fees like commercial properties? Should they be taxed like property managers? How to find the sweet spot for the expense of fees so people actually get permitted. (48)*
- Different types of permits for different properties (i.e. 15-unit condos vs single family homes). (18)
- Area specific permits and limitation of permits by HOA, neighborhood, etc. (11)
- Burden of enforcement and owner accountability to respect ordinances created. (11)
- Encapsulating the correct requirements to get a permit (bear box requirement, ADA compliance, insurance, etc.) (10)
- Lack of coordination/input on permitting process with other entities (RSCVA, TRPA, HOAs, etc.). (10)
- Burden of compliance falling entirely on host. (4)
- Zoning considerations – commercial? Should STRs be held to commercial zoning standards? (2)
- Education and public outreach to inform the public of STR ordinances and permits created. (1)

Issues & Concerns Relating to Permitting – Survey

- Fees, Fines, and Taxes (132 related responses)
 - Most people are accepting of reasonable permitting processes and fees but worry that the process could become a burden.

*Numbers are reflective of number of session participants that identified the issue across Public Sessions 1, 2 & 3.





- Many people are concerned that they are already paying a 13% tax to the county, but they are not seeing any benefit from it.
- Any money collected from fees, fines and existing taxes should go back to enforcement of existing noise, fire, parking and other safety regulations. Many feel that an enforcement agency outside of the sheriff's office should be created to enforce regulations created around short term rentals and manage complaints by residents.
- Generally speaking, regulations people are approving of are for stricter limits on the number of occupants based on the size of the house, smoke and CO detectors as well as fire extinguishers, enough parking spots for the occupants, bear boxes for trash, noise ordinances, litter and dog poop.
- STR hosts already pay an occupancy tax, and there is concern that additional permitting fees would be excessive on top of the taxation already in effect.
- There is a consensus that research should be conducted on counties that have successfully implemented short term rental permitting processes for insights and direction.

Potential Solutions

- Structuring fees on a fixed or % of revenue or establish a tiered fee system.
- Ensure fees are high enough to dissuade violations by hosts/renters, increase fines with more complaints or violations and revoke permits after X number of infractions.
- Keep regulations simple and start small.
- Permit structure should be different for different types of properties (i.e. condominium buildings vs. single-family home, owner-present vs. owner not present) and the 28-day limit should potentially be different for different properties.
- Limit the total number of permits granted (potentially a lottery system).
- Coordinate with organizations such as the RSCVA and TRPA, consult with HOAs while creating ordinances, and don't reinvent the wheel – consider what other successful communities have implements for STR permitting.
- Incline should have its own limit on permits versus other areas in the county (i.e. Spanish Springs).
- Establish local contact person to handle complaints as they are reported, revoke permits after too many ordinance violations, implement host fines, create individual accountability for renters (i.e. renter fines), require that hosts be locally present to handle complaints, require permit to be displayed at residence, and implement hotline to report unregistered STRs.
- Require bear boxes, ADA compliance, health code compliance, fire and safety system compliance, proof of insurance, etc. in order to obtain a permit.
- A permit by a property management company should cover the permitting requirements of short-term rental dwellings they represent.
- Require a point of responsible point of contact to be within a certain mileage of the STR to respond to guest and neighbor concerns.
- To avoid cumbersome permitting process, allow permitting to be completed online by hosts.
- Hire additional staff to enforce compliance of permitting processes created.





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- Create an app or website for hosts to easily gain permits, and for local residents to identify short-term rentals, the permits obtained, and contact persons for specific properties.

AREA OF CONCERN DETAIL: NOISE

Issues & Concerns Relating to Noise – Public Sessions

- Excessive late-night noise from renters. (10)*
- High occupancy of STRs lead to high noise volume. (9)
- Renters that have barking dogs at the STR property. (4)
- Enforcement by neighbors and/or law enforcement. (4)

Issues & Concerns Relating to Noise – Survey

- Sounds & Parties (226 related responses)
 - Renters make lots of noise and disturb the full-time residents' quiet ambience that they paid for when buying their properties.
 - Any current noise ordinance that is already existing should be given greater enforcement.
 - Renters generally visit the lake to celebrate life events and part while on vacation, which causes a great deal of noise.
 - Loud music and loud people are outside after 9:00/10:00 PM and disturb the neighbors.

Potential Solutions

- Establish quiet hours village-wide or by neighborhood.
- Increase presence of police or neighborhood security.
- Require signage to be posted on STRs with a contact person to reach if there is too much noise.
- Limit the density of STRs allowed in neighborhoods.
- Develop a way to communicate noise and quiet hour standards or guidelines.
- Implement steep fines if noise ordinances are not followed.
- Create a way to let the community review the STR host on past problems.
- Owners should be held responsible for excessive noise complaints with financial penalties.
- Contracted requirements. Short-term rentals we have used have clauses indication eviction without refund in the event of noise complaints.
- Implement a 24/7 hotline to report noise issues and have follow up and appropriate fines to owners.
- The rental owner should have a local presence or hire a local property manager to respond so our sheriff can focus on their real and important job of public safety.

*Numbers are reflective of number of session participants that identified the issue across Public Sessions 1, 2 & 3.





- Owners should be more aggressive about informing their renters about late night noise issues and withhold some if the cleaning deposit if neighbors complain.

AREA OF CONCERN DETAIL: PARKING

Issues & Concerns Relating to Parking – Public Sessions

- Renters parking in right of ways, blocking emergency/first responder access, and blocking pedestrian paths. (15)*
- Street parking is scarce and overflowing. (8)
- Too many guest vehicles at a single property. (6)
- Boat and trailer parking at STR properties. (5)
- Proper enforcement of parking regulations. (5)
- Homes are rented out for too many days of the year and the owner does not ever occupy the home. (3)

Issues & Concerns Relating to Parking – Survey

- Land Resources (233 related responses)
 - There are not enough parking spots in Incline Village and visitors parking cars, RV's and boats make the problem worse.
 - Any vehicle that blocks the roadway or impedes snow removal should be fined.
 - Many streets do not get plowed in winter because someone parked in the street and blocked access for the snowplow.
 - Areas that are marked a “No Parking” are not enforced.
 - Cars, boats and RVs park in fire easements. Lack of information for renters on where they are legally allowed to park.
 - Sheriff's Department is not able to keep up with increased need to enforce parking regulations.

Potential Solutions

- Establish an enforcement hotline to call with parking complaints.
- Fine property owners/renters for parking infraction and revoke permits after a determined number of infractions/complaints.
- Limit parking per home and set occupancy limits for the STR based on available parking.
- Improve public transportation options to reduce the number of cars in need of parking.
- Allow boat/trailer parking only if there is off-street or appropriately permitted parking spots – do not allow overnight parking/eliminate the 72hr rule.
- Post parking restrictions on websites of businesses in the area.

*Numbers are reflective of number of session participants that identified the issue across Public Sessions 1, 2 & 3.





WASHOE COUNTY

- Require renters to sign contract on parking limitations and confiscate their deposit if limitations are not followed.
- Enforce a 28-day/year maximum rental time on STRs.
- Limit number of vehicles to 1st On Property including req garages to be employed, and then limit to 1-2 off property spots.
- Owners should limit the number of vehicles allowed
- Assign street parking permits to residents and renters so that each unit has one or two street permits. A reminder of parking laws for Nevada could be printed on the back of each permit.
- No street parking, only on property parking allowed
- Annual inspections paid by permit fees. Inspections would determine max parking in both summer and winter.
- On site or local agent who can be contacted when there are issues.
- Must have LOCAL representation who will enforce rules on-demand.
- Enforce current laws concerning street parking and snow removal.
- a 24/7 monitored hotline (like South Lake Tahoe) to report parking and other issues, and Washoe County personnel available to investigate and impose fines, tickets, and towing.
- “No parking” signs on the street except for residents with parking permits that own the property.
- Owners who use VRBO or Airbnb must have a local management company to react quickly to neighbor's complaints.
- There are rules listed on Air BnB and VRBO websites re occupancy, parking, noise, etc. The person filling out the rsvp needs to agree to abide by them.
- Do not allow large RVs and trailers to park in residential areas for more than 48 hours.
- Issue owner's parking permits for Incline Village. No more than one permit to park on the street other than driveways. Then the sheriff' office could issue parking tickets for cars parked on residential streets for more than 2 hours. The fees collected could offset the cost of enforcement.
- Establish a 2-car maximum on short-term rentals.

AREA OF CONCERN DETAIL: FIRE & GUEST SAFETY

Issues & Concerns Relating to Fire & Guest Safety – Public Sessions

- Renters are not informed on evacuation processes. (19)*
- Renters are not informed on safety procedures, such as burning, fire danger, ice, snow melt, etc. (18)
- Inadequate inspections and unsafe spaces. (13)
- Lack of maintenance standards and ability for community members to file complaints if they are not met. (13)
- STRs are resulting in an increased number of emergency calls. (11)

*Numbers are reflective of number of session participants that identified the issue across Public Sessions 1, 2 & 3.





- Hosts are not present to respond to issues as they arise. (5)
- Managing the guests of renters (i.e. guests that renters invite to the property). (2)
- Decline in property values for neighbors of STR properties. (2)
- Insurance stipulations are not being enforced. (2)

Issues & Concerns Relating to Fire & Guest Safety – Survey

- Fire Safety (47 related responses)
 - Properties not having smoke alarms.
 - Properties not having defensible space.
 - Renters generally not being fire safe by having outdoor fires, barbeques, or tossing cigarettes. There is interest in enacting a smoking ban in Incline Village.
 - In the event of a fire, it may be difficult to evacuate due to all of the cars.
 - STR properties should have clear posted rules and regulations pertaining to safety – including evacuation routes and information on fire safety.
 - Many people want basic safety inspections as part of the permitting process to ensure proper protections, such as fire alarms, sprinkler systems, fire extinguishers, defensible space, carbon monoxide detectors, etc.

Potential Solutions

- Require permits and do not issue permit until inspection is passed.
- Require that hosts must be local or have a local property manager.
- Give neighbors the ability to file complaints if maintenance standards are not met; complaints go to both the property manager as well as an enforcement agency or other outside group to regulate.
- Offer county-wide safety education for all properties in the county on ordinances and enforcement.
- Making sure renters understand when fires can occur (time, spaces, firepits, barbeques, etc.) with a safety info binder at all STRs and have renters sign agreement about requirements upon arrival.
- Ban outdoor fires and fine renters if they are caught having an outdoor fire.
- Create zoning restrictions for STRs.
- Require evacuation plans for every STR that is posted inside the home. Post evacuation maps in public places.
- Limit the number of STRs allowed in case evacuation is needed.
- Raise fines for lack of insurance.
- Allocate a portion of the STR tax to fund first responders.
- Allow the fire district to implement an inspection and permitting process for our community.
- Develop commercial areas where commercial fire and safety codes can be enforced.
- Have STR's prove they have properly working smoke detectors.





- Require homeowners to clear dead branches and litter around homes.
- Informational pamphlet that can be placed in homes or a signed disclosure by renters.
- any request for approval should have a fire marshal inspection for defensible space and unauthorized fire concerns, such as fire pits without adequate space around them for embers and other related issues.
- use a portion of the short-term rental taxes for evacuation planning and defensible space projects
- Any monies collected from STR licenses should come back to Incline Village/Crystal Bay to migrate the Safety issues fire and police issues promoted by the STR increase in our population.
- There should be a checklist, publicly available, that a householder could use. There should be an inspection but NOT by a county employee but rather the county should identify persons who could perform inspections and would be engaged by the householder.
- A point of contact easily available to report noncompliance to the owner.
- Solicit volunteers to help with inspections. Yes, there are many things they can't do, but they can be officially sanctioned to gather info, such as take pictures, confirm addresses, be contact person to help renters thru process, etc.
- Solicit volunteers to help with inspections. Yes, there are many things they can't do, but they can be officially sanctioned to gather info, such as take pictures, confirm addresses, be contact person to help renters thru process, etc.

AREA OF CONCERN DETAIL: TRASH

Issues & Concerns Relating to Trash – Public Sessions

- Incorrect treatment of trash and visible trash at STR properties. (8)*
- Bear presence in neighborhoods and bears getting into improperly stored trash. (8)
- Dog feces and trash on STR neighbors' properties. (4)
- Lack of 24/7 contact for trash concerns. (4)

Issues & Concerns Relating to Trash – Survey

- Bears (97 related responses)
 - STRs are causing issues with wildlife, particularly bears.
 - Renters are filling up bear boxes, dumpsters and leaving trash piled up unsecured until collection days.
 - Bear boxes should be a requirement of STR properties.
 - Responsible parties should be fined for littering or feeding the wildlife when animals do get into trash.

*Numbers are reflective of number of session participants that identified the issue across Public Sessions 1, 2 & 3.





Potential Solutions

- Require STRs to have bear boxes and a designated area for trash to be out of sight when guests are present.
- Require guidelines/info is provided to guests so they know how to properly take care of trash, including storage, collection days, etc.
- Distribute a portion of the permit fee to fund trash collectors around the village.
- Fine renters for breaking trash rules as opposed to owners.
- Establish a hotline to contact 24/7 with concerns.
- A local management company responsible for who they allow to rent out the units so and they do a walkabout as the group is leaving so they can have them "do it right" or take responsibility and charge the renters out of the damage deposits.
- Again it is the landlord's responsibility to impose fees that would be punitive enough if garbage and is not picked up and disposed of properly.
- Rental unit must have appropriate container capacity.
- Maybe a good solution would be to have the owner be required to have double the amount of trash collection bins on site during the rental period.
- It must be in a contract that the facility must be left trash free and all trash is to be put in acceptable receptacles. A deposit must be collected at time of booking and if trash is left behind, the proceeds for deposit are utilized to clean up the facility.
- Renters are not being given adequate instruction on trash removal and do not feel ownership and our beautiful community.
- Owner responsibility to inform renters, simple solution.
- Have renters drop off at the transfer station or recycling center (or the cleaning staff do it.)
- Hosts should pay for trash to be collected every time a renter leaves their property.





ADDITIONAL COMMENTS

Other Issues & Concerns – Public Sessions

- STRs need to have coordination with HOAs, IVGID, TRPA, and other local compliance organizations. (6)*
- Too heavy of ordinances or permitting processes will infringe on the rights of property owners. (5)
- There is no current means of quantifying complaints about guests. (5)
- The definition of a “Short-Term Rental” should be clear. (4)
- RSCVA fee structure and room taxes need to have greater transparency. (4)
- Repeat rule offenders should be noted and given steeper fines. (4)
- STRs have negative psychological issues on neighborhoods – it wears on the psyche of the community as well as alienates hosts from their neighbors. (4)
- Honoring the existing HOA rules that are in place. (2)

Other Issues & Concerns – Survey

- Some respondents feel that current zoning rules should preclude STR decisions.
- Many respondents commented that property owners should have the right to use their property as they see fit. Concern that regulations will have negative impacts on hosts’ ability to rent properties to pay for property expenses and cost of living.
- No one seems to be accountable with the renters if there is an issue. If you contact the owners- they don't live here so they can't help. There needs to be a local contact for short-term rentals, such as a property manager.
- Address the other issues equally for all homes and people in Washoe county.
- Location of STR's in residential zones which become primarily "instant hotels" and are not carefully overseen/actively managed by the resident owner with an interest in the community.

Other Issues & Concerns Specific to Incline Village – Public Sessions

- STRs are creating a lack of availability for long-term renters and seasonal workers. (8)[†]
- IVGID is providing too many beach passes to renters, causing the beaches to be overcrowded. (6)
- Locals are outnumbered and there is a decline of civic pride in the community. (3)

Additional Comments – Survey

- Many voiced support for STRs by expressing that renting is the only way they afford their home in Incline Village

*Numbers are reflective of number of session participants that identified the issue across Public Sessions 1, 2 & 3.

[†]Numbers are reflective of number of session participants that identified the issue across Public Sessions 2 & 3.





- Concern about traffic conditions if there was a fire during tourist season and we had to evacuate.
- STR should be every property owners right
- short term rentals are an asset to the community & a valuable source of income for not only the landlord but also the tourist industry.
- Main issue is not having local hosts.
- STRs are destructive to the community.
- Local families are being forced out of affordable housing.
- Negative impacts to the sense of community in Incline Village.
- STRs are replacing long-term rentals.
- Limit short-term rentals in the Incline Village area, the property values will fall as most homes are second homes and the owners need additional income

Additional Comments – Survey & Public Input Sessions/Positive Impacts of STRs

- Bring money into the community/local economy (11)
- Makes living in Incline more affordable by offsetting income (7)
- Allows for affordable places for visitors to stay (particularly young families) (4)
- Reduces need for major lodging/big hotels (3)
- Protects homeowners' right to use property as they chose (3)
- Makes visitors aware of the beauty of our environment and caretaking that environment (3)
- Residents and guests bring life into the community
- Brings in money to support RSCVA
- Business taxes collected go to support the police force, schools, etc.
- STRs bring in more business to local merchants.



ATTACHMENT D

Full text of online survey responses

available at <https://bit.ly/32wj5iB>

ATTACHMENT E

Additional public comment

From: cbwillb@charter.net
To: [Mullin, Kelly](#); [Berkbigler, Marsha](#)
Cc: [Herman, Jeanne](#); [Hartung, Vaughn](#); [Lucey, Robert \(Bob\) L](#); "[ssweet@trpa.org](#)"; "[bmcMahon@trpa.org](#)"; "[jhester@trpa.org](#)"; [Jung, Kitty](#)
Subject: Short Term Rental Bans Do Work >> Review the Results!
Date: Friday, August 30, 2019 10:25:46 AM

[**NOTICE:** This message originated outside of Washoe County -- **DO NOT CLICK** on links or open **attachments** unless you are sure the content is safe.]

Kelly and Marsha,

We residents in Incline Village were told at the recent Washoe County STR workshops that we could not "discuss a ban on STRs" and that the Commissioners were not willing to consider a ban because "they don't work."

Your use of the word "ban" implied that limiting STRs in any zones in Incline Village or Crystal Bay would not be possible because they wouldn't work. We believe this is not true.

We believe "banning" STRs from Incline Village's residential areas (while allowing B&Bs in appropriate areas) is the best way "to maintain the residential character of our neighborhoods and ensure the peaceful enjoyment of our property."

We want to correct your misconception that "a ban or partial ban of STRs does not work." There's ample evidence that certain "bans" do work and have been put in place long enough for data to show their effects. I reference three articles. The first article reports positive results of Airbnb "bans" in Berlin, Santa Monica and San Francisco:

<https://www.airdna.co/blog/effects-airbnb-regulation>

*BERLIN: Berlin (2016) "banned" STR homeowners from renting *unless they occupied at least 50% of the home themselves, with a fine (\$100,000) for renting the entire home* on Airbnb. After the ban, monthly listings fell by 49% and reservation days decreased by 59% with larger decreases seen for "professional hosts" (defined as those who rent more than one STR per month)

*SANTA MONICA: Santa Monica (2015) "banned" STRs *of entire-homes and required partial-rentals to obtain a business license and pay TOT, with fines of \$500 for violations*. Airbnb entire-home rentals fell by 37% and rental days decreased by 51% after the "ban." "Professional host" entire-home rental listings decreased by 40%.

SAN FRANCISCO: San Francisco (2014) allowed STRs *only if offered by permanent residents who were registered and paid TOT while carrying a minimum of \$500K liability insurance*. Airbnb entire-home rentals were also limited to 90 days a year while shared partial-home rentals did not have this restriction. The article concluded that "punitive Airbnb regulation—in particular, steep fines for hosts"—had the most impact.

The second article specific to San Francisco mentions fines of about \$484 per day. It also mentions a legal settlement with Airbnb in 2017 with a subsequent final deadline regarding unregistered hosts.

<https://www.2ndaddress.com/research/short-term-rental-laws/>

The San Francisco "ban" and "final deadline" led to the third article titled "Airbnb listings in San Francisco plunge by half."

<https://www.sfchronicle.com/business/article/Airbnb-listings-in-San-Francisco-plunge-by-half-12502075.php>

In each case where a city "banned" STRs, and enforced the "ban" with punitive fines for violations, the city successfully reduced STRs. Many STRs still exist in these cities, so obviously STRs weren't banned totally. But tight restrictions and big fines brought STRs under control and eliminated many "professional hosts" while focusing permitted STRs in residential zones on sites owned, occupied and operated by permanent resident with on site requirements and rental time restrictions.

Incline Village is a small town where STRs have an even more significant impact on our economy and quality of life. Please help us "to maintain the character and ensure the peaceful enjoyment of our properties" by "banning" or "partially banning" STRs in our residential neighborhoods.

Carole Black, IV Resident
(617-312-8834)

STR Recommendations: Permitting (see also Zoning and Enforcement section comments)*

- Establish an application/permitting/licensing program for all STR's in all zones which includes annual renewal requirement, fines/penalties which are comparable to those established in other parts of Nevada (e.g., Clark County) and around Lake Tahoe (CA and NV) and a robust enforcement program

- A straightforward potential licensing/permitting framework is as follows:

1. Recommend that two Residential Zone use models with Application/Special Use Permit requirements be articulated (similar to the Washoe County definitions for Timeshares):

1a. - Residential Model: Primarily Residential Use with limited rental usage and evidence of personal owner occupancy for the majority of the year, active owner engagement and limited rental usage component proposed. Review for this category could be accomplished with a Special Use application certifying compliance with all applicable code and regulations including TRPA as applicable; proof of insurance/bond plus safety/code compliance inspection.

Requests requiring modification in requirements could be handled via formal Special Use Permit. For example, the 50% homeowner occupancy requirement might be modified or waived if the homeowner is managing only one home as an STR, actually occupies the unit as a residence during some portion (preferably >25%) of the year, and meets other requirements.

1b - Business Model: All other STR applications in Residential zones are classified as Business Model in one of two sub-categories:

B1: Those STR's that meet current WC "Home Business:" (or current TRPA "Home Occupation") criteria including homeowner presence during rental, limited rental usage, direct oversight of rental can be allowed in Residential zones with Special Use Permit and after inspection as above.

B2: Though potentially technically classifiable as "vacation rentals", all other STR's in which the situation, management and/or actual usage history more closely parallels transient hotel-like accommodations are classified as Commercial uses and not allowed in Residential Zones. [Note: In Commercial or Tourist Zones where this Commercial use would be allowed, these Special Use Permit applications would be reviewed as Transient/Tourist Lodging, Public Accommodation and subject to applicable regulations for those zones as well as inspections as above. Residential model STRs would also be allowed in Commercial/Tourist Zones with application process as noted above.]

For all STRs in all zones,

- County may not register/license STRs in TRPA jurisdiction areas until TRPA approval is granted
- Existing STRs have 90 days to complete Washoe County (and TRPA permitting process as applicable) after which they may not operate and penalties are invoked
- Notification of adjacent owners of application, permit application and/or renewal request with input opportunity which is considered by approving agency is required
- Initial and annual renewal application/renewal process for all STRs in all zones to include inspection for compliance with all applicable codes (building, health and safety, environmental, nuisance, and transient/tourist lodging/public accommodation requirements (see fires and guest safety section))
- Application fees, permit fees, inspection fees will apply as well as penalties for failure to comply with prescribed application/permit process

*Submitted to Washoe County STR Workshops 8.26.19 & 8.28.19.

Sources include TRPA Neighborhood Compatibility Workgroup documents; internet research & discussion re current regulations; research re approaches in other locations; and personal recommendations.

Summary prepared by Carole Black IV Resident 8.26.19

STR Recommendations: Fire & Guest Safety*

For All STRs in all zones,

- Implement active, available management for all STR's including in person check-in/check-out; on site presence or on aite availability within 30 in 24/7 when residence is rented
- Include materials and education regarding site rule/regulations/safety procedures, safety equipment, operation and use of heating/cooling systems, appliances, heaters, etc.
- Include written emergency contact list and information
- Ensure on site emergency equipment (e.g., fire extinguishers, flashlights, emergency water and other recommended supplies, evacuation information, etc.)
- Require and enforce:
 - no parties, no illegal activities
 - compliance with all community, etc. safety rules/regulations
 - no barbecues, no fire pits, no campfires, no fireworks, and preferably no outside smoking
 - compliance with parking and occupancy regulations
- Require and enforce compliance with applicable defensible space, BMP, coverage regulations
- Require and enforce public health and safety requirements, e.g., handrails, hot tub electricals/maintenance/monitoring for adequate purification, CO and smoke detectors, etc
- Require compliance with all federal, state and county/local regulations for transient/tourist lodging/public accomodations – these include multiple requirements related to ensuring guest health and safety and the environment in similar situations and should also be applied to ensure guest safety in all STRs as “instant hotels”
- Require current moratorium and future limitations on numbers of allowed STRs to match availability of on site emergency services capability and code enforcement capacity (including proactive STR inspections) for actual area occupancy 24/7
- Limit access to all publicly managed recreational venues to an acceptable, safe level of occupancy, prioritizing access availability for residents
- Limit overall area occupancy to ensure adequate infrastructure services including water, sewer and trash handling capacity as well as utilities (electrical, gas and telephone/internet) service
- Ensure capability for emergency evacuation if indicated for actual area population 24/7

*Submitted to Washoe County STR Workshops 8.26.19 & 8.28.19.

Sources include TRPA Neighborhood Compatibility Workgroup documents; internet research & discussion re current regulations; research re approaches in other locations; and personal recommendations.

Summary prepared by Carole Black IV Resident 8.26.19

STR Recommendations: Occupancy*

For all STRs in all zones,

- Require a 2-day minimum stay to limit impact of move-ins/outs
- Limit the number of visitors to 2/bedroom where all rooms designated as bedrooms must meet all applicable code specifications and requirements (space, egress, ventilation, screens/windows, alarms, wiring, etc) with available applicable amenities, e.g., sanitation facilities and including compliance with Transient/Tourist Lodging/Public Accommodations standards
- Limit occupancy further as necessary to match available, approved on site parking
- Require all applicable safety equipment in amount to accommodate maximum allowed number of guests
- Require that all safety and other applicable regulations are strictly adhered to regarding minors and other vulnerable populations
- Promptly investigate and resolve all complaints and concerns regarding possible code violations
- Provide regular and ad hoc inspections to ensure compliance

*Submitted to Washoe County STR Workshops 8.26.19 & 8.28.19.

Sources include TRPA Neighborhood Compatibility Workgroup documents; internet research & discussion re current regulations; research re approaches in other locations; and personal recommendations.
Summary prepared by Carole Black IV Resident 8.26.19

STR Recommendations: Parking*

- In city center, commercial and tourist zones where STRs are allowed/preferred locations, limit STR parking and promote use of/expand access to bike/pedestrian trails

For all STRs in all zones,

- Require that STRs provide adequate on site parking - limit vehicle parking limit/guest number to match available safe, code compliant on site parking and ensure that on site garage capacity is made available as parking to STR guests
- Ensure that all community and other regulatory requirements re parking are followed
- Ensure that guest parking does not impede public or adjacent property snow removal, snow storage, emergency vehicle access and ingress/egress of neighbors. Parking on nearby private property is prohibited without explicit owner permission.
- Ensure that snow is promptly removed from parking areas/access route to parking areas as well as walkways and outside steps on property
- Consider resident only parking areas/street sections with decals for areas where adequate on site parking for residents is not available; in such situations residents could be provided with limited guest parking passes, perhaps including one each for use by an associated, licensed/approved STR
- Rigorously enforce parking restrictions with tickets/citations, fines, and boots/towing as indicated.
- Restrict parking of RV's and boats/trailers on public streets, and ensure that STR renters communicate restrictions to guests
- As applicable, ensure compliance with TRPA restrictions to avoid added dirt and debris from entering the lake including avoidance of parking on dirt on STR/residential properties as well as adjacent to roadways
- Enforce all parking restrictions vigorously
- Invest revenues in studies to provide alternate transportation options and approaches

*Submitted to Washoe County STR Workshops 8.26.19 & 8.28.19.

Sources include TRPA Neighborhood Compatibility Workgroup documents; internet research & discussion re current regulations; research re approaches in other locations; and personal recommendations.

Summary prepared by Carole Black IV Resident 8.26.19

STR Recommendations: Noise*

For all STRs in all zones,

- Establish quiet hours (e.g., 10pm – 8am) and further restrict any noise at any time which adversely impacts the adjacent neighborhood
- Require compliance with all applicable code and regulatory requirements for noise (including limitations during daytime and evening hours)
- Consider requirement for noise sensors with remote monitoring and enforcement as has been implemented in other locales
- Require and enforce “no parties” restriction for all STR’s; exception could be considered for an isolated special event with specific permit and neighbor agreement
- Consider recommending/requiring additional noise-proofing for all STRs

*Submitted to Washoe County STR Workshops 8.26.19 & 8.28.19.

Sources include TRPA Neighborhood Compatibility Workgroup documents; internet research & discussion re current regulations; research re approaches in other locations; and personal recommendations.

Summary prepared by Carole Black IV Resident 8.26.19

STR Recommendations: Trash*

For all STRs in all zones,

- Require proper garbage containment (e.g., bear boxes) and trash services
- Restrict outdoor smoking on property/public areas (thus limiting related trash)
- Ensure sufficient, employed community staff to police walkways, public areas, ensuring timely trash removal
- Filter water run-off into lake to limit concurrent trash run-off
- Implement and enforce littering penalties
- Ensure adequate trash handling capacity to service actual 24/7 occupancy

*Submitted to Washoe County STR Workshops 8.26.19 & 8.28.19.

Sources include TRPA Neighborhood Compatibility Workgroup documents; internet research & discussion re current regulations; research re approaches in other locations; and personal recommendations.

Summary prepared by Carole Black IV Resident 8.26.19

STR Recommendations: Zoning* (see also Permitting and Enforcement Section Comments)

- Locate STR's within town centers, commercial/tourist areas
- STRs designated businesses as the TOT implies requiring STR business licenses and STR rental insurance/bond
- STRs restricted so that parcel use is \leq the average use of the parcel over the prior 10 yrs
- STRs restricted from Residential Zone areas with rare exception by Special Use Application or Permit when residence is:

Owned by local residents who occupy the residence the majority of the year ("principal residence/voter");

Actively managed (e.g., in person check-in), advertised and maintained by owners and local property managers - With onsite owner or local owner/ manager available 24/7 within 30min whenever rented

Overseen by on site owner or manager whenever only a portion of a home is rented

Rented \leq 30 days/year and \leq 4 times/month

Posted: License #, No parties, Parking/Occupancy restrictions, Rules and Regulations (with owner/renter disclaimer signatures), etc.

Option: Could allow if individual owner occupied > 25%/year, single STR by owner & all other requirements met ("vacation home")

- Limit the size of STR's (\geq 4-5 bedrooms requires business license and is not allowed in residential areas)

For STRs in all zones,

- Limit the number of STR's in neighborhoods and by parcel (restrict ratio of occupied/non-STR housing to those used as part-time STR's – allocate first come/first served or by lottery)
- Limit the density of STRs to one/500'
- Identify heavily impacted neighborhoods, particularly those with resulting safety impacts/inadequate emergency services and/or code compliance resources and increase restrictions to ensure safety
- Establish a waiting period after home construction or sale for STR permit eligibility
- Establish and enforce a minimum ratio of full-time to part-time rentals

*Submitted to Washoe County STR Workshops 8.26.19 & 8.28.19.

Sources include TRPA Neighborhood Compatibility Workgroup documents; internet research & discussion re current regulations; research re approaches in other locations; and personal recommendations.

Summary prepared by Carole Black IV Resident 8.26.19

STR Recommendations: Enforcement*

For all STRs in all zones,

- STRs must conform to all applicable code and regulatory requirements including zoning, building, health and safety, and nuisance requirements at local, county, state, and federal levels as well as TRPA when applicable and any other regionally applicable requirements >> enforceable by initial and regular inspections as well as interim prompt complaint response
- STR application/permit approval numbers are linked to code enforcement staffing capacity/capability
- In addition, specific local area requirements may be stipulated and enforced in order to ensure public safety – for example, in particular areas (e.g., Incline Village/Crystal Bay), limited egress options may require area occupancy restrictions as well as additional emergency resources in order to ensure public safety in the event of an emergency evacuation requirement >> enforceable by area occupancy restrictions linked to requirements for levels of on site emergency services staff & evacuation capacity
- Citations/fines/license revocation for non-compliance
- Restriction re future/additional permits for repeat offenders
- Red tag/Property liens as applicable for failures to pay fines/comply with regulations
- Penalties should parallel those in other areas of Nevada and be comparable to those in other settings around the lake
- Explore/implement options for increased renter/neighbor safety: background checks?
- Ensure that adequate funding and other resources are allocated to provide robust implementation and active, effective enforcement of STR regulations
- Require education regarding the environment, rules and regulations, safety concerns and the Tahoe environment (as applicable)
- Require internal/external signage indicating permit number, contact information, regulations
- Require permit numbers on all external advertisements
- Require owners/permit holders/renters to read rules and sign disclaimer
- Provide a web-base permitting and renewal service with inspection requirements
- Provide a complaint/STR violation hotline staffed 24/7 with web-based reporting option to capture, triage and track, measure and report on all STR related complaints and/or violation concerns
- Require permit fees, inspection fees, annual renewal fees as well as fines and sanctions for non-compliance
- Require disclosure if HOA or any other applicable CCR's for the property restrict or prohibit STRs and disclosure of any applicable regulations related to rental of HOA units:
 - Rental documents include disclosure of and agreement to abide by HOA rules as well as any local area covenants, rules and regs with homeowner/renter sign-off acknowledging receipt and agreement
- Require that a full-time certified local contact or local management company is available 24/7 on site of within 30 min whenever STR is rented
- Utilize a rental activity monitoring service to identify STRs without permits
- Make sure that fees and/or any other relevant added downstream revenue are adequate to fund enforcement program (e.g., added sales tax receipts from increased STR occupant purchases)
- Create a working group to develop policies and programs for effectively regulating and overseeing STRs and implement the programs proposed

*Submitted to Washoe County STR Workshops 8.26.19 & 8.28.19.

Sources include TRPA Neighborhood Compatibility Workgroup documents; internet research & discussion re current regulations; research re approaches in other locations; and personal recommendations.

Summary prepared by Carole Black IV Resident 8.26.19

Emergency Services/Code Enforcement staffing*

For all STRs in all zones,

- Require that County ensure and certify that:
 - Understanding that STRs increase average area occupancy and associated risks, available STR licenses/permits are limited based on county and Tahoe area on site availability of sufficient local EMS, Fire, and Law Enforcement resources for public safety, emergency response, incident resolution and patrol. Includes staffing availability at Tahoe based on occupants + visitors 24/7 per industry standard staffing for busy resort communities.
 - Adequate staffing (code enforcers, police, fire, etc) are available to provide inspections and ensure compliance as necessary utilizing fees to fund STR code enforcement
- Require that signage include Emergency Services Responder and Facility information

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Sources include TRPA Neighborhood Compatibility Workgroup documents; internet research & discussion re current regulations; research re approaches in other locations; and personal recommendations.

Summary prepared by Carole Black IV Resident 8.26.19

From: [Wayne Ford](#)
To: [Mullin, Kelly](#); [Ronda Tycer Phd](#); [Sara Schmitz](#); [Todoroff, Pete](#); [Diane Heirshberg](#); [Berkbigler, Marsha](#)
Subject: A observation on the survey: Washoe County STR Survey now on their site.
Date: Saturday, August 24, 2019 6:42:38 PM

[**NOTICE:** This message originated outside of Washoe County -- **DO NOT CLICK** on **links** or open **attachments** unless you are sure the content is safe.]

I am not one to follow others without some questions. The Survey forces me to select only three primary areas of concern. Other than trash of the 7 that leaves 6. So each other area is just as important. The "other"? That believe it or not is the most important. Yet I would have to leave out my response to at least 3 major areas. This survey is not something that will get the true comments that are needed. It is structured to force someone to choose between their safety and the issue of Occupancy that protects the ones renting a unit.

I will not choose, yet I will insist that my voice be heard. I would not be taking the survey.

Back to "Other" You taking part in the changing of the Zoning for where I live without a proper, legal process to do so. So that will become a major problem with all these STR rules .

The County cannot set rules that allow for a use that is not legal in the area's zoning. It would be like setting the rules for a bank robber to control how he takes the money.

Please enter these comments into the County record of comments for STR's in Incline Village.

My home , a single family residence , is a 731 Lynda Court Incline Village, NV. It is used as a single family residence, not

a motel.

Where is the map of existing STR; In Incline/Crystal Bay ,
NV. That was to be done as part of
this process.

Wayne Ford

From: [Donna Gallo](#)
To: [CSD - Short Term Rentals](#); [Tino Gallo](#)
Subject: Short-term rentals Incline Village
Date: Thursday, August 22, 2019 9:59:52 PM

[**NOTICE:** This message originated outside of Washoe County -- **DO NOT CLICK** on links or open **attachments** unless you are sure the content is safe.]

To whom it may concern,

We bought our property at 1075 Flume Road, Incline Village approximately 8 years ago. We love this area and wanted a second home here. We could only afford this by renting our property out for roughly 2-3 months of the year. Without this extra income we could not realistically afford this property. Since we bought it, we have spent approximately \$300,000 in improvements. This money was spent in the local economy.

We spend throughout the year approximately 3-4 months here. One of the issues in the past has been that short-term rentals take up houses that " locals " would otherwise occupy. In our case this would be undoable. The reason we bought the property here in the first place is that we love the area. It would do us no good whatsoever to have a long term rental which precludes us from using our property. I feel there are many, if not most, second homeowners are in the same position we are in.

There is no reason for us to own a home here if we could not be use it intermittently throughout the year. Incline Village is not an investment opportunity. So, it makes no sense to own a house here if we could not use it.

The income from this property is almost entirely put back into our house and the local economy. I think there will be a major adverse effect on local businesses, restaurants, insurance companies (we use the local Farmer's agent here), boat storages (Crystal Bay Marina), etc. etc. if homeowners are restricted from short-term rentals.

We are very diligent landlords. We visit our house roughly every other month and make sure everything is in top shape. We personally spend 4-6 days doing deep cleaning twice a year, inspections of smoke detectors, heater, fireplace etc. etc. We have always had a management company handle the day to day issues of the property. We have used Sun Bear Realty for several years to manage our property. They can attest to our fastidiousness. We try very hard to be not only good landlords but excellent landlords and neighbors.

We limit our rentals to 8 people. We have parking for 6-7 cars all on our property. This does not include the street parking. We do not rent to large groups. Most of our renters are repeat customers who value our property. We have 2 switches for our outdoor lights. The brighter set of lights are turned off at 10 pm. The low voltage goes off at roughly 11 pm. The reason we did this was to minimize any possible inconveniences to our neighbor. This was done preemptively on our part. No one has ever complained. Our cleaners empty all the garbage cans and take them away after every customer.

All residents regardless of short or long-term, owner, etc. should be attentive to noise, garbage control, occupancy rates. These rules should be applicable to everyone.

I know there is a vocal group who is against short-term rentals. I think we should look at what their issues are and reach reasonable compromises to strike a balance that works for all of us.

I think there will be a severe adverse consequence to the local economy, and in turn, to the services Incline Village can provide if we are swayed by the voices of a few organized groups. I think there are workable reasonable solutions and I for one would look forward to.

We will be in Raleigh, North Carolina at the time of the meeting and therefore cannot attend.

Thank you for your time and attention,

Tino and Donna Gallo

From: [Diane Heirshberg](#)
To: [Mullin, Kelly](#)
Subject: Email of List of Suggested STR Ordinance Provisions which I left with you today.
Date: Tuesday, September 24, 2019 9:08:05 PM
Attachments: [Suggested STR Ordinance 2.21.19.doc](#)

[**NOTICE:** This message originated outside of Washoe County -- **DO NOT CLICK** on **links** or open **attachments** unless you are sure the content is safe.]

Dear Kelly,

Thank you for taking the time to speak with me today. You requested that I email you a copy of the list of suggested Ordinance provisions, and please find that list attached.

I also wanted to reiterate my suggestion that the Ordinance have a provision along the lines of the following that complies with Nevada Revised Statute 116.340 as it relates to Homeowner's CC&Rs that restrict rental to periods of time in excess of 28 days:

“The Ordinance requires that the registrant: (a) certify that operation of the short-term rental would not violate any homeowners’ association agreement, bylaws, or covenants, conditions, and restrictions, limiting the use of the proposed short-term vacation rental, and (b) acknowledge that registration will not supersede any such private agreements.”

This language is in Section 3(e)(i) and (ii) of the Henderson short term rental ordinance, and similar language is in the City of Las Vegas application which actually requires sign off by the HOA that its CC&Rs allow for short term rentals.

The basis for these provisions is **Nevada Revised Statute 116.340** which provides in pertinent part:

“1. Except as otherwise provided in subsection 2, **a person who owns, or directly or indirectly has an interest in, one or more units within a planned community that are restricted to residential use by the declaration may use that unit or one of those units for a transient commercial use only if: (a) The governing documents of the association and any master association do not prohibit such use....**

4. As used in this section...(b) **Transient commercial use means** the use of a unit for payment as a hostel, hotel, inn, motel, resort, **vacation rental** or other form of transient lodging for less than 30 consecutive calendar days.”

I hope that the attached list is considered by you and your drafting team, and I am available at any time to discuss any of the suggested provisions.

Very truly yours,

Diane Becker Heirshberg

805-290-2779

A. NEIGHBORHOOD COMPLIANCE

- 1) Only allow STR use in residential areas if home is occupied by a primary resident the majority of the year
- 2) Consider requiring owner to be present when rented as an STR, like City of Las Vegas and other jurisdictions have done.
- 3) Limit the size of STRs to 3 bedrooms or less like the City of Las Vegas has done. For larger STRs consider alternatives (1) require a special use permit for larger STRs or treat as Bed and Breakfast; (2) prohibit the use of large new homes with 4-5 bedrooms as STRs; and/or (3) require a business license for large STRs
- 4) Limit the total number of STRs in each neighborhood jurisdiction (such as limit on density or number per street, etc. (*Query, how to allocate, i.e., STRs allocated first come/first serve, or by lottery or preference to owner on-site hosted STRs or some other method*))
- 5) Establish a waiting period after home construction or sale for STR permit eligibility (i.e., one year following permit of occupancy)
- 6) Require STRs be spaced out, such as limiting no more than one STR per 500 feet, to avoid clustering (*Query how to allocate*).
- 7) Consider using some of TOT collected from STRs to fund transportation projects in Incline Village/Crystal Bay to reduce vehicle miles traveled (VMT). The bus to the this summer was quite successful.
- 8) Only one STR per parcel; only one STR rental at any one time for entire home (i.e. cannot book more than one STR at a time in a home)
- 9) Only allow owner to rent as STR, do not allow tenants to rent as STR
- 10) Cap the number of nights per year (such as 30 nights) a unit may be rented as an STR
- 11) Cap the number of times an STR may be rented per month or per year, such as four times per month
- 12) Unless mapped for individual ownership (i.e. condominium, townhouse can be STR), multifamily dwelling units cannot be STRs (i.e. apartment buildings cannot be STR)
- 13) If home is in a condominium building, the maximum number of STRs is 1 unit per building or 25%, whichever is greater.
- 14) Consider how to deal with common walls in condominium. While not something I saw in the Nevada STR Ordinances I looked at, I saw the City Santa Cruz Ordinance that has requirements for neighbor sign off. This can keep noise down and would make the condo owners less fearful.
- 15) Mobile homes, RVs and trailers cannot be STRs
- 16) STR cannot generate more or different traffic than if home was occupied by permanent resident

A. OPERATIONAL, INCLUDING PERMITS, INSPECTIONS AND RULES

- 1) Require an STR permit and annual renewal; owner must register STR with County and not through internet marketer or property manager; owner cannot

- rent STR or list with internet marketer like Airb&b or property manager without STR permit and must always display permit number on all marketing and advertisements. This provides County with a list of addresses and other required information for all STRs, for inspections and otherwise. If the fines for non-compliance are large enough, the STR owners will help Washoe County control the internet marketers like Airb&b.
- 2) Require permit fees, inspection fees, annual renewal fees and annual inspection fees, each in an amount sufficient to cover cost of administration, inspection and enforcement personnel, if County will not use portion of TOT or other County funds for these purposes. The fines that the City of Henderson and City of Las Vegas have instituted are high, but other cities where the residents have been very upset by STR problems, have put in higher fines, and the bulk of the problem activity has stopped.
 - 3) Require Transit Occupancy Tax (TOT) registration, with large fines for unregistered homes that are offering home as STR without registering. Fine should be \$1000 or more.
 - 4) Limit the total number of STR permits based on sufficiency of existing Emergency Medical Services, Fire, and Law Enforcement resources & availability (i.e., if not sufficient number of sheriffs, put in moratorium until services can be increased or consider how to allocate)
 - 5) Establish a ratio of full-time to short-term rentals, and if STRs exceed ratio by more than a % stop (i.e., 5%) issuance of permits will stop, and then when ratio does not allow additional STRs, stop issuing permits and renewals or allocate until ration is achieved. Consider how to allocate, and consider incentives to become full time rental.
 - 6) Establish occupancy limits (limit the number of visitors by bedrooms, such as 2 persons per bedroom plus two persons, excluding child under 5 years of age) and subject to limit of available legal on-site parking). Only legal bedrooms qualify, and specifically excluded are unpermitted conversions, lofts that do not meet code for sleeping, etc. Under no circumstances at any time of day or night can maximum occupancy ever increase by over 50% over per bedroom maximum. The occupancy violation here is so rampant and causes so many of the problems in Incline, and is so unsafe, consider a higher fine.
 - 7) Require proper garbage containment, such as bear boxes and trash service. Trash service must be adequate to support the STR's trash needs at all times. Provide written trash service information to local management and renters.
 - 8) Require water quality Best Management Practices be installed/recertified to be eligible for an STR permit
 - 9) Require fire, defensible space, health and safety inspections for new permits and permit renewals (i.e., require appropriate handrails, adequate and safe electrical for hot tubs, CO2 and smoke detectors, window screens and other compliance with Public Accommodations Act, etc.) All inspections to be paid for by fees set by inspecting agency to fully cover costs of inspections.

- Require correction of any inspection violations prior to rental. Establish appeal procedure for owners to use if disagree with inspection notice violations, but no rental until either corrected or hearing waives violation.
- 10), *Items 10-17, 19, 22-36 are from draft North Tahoe Fire District Ordinance, except as noted below*). Require all bedrooms to be a minimum of 70 square feet and 7-foot ceiling and meet requirements of the current International Building Code and International Fire Code; only legal bedrooms qualify, and specifically excluded are unpermitted conversions, lofts that do not meet code for sleeping, etc.
 - 11) Establish quiet hours (10:00 p.m. to 8 a.m.) and noise limitations for other hours.
 - 12) Require interior signage with permit information and regulations, name of agent, local contact or owner and phone number to be reached 24/7, emergency numbers, maximum occupancy, maximum vehicles on property.
 - 13) Require written information for tenants in visible interior location: (i) showing location of parking on property and maximum number of vehicles that can be parked and types of vehicles at property, (ii) information about seasonal snow removal, (iii) information about trash collection procedures including pick days and times, where to place trash, what to do if bear cans or trash cans are filled, etc. (iv) fire safety and how to dispose of ashes, (v) noise mitigation plan; (vi) evacuation plan (showing floor plan of home with emergency exit clearly marked); (vii) local transportation options. Require exterior signage to give neighbors notice of who to call as local contact, *(Items (vi) and (vii) are from Fire District)*
 - 14) Require snow removal of driveways, balconies and exterior walkways needed for emergency access and departure.
 - 15) Require adequate on-site parking for number of vehicles in compliance with TRPA Ordinances. Require mitigation approved by TRPA if there is not adequate on-site parking and there is proposal to mitigate by parking in dirt on property in excess of coverage requirements.
 - 16) Require STR permit holders/renters to read rules and written information described above in paragraph 13, and have renters and operators sign a written verification that they have read all regulations pertaining to operating and renting STRs and will comply with same. Require that STR renters pick up key and other information from a local property manager or owner or designated responsible person.
 - 17) Require STR permit holders have insurance that is specifically for STRs, require submission of Certificate of Insurance in amount of at least \$500,000.00 to County reflecting such insurance at time of permit application and annually new Certificate of Insurance on renewal of insurance. Require that insurance provides notice of cancellation to County. *Note the Certificate of insurance will let County know that the owner has actual STR insurance and not just Rental Insurance which limits number of times a property can be rented to 2 or 4 times.*

- 18) Develop STR permit applications that require applicants to certify that the operation of an STR does not violate any HOA agreement, condominium agreement, CC&Rs or private agree limiting the short-term rental and acknowledging that the STR registration does not supersede any such agreements. *This is from the City of Henderson; the City of Las Vegas requires as sign off from the HOA. See Nevada Revised Statutes 116.340.*
- 19) Require a full-time certified local contact (or local professional management) that is available anytime an STR is occupied and that will respond on site within 60 minutes of complaint. *See Nevada Revised Statutes 118A.260*
- 20) Require a two-day minimum stay for STRs to lessen impact of move-ins and move-outs
- 21) Grant reasonable hardship deferrals for full-time hosted/shared STRs (consider fee discounts, permit and inspection exemptions, etc. but do not compromise fire and safety)
- 22) Require emergency exit lighting in case of power outages (*Query: this is desirable in light of recent fire off California coast, but is this financially feasible?*)
- 23) Require fire extinguishers 1 per floor and as further required by law, and 1 exterior, serviced/tagged yearly by licensed contractor, in conspicuous location and marked on evacuation plan
- 24) Require fire alarms as required by law and require carbon monoxide alarms 1 per floor and as further required by law.
- 25) Street address to be clearly visible from street (minimum 6" numbers with contrasting color to background.) If this is not possible during snow periods, a mitigation alternative must be submitted in writing to County and approved.
- 26) Annual cleaning certificate to be supplied to County for wood burning stoves, chimneys/flues; metal ash can on site. Only legally permitted/grandfathered wood burning stoves, chimneys and flues allowed. Limit types of barbeques allowed in compliance with fire department ordinances
- 27) Require electrical panels in good condition, per code, clearly labeled, accessible
- 28) Require stair guardrails and undamaged steps
- 29) Require decks, gazebos, patios and balconies to be in safe condition and code compliant
- 30) Require hot tubs/pools to be code compliant
- 31) Require water heater installed per code
- 32) Require Knox box for fire alarm system or sprinkler system
- 33) Require garage man door to code
- 34) Any bootlegged or knowing illegal conversions or construction to be subject to significant fine and cure required. However, if owner was unaware of issue due to construction prior to ownership, no fine, but cure still required.
- 35) Require proper ash disposal and prohibit/ban on any outside fires and barbeques at an STR, (*Query if fire district feels that it is safe to allow built in gas barbeques or gas fire pits approved in advance in writing by Fire District*)(*Query if no outside fires should be allowed at STRs*)

- 36) Notification in writing to neighbors within a set distance (i.e. 500 feet) of permit application and renewal. Owner to provide addresses and pay for notice mailing by County to neighbors.
- 37) Require noise mitigation plan, including installation of noise detection device that reports to property manager, data retained for 3 months and provided to County upon request, set maximum noise limits at various times (*Query what those should be*).
- 38) Change in ownership requires new registration.

B. ENFORCEMENT

- 1) Require interior/exterior signage with local contact name/phone number, and provide same to complaint organization (i.e. Host Compliance with authorization to call local contact and failing response Owner), to record all complaints and resolutions as described in C5 below.
- 2) Provide a 24 hour/7 day a week enforcement hotline
- 3) Implement a rental activity monitoring service, such as Host Compliance, to identify STRs that do not have permits/certificates, and actively require those STRs to become compliant, and impose large fines for non-compliance.
- 4) Track and report complaints (type of complaint, location, response time, resolution, number of ^{SEP}complaints, etc.)
- 5) Revoke STR permits from repeat violators or for STRs that do not meet fire, TRPA, public health and safety standards, excessive noise complaints, occupancy, or trash and parking violations
- 6) Increase fines for subsequent violations for the STR permit holder/property owner and/or visitors, starting at \$500/day first fine, \$2000/day second fine and \$5000 per day third and subsequent fines. Fines for unintentional wrongful conduct could be subject to first time waiver and/or reduction for financial hardship cases.
- 7) Use permit fees, and money generated from fines to fund STR code enforcement; if code enforcement is not effective or not fully funded and additional funds are needed, those should come from a portion of TOT that is for administration or promotion of tourism.
- 8) If allow homes larger than 3 bedrooms to be STRs, increase fees for such larger homes to fund additional enforcement costs
- 9) Make sure adequate cost recovery is built into STR program to fund code enforcement staff
- 10) Prohibit (repeat offenders) from applying for additional STR permits or renewing a permit.
- 11) Provide a mechanism to lien properties if STR violation fees have not been paid
- 12) Provide a web-based format for reporting STR violations, in addition to call in to Host Compliance or sheriff or other service, for non-emergency violations and complaints.
- 13) Grant reduction in costs for full-time hosted/shared STRs (considers application fee discounts; permit fee reductions or hardship exemptions, etc.)

- 14) Enforce all existing Washoe County Ordinances and TRPA Ordinances, now existing and as amended, as applicable.
- 15) Add enforcement officers as Sheriffs are already overburdened.
- 16) Hold Owners liable for non-compliance, require Owners to have renters sign that they are liable for non-compliance; to the extent listing agencies, property managers and/or internet marketers can be legally held liable for non-compliance in Nevada, hold them liable for non-compliance (need to check if law allows internet marketers to be held liable).

C. ADDITIONAL PROVISIONS TO DISCUSS

- 1) Consider Incline Village, and its unusual topography and whether STRs should be treated as Transient Tourist Lodging and require business license rather than just STR permit.
- 2) Consider the underlying deeding of many of the areas that state in the Declaration of Restrictions "Exclusive Residential Use and Improvement. No lot shall be used except for residential purposes." So many STRs in Incline Village are being bought by LLCs or are owned in individual names or trust names but are primarily used as STR, these recorded Declaration of Restrictions should not allow the business use. Bed and Breakfasts require special use permits because they are businesses. Is it workable to have a form or procedure for STR special use permits in residential zones for either all STRs, or for STRs where the owner is not also living there and just renting out rooms, or at least for STRs which are rented more than a set number of days like 20?.

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- 20) Require a two-day minimum stay for STRs to lessen impact of move-ins and move-outs
- 21) Grant reasonable hardship deferrals for full-time hosted/shared STRs (consider fee discounts, permit and inspection exemptions, etc. but do not compromise fire and safety)
- 22) Require emergency exit lighting in case of power outages (*Query: this is desirable in light of recent fire off California coast, but is this financially feasible?*)
- 23) Require fire extinguishers 1 per floor and as further required by law, and 1 exterior, serviced/tagged yearly by licensed contractor, in conspicuous location and marked on evacuation plan
- 24) Require fire alarms as required by law and require carbon monoxide alarms 1 per floor and as further required by law.
- 25) Street address to be clearly visible from street (minimum 6" numbers with contrasting color to background.) If this is not possible during snow periods, a mitigation alternative must be submitted in writing to County and approved.
- 26) Annual cleaning certificate to be supplied to County for wood burning stoves, chimneys/flues; metal ash can on site. Only legally permitted/grandfathered wood burning stoves, chimneys and flues allowed. Limit types of barbeques allowed in compliance with fire department ordinances
- 27) Require electrical panels in good condition, per code, clearly labeled, accessible
- 28) Require stair guardrails and undamaged steps
- 29) Require decks, gazebos, patios and balconies to be in safe condition and code compliant
- 30) Require hot tubs/pools to be code compliant
- 31) Require water heater installed per code
- 32) Require Knox box for fire alarm system or sprinkler system
- 33) Require garage man door to code
- 34) Any bootlegged or knowing illegal conversions or construction to be subject to significant fine and cure required. However, if owner was unaware of issue due to construction prior to ownership, no fine, but cure still required.
- 35) Require proper ash disposal and prohibit/ban on any outside fires and barbeques at an STR, (*Query if fire district feels that it is safe to allow built in gas barbeques or gas fire pits approved in advance in writing by Fire District*)(*Query if no outside fires should be allowed at STRs*)

- 36) Notification in writing to neighbors within a set distance (i.e. 500 feet) of permit application and renewal. Owner to provide addresses and pay for notice mailing by County to neighbors.
- 37) Require noise mitigation plan, including installation of noise detection device that reports to property manager, data retained for 3 months and provided to County upon request, set maximum noise limits at various times (*Query what those should be*).
- 38) Change in ownership requires new registration.

B. ENFORCEMENT

- 1) Require interior/exterior signage with local contact name/phone number, and provide same to complaint organization (i.e. Host Compliance with authorization to call local contact and failing response Owner), to record all complaints and resolutions as described in C5 below.
- 2) Provide a 24 hour/7 day a week enforcement hotline
- 3) Implement a rental activity monitoring service, such as Host Compliance, to identify STRs that do not have permits/certificates, and actively require those STRs to become compliant, and impose large fines for non-compliance.
- 4) Track and report complaints (type of complaint, location, response time, resolution, number of ^{SEP}complaints, etc.)
- 5) Revoke STR permits from repeat violators or for STRs that do not meet fire, TRPA, public health and safety standards, excessive noise complaints, occupancy, or trash and parking violations
- 6) Increase fines for subsequent violations for the STR permit holder/property owner and/or visitors, starting at \$500/day first fine, \$2000/day second fine and \$5000 per day third and subsequent fines. Fines for unintentional wrongful conduct could be subject to first time waiver and/or reduction for financial hardship cases.
- 7) Use permit fees, and money generated from fines to fund STR code enforcement; if code enforcement is not effective or not fully funded and additional funds are needed, those should come from a portion of TOT that is for administration or promotion of tourism.
- 8) If allow homes larger than 3 bedrooms to be STRs, increase fees for such larger homes to fund additional enforcement costs
- 9) Make sure adequate cost recovery is built into STR program to fund code enforcement staff
- 10) Prohibit (repeat offenders) from applying for additional STR permits or renewing a permit.
- 11) Provide a mechanism to lien properties if STR violation fees have not been paid
- 12) Provide a web-based format for reporting STR violations, in addition to call in to Host Compliance or sheriff or other service, for non-emergency violations and complaints.
- 13) Grant reduction in costs for full-time hosted/shared STRs (considers application fee discounts; permit fee reductions or hardship exemptions, etc.)

- 14) Enforce all existing Washoe County Ordinances and TRPA Ordinances, now existing and as amended, as applicable.
- 15) Add enforcement officers as Sheriffs are already overburdened.
- 16) Hold Owners liable for non-compliance, require Owners to have renters sign that they are liable for non-compliance; to the extent listing agencies, property managers and/or internet marketers can be legally held liable for non-compliance in Nevada, hold them liable for non-compliance (need to check if law allows internet marketers to be held liable).

C. ADDITIONAL PROVISIONS TO DISCUSS

- 1) Consider Incline Village, and its unusual topography and whether STRs should be treated as Transient Tourist Lodging and require business license rather than just STR permit.
- 2) Consider the underlying deeding of many of the areas that state in the Declaration of Restrictions "Exclusive Residential Use and Improvement. No lot shall be used except for residential purposes." So many STRs in Incline Village are being bought by LLCs or are owned in individual names or trust names but are primarily used as STR, these recorded Declaration of Restrictions should not allow the business use. Bed and Breakfasts require special use permits because they are businesses. Is it workable to have a form or procedure for STR special use permits in residential zones for either all STRs, or for STRs where the owner is not also living there and just renting out rooms, or at least for STRs which are rented more than a set number of days like 20?.

From: [Hauenstein, Mojra](#)
To: [Al Hebert](#)
Cc: [Mullin, Kelly](#)
Subject: RE: Short-Term Rentals
Date: Thursday, August 08, 2019 12:13:58 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)

Thank you Al for your comments We have routed them to the appropriate planner.



Mojra Hauenstein, Architect, AICP Planner, LEED AP Neighborhood Development
Director of Planning & Building | Community Services Department

mhauenstein@washoecounty.us | Office: 775.328.3619

1001 E. Ninth St., Bldg. A, Reno, NV 89512



Connect with us: [cMail](#) | [Twitter](#) | [Facebook](#) | www.washoecounty.us

From: Al Hebert [mailto:al.hebert@sbcglobal.net]
Sent: Wednesday, August 07, 2019 5:56 PM
To: Hauenstein, Mojra
Subject: Short-Term Rentals

[**NOTICE:** This message originated outside of Washoe County -- **DO NOT CLICK** on **links** or open **attachments** unless you are sure the content is safe.]

Hi. I know this doesn't concern you, but I don't know who to send it to. I'm asking you to please forward this to whoever it needs to go to [No!...No!...not the recycle bin – lol]. Thank you.

I cannot attend the public meetings about Short-Term Rentals but I wanted to make a comment about it.

Short term rentals have a unique blend of pluses and minuses. I would advocate that a new zoning be created for it (just like there's residential and commercial). There are positives for homeowners and real estate investment companies, of being able to make money doing whatever they want to do with their property. There are negatives in the effects of vacationing tourist renters on neighborhoods where there's too high a percentage of short term rentals. All sides of the issue need to be heard and questioned to determine the definition of the new zone.

Al Hebert



Virus-free. www.avast.com

From: [Herman, Jim](#)
To: [CSD - Short Term Rentals](#)
Subject: Short Term Rental comments
Date: Monday, August 19, 2019 3:15:09 PM

[**NOTICE:** This message originated outside of Washoe County -- **DO NOT CLICK** on **links** or open **attachments** unless you are sure the content is safe.]

I will not be able to attend the workshops, but I have some things that I would like to have read into the record that will, hopefully, lead to good discussion.

Washoe County has already established that hotels/motels are not permitted to be in residential neighborhoods, so they should be banned from residential neighborhoods. We need to make rules like Huntington Beach, ban all short-term rentals, and make sure we have the means to take complaints, and have the ability to actually enforce the rules. Make no mistake, short term rentals are residential hotel rooms that have no rules assigned to them. Nobody collects room taxes, nobody deals with nuisance complaints (beyond noise complaints), no parking limits are required, no capacity limits are imposed, no health inspections are required...the list goes on. We already have short-term rental requirements; no need to reinvent the wheel, enforce the existing codes.

Also, what's to stop a hotel chain from buying a bunch of houses in a residential neighborhood and renting them out without any of the restrictions that would normally be imposed on such a land use? They could cut overhead substantially and become more competitive with the mom and pop variety of short-term rental. We have the codes, now it's time to enforce them. Problem solved. Yes, the people trying to make a quick buck off this fad will complain, but that's a cost of doing business that they should have considered more closely. Besides, they have been reaping the rewards for a while now, so it's not as if they aren't getting anything out of it.

One more point. In today's housing shortage, wouldn't it be better to have home owners, who live in, and take ownership of, their neighborhoods? Wouldn't it help local people if there were more housing on the market that is for residential use instead of being used as a source of profit? Isn't it time to consider what's best for this region long term, rather than allow a few people to skirt the rules in the name of profit? What kind of neighbors do you want in Washoe County?

Thank you,
Jim Herman
70 McLemore Ct
Sparks, NV 89441

From: [Sean Kosinski](#)
To: [CSD - Short Term Rentals](#)
Subject: STR Input
Date: Monday, August 19, 2019 3:32:50 PM

[**NOTICE:** This message originated outside of Washoe County -- **DO NOT CLICK** on **links** or open **attachments** unless you are sure the content is safe.]

Hi,

I'm a homeowner in unincorporated Washoe County. Because I will not be available to attend either workshop in person, the purpose of this email is to share my input on vacation rentals for the County's consideration.

I do not support any measure that would effectively eliminate, restrict or otherwise curtail a homeowner's ability to rent their property on a short-term or long-term basis.

I believe a small, motivated and vocal minority is creating a false narrative about the impacts rental properties have on our community. Opponents of rentals will often justify their position by citing overcrowding, pollution, noise, and dwindling housing supply. While I understand this perspective, I do not agree with the premise that rental properties are to blame. Global increases in population and regional population growth will continue to place strain on infrastructure into the foreseeable future. According to the US Census, the decadal population growth rate for Washoe County has never recessed, and has averaged 48% growth every 10 years from 1880 - 2010.

Issues related to rentals have to take background population growth into context and consideration. Rental proponents will certainly see a dramatic decline in housing demand and home values. The County will see a reduction in occupancy tax and sales taxes from local business. I'm concerned that measures to regulate rentals will provide rental opponents with a temporary false sense of security that time will soon erase. In turn, I expect tensions will elevate in response to failed attempts to prevent the inevitable.

It's premature to decide whether additional burdens should be placed on homeowner's in an effort to placate the angry and misinformed. Instead, Washoe County should study the long-term socio-economic impacts from similar measures imposed by South Lake Tahoe and neighboring communities. Only a true, comprehensive study will provide WC the means for a data-driven discussion and a framework to develop unbiased solutions to real problems.

Regards,
-Sean Kosinski

From: [barbara longshore](#)
To: [CSD - Short Term Rentals](#)
Subject: Vacation Rentals
Date: Monday, August 19, 2019 4:41:58 PM

[**NOTICE:** This message originated outside of Washoe County -- **DO NOT CLICK** on **links** or open **attachments** unless you are sure the content is safe.]

To Whom it May Concern,

I can not attend the two meetings schedules regarding the topic of short term rentals.

However, I would like to support short term rentals with a host on the property. This definitely alleviates any problems and I believe it adds to economy of our town (Incline Village).

Thank you very much.

Barbara Longshore
44 year resident!!



2048 Dunlap Drive
South Lake Tahoe, California 96150
530.544.3234
800.544.3234
FAX 530.542.1860

September 18, 2019

Washoe County Board of Commissioners
1001 E. Ninth St
Reno, NV 89512

Dear Dave,

We are writing this letter in the hopes that our experience as a Vacation Rental Management Company with 40 years of experience in Lake Tahoe will point out some of the pitfalls of government, primarily in South Lake Tahoe. We are enclosing a letter that we sent to Douglas County in April of 2018 as they were embarking on the “trendy” movement to exercise their control over the runaway vacation rental catastrophe.


See the attached letter, since we wrote the letter to Douglas County it is now apparent that Washoe county and Placer county are jumping into the pool. Also since that time the anti-VHR zealots promoted a ballot initiative to prohibit vacation rentals in the residential areas of South Lake Tahoe. This initiative that passed by 50 votes with approximately 6000 voters with property owners who had invested in Lake Tahoe and living outside the area being unable to vote. The initiative has a temporary restraining order on it and is being challenged in court with the City of South Lake Tahoe picking up the legal fees in defending this lawsuit. If this “property taking” is sustained, the City of South Lake Tahoe will lose approximately \$4,000,000 in Transient Occupancy Tax and approximately \$1,000,000 in permit fees. The economic losses will be immense and could be estimated by the North Lake Tahoe Tourism Study as 1400 vacation rentals will be eliminated from the tourism base.

Also El Dorado County has imposed an inspection regime by the Fire Department charging home owners as much as \$1300 for a 15 minute “safety check” per home. In addition Douglas County had a responsible and quality property inspection which was taken over by the zealous and greedy Fire Chief who then imposed exorbitant annual fireplace flue inspections which are used 25% less than a normal home owners use, even though the neighbor has no requirement of this. They are also requiring commercial

grade fire extinguishers which include an annual service and inspection which is total overkill. Management companies always required fire extinguishers, tested smoke and detectors, and working CO detectors.

In conclusion, we have explained the excesses for well-meaning governments to try and solve perceived problems when all that was needed was to use existing Police power as defined in your current ordinances. These items include noise, trash, and parking. Look at your ordinances and see how you can effectively use them in enforcing possible nuisance behavior. The City of South Lake Tahoe has added Enforcement Officers to handle less than 10 complaints per week of which 80% are not confirmed by the investigating Officer. Do not let the overzealous anti-VHR locals put your County into the same position the City of South Lake Tahoe finds itself in. The City has been turned upside down by a half a dozen vocal Nimby's who want Lake Tahoe all to themselves.

Sincerely,



Jimmie C. Morris
President
Lake Tahoe Accommodations
775-230-2667



2048 Dunlap Drive
South Lake Tahoe, California 96150
530.544.3234
800.544.3234
FAX 530.542.1860

April 23, 2018

Douglas County
Board of Commissioners
1616 8th St.
Minden, NV 89423

Dear Board of Commissioners,

It has come to our attention that Douglas County has embarked on modifications and changes to a long standing ordinance regarding vacation rentals. Our company, Lake Tahoe Accommodations, a 38 year Management Company servicing all the Counties in Lake Tahoe as well as the City was instrumental in developing the first VHR ordinance in South Lake Tahoe. Douglas County in turn, almost verbatim, copied the City's ordinance.

For the past 14 years LTA has participated in public hearings, workshops, and stakeholders meetings to improve the ordinance in an attempt to quell the anti-VHR residents. Originally the ordinance required a \$50 permit fee. It has now morphed into \$1325 annual permit fee to satisfy the runaway gluttony of government.

To demonstrate how the program evolved, 3 years ago the City had a \$225,000 surplus in their VHR fund while collecting \$140 permit fees. They subsequently raised the fees by \$500,000 plus charging a \$560 application fee. Now they have recently raised the permit fees by another \$560,000 to pay 20 employees. All of this to pursue 2 complaints per day representing 1400 properties with only 35% verified, and only 30 noise violations per year on average.

Even though the City had a fine and revocation procedure for vacation rental non-compliance such as noise, trash, over-occupancy, and parking the City enforcement was almost non-existent. Our industry wanted to penalize and fine renters who failed to abide by the rules that the City defined and we reinforced them at check-in verbally and in writing. The City claimed that they could not fine the renter and therefore had to punish an innocent owner/manager in spite of their best efforts to prevent violations.

Moderate increase in vacation rentals due to internet marketing, etc. has resulted in increasing complaints by the anti-VHR crowd. Although the incidents of noise and trash violations have remained about the same over the last few years, in a knee jerk reaction the City passed the following draconian actions.

\$1000.00 fine to the owner and renter for:

- Parking on dirt
- On-street parking
- For bringing one excess car to Lake Tahoe
- Being in a hot tub after 10pm without any noise
- Requiring a \$1500.00 bear box without any incidents of trash violation
- Having friends visiting for dinner thus exceeding the occupancy even though not staying overnight

CBS news did an expose on the City's ordinance defeating years of the community's efforts in building Tahoe as a premium tourist destination. <https://www.cbsnews.com/video/battle-over-noise-and-parking-fines-for-lake-tahoe-rentals/>

The Chamber of Commerce has recently received multiple comments from outside visitors. Here are a few:

"We have always wanted to visit Lake Tahoe but in light of the decision to institute a system of fines to entrap the casual visitor, sadly we will have to scratch you from our bucket list of places to see."

"I just saw a news report about what appears to be a very tourist unfriendly ordinance adopted in South Lake Tahoe. What a shame your community would take such a stance toward the tourists that provide a substantial economic boost to your area."

"\$1000 fine for parking wrong? I've been to South Lake Tahoe several times and I've enjoyed myself each time, but I don't think I want to risk a hefty fine for a parking ticket. Next time I think I'll vote with my feet and pick someplace a little more friendly."

We would like to have an input on the inspections being proposed as this may become a liability to the County should "accidents" occur whether a fault of the owner, rental company, or County.

We are also requesting a stakeholders meeting to address our concerns about an evaluation of the current VHR ordinance and how the government has either enforced or not enforced its provisions in the identification of problems evidenced in the history of vacation rental incidents.

We are trying to keep Douglas County from going into the similar morass that the City of South Lake has found itself in.

Sincerely,

Jimmie C Morris
President
Lake Tahoe Accommodations
775-230-2667

Mullin, Kelly

From: Washoe311
Sent: Wednesday, August 28, 2019 5:00 PM
To: diane_m_morrison@yahoo.com
Cc: CSD - Short Term Rentals
Subject: RE: Short term rentals

Good afternoon Ms. Morrison,


Thank you for contacting Amy Ventetuolo, she has routed this to the Washoe311 staff to assist. We have received your feedback below and have shared this with Washoe County Planning staff. We very much appreciate your insight and your interest in Washoe County.

Let us know if we can provide additional information, we are happy to help.

Sincerely,



Washoe311 Service Center
Communications Division | Office of the County Manager
washoe311@washoecounty.us | Office: 3-1-1 | 775.328.2003 | Fax: 775.328.2491
1001 E. Ninth St., Bldg A, Reno, NV 89512



From: diane morrison [mailto:diane_m_morrison@yahoo.com]
Sent: Wednesday, August 28, 2019 3:40 PM
To: Ventetuolo, Amy <AVentetuolo@washoecounty.us>; Heidi Allstead <heidiallstead@gmail.com>; Chrystie Lowden <chrystieg@hotmail.com>
Subject: Short term rentals

[NOTICE: This message originated outside of Washoe County -- DO NOT CLICK on links or open attachments unless you are sure the content is safe.]

Hi Amy:

As I mentioned in my earlier email, I will be unable to attend tonight's meeting due to a scheduling conflict, however wanted some photos and comments logged in your discussion.

I live at 825 Geraldine Drive in Incline Village. I am not opposed to RESPONSIBLE short term rentals in our village. I do however, strongly oppose short term rentals with no regulation.

There is a house directly next door to my home which is a repeat offender in the short term rental game. I have included a few photos to show an example of the renters total disregard for the locals, laws which need to be followed or our region's general safety guidelines.

The owners of this home will provide you with empathetic lip service however continue to market their home to large parties. A quick visit to their VRBO and AirB&B site shows they offer the home to large parties, sleeps 18 and can perfect for weddings, events and corporate retreats. This is a 4 bedroom/3 bath home with a total of 4 parking spots.

A quick bullet point list of some of their questionable and unsafe practices:

- * booking to large parties 18+
- * providing means (a fire pit) to have outside/open flame/uncovered fire (just last weekend a group of 17 men had an outside fire, uncovered, on their deck during HIGH fire season.)
- * Loud and boisterous renters; drinking and screaming until early morning hours.
- * Upwards of 15 cars parked on street. In winter, although we are on a school bus route, the plows often could not plow because of parked cars
- * Trash - LOADS of it. You can imagine the amount of trash 20 people can accumulate.
- * Unsafe, unwelcome behavior. Drinking, smoking and all night partying. We are a child rich neighborhood. There are 5 young (13) and pre-teen girls within a 4 house radius of this house. We parents no longer feel safe letting our children walk our dogs, ride their bikes, or generally play unsupervised while these large groups are present.

Solution? HEAVILY regulate and HEAVILY fine the home owners. A number of substantial fines will encourage home owners to stop marketing their property inappropriately.

Fine the owner when a plow can't plow a street.

Fine the owner when the trash is overflowing and wildlife gets into it

Fine the owner when cars are parked on the street.

Fine the owner when the police are called due to noise.

Fine the owner when illegal, unsafe activities are done (fires.)

Fine the owner when the number of people renting a house exceeds the allotted amount.

I understand an owner can not control the actions of their renters, however fines will go a long way toward self regulation. People should be able to rent homes in our beautiful area. They should however be expected to be respectful, safe and responsible.

Finally, the tax dollars generated from short term rentals should directly benefit the community in which the taxes were earned.

Thank you for your time, I am available for any questions or comments.

Appreciate you opening the conversation and affording several opportunities for community members to express their concerns.

Regards,
Diane Morrison
775.250.4549





1:02 [status icons] 73%

[Overview](#) · [Reviews](#) · [The Host](#) · [Location](#)

Value ★★★★★



Adam
August 2019

Robin was a wonderful host who made everything about this trip absolutely seamless. She was very responsive and went out of her way to help me with anything I needed before I arrived. She has great suggestions for local activities too. This house is PERFECT for golfers as it is minutes from the Incline Village Mountain and Championship courses, which are both immaculate. We also rented boats one day and the private beaches were a great way to finish the day and only minutes from the house. The house itself was updated with a beautiful kitchen and plenty of gathering space for a group. The charcoal grill on the large deck made group dinners easy, cheap, and fun. The beds and couches were comfortable, and the pool table is a great way to spend some down time inside. I would recommend this home to anyone or group looking to stay in the Tahoe area.

\$650 per night
★★★★★ 8

Reserve

1:18 [status icons] 72%

[Overview](#) · [Reviews](#) · [The Host](#) · [Location](#)

Great property, family had a great time. Owner very helpful and accommodating. Highly recommend.



Ryan
March 2019

What a wonderful stay at this beautiful home!



Nikolas Gabriel
February 2019

Robin was an amazing host, the first day we were there the heater was broken and within an hour or so Robin had someone out there to fix it. The home it self was very spacious and the kitchen was a great communal space to hang out in after a long day of snowboarding. Everything was clean, the beds were comfortable and after the heater was repaired the house was nice and toasty. If I ever have a large group again this will be at the top of my list. More then enough sleepig space for my group if 17


\$650 per night
★★★★★ 8

Reserve

1:06 [status icons] 74%

[Overview](#) · [Reviews](#) · [The Host](#) · [Location](#)

looking to stay in the Tahoe area.



Bobby
July 2019


Place was beautiful and in a great location near beaches. Host was pretty quick with responses and had great communication. Only thing to take in consideration would be noise volume. This is something out of the hosts hands but there is a neighbor across the street who has an extremely low noise tolerance. The only reason I write this on the review is because he came and aggressively knocked and screamed at us because we were playing a game of beanbags(cornhole) out on the patio at 10am on a Saturday morning and he stated the bean bags were too loud. He was very aggressive when he came to the door and it made the rest of our stay a bit uncomfortable. Again this is something to take into consideration but other then that the house is beautiful and the host had amazing communication.

\$650 per night
★★★★★ 8

Reserve

1:02 [status icons] 74%

[Back](#) [Heart](#) [Share](#)



Incline Chateau at Lake Tahoe

Incline Village 

- 🏠 **Entire house**
16+ guests · 4 bedrooms · 12 beds · 3 baths
- 📍 **Great location**
100% of recent guests gave the location a 5-star rating.
- 🕒 **Great check-in experience**
100% of recent guests gave the check-in process a 5-star rating.

\$650 per night
★★★★★ 8

Reserve





[Section 508 \(b\) \(7\) - Exempt](#)

From: [Harvey Wallbanger](#)
To: [CSD - Short Term Rentals](#)
Subject: short term rentals....
Date: Thursday, August 22, 2019 4:21:36 PM

[**NOTICE:** This message originated outside of Washoe County -- **DO NOT CLICK** on **links** or open **attachments** unless you are sure the content is safe.]

I am writing regarding the upcoming discussions on short term rentals. I presume the discussion is focused on AirBnB or similar organizations, rather than weekly motels or boarding houses used by the "unhoused" community. A number of issues have been raised in the past about AirBnB-type rentals, such as potential loss of room taxes and the transient nature of guests.

When AirBnB first started listing rentals in Washoe County, these rentals did not have associated room taxes, so there was concern about potential loss of revenues to the county resulting if people stayed in these rentals instead of staying in a local hotel or motel. However, visitors staying in AirBnB accommodations do currently pay room taxes, at the same rate as charged by hotels, so the revenues available are not only retained regardless of whether the guest stays at the Hilton or in a private home, but are in fact potentially increased by the concomitant increase in the number of available rooms for rent.

I can understand neighbors being concerned about transients in the neighborhood. But AirBnB guests are not what you'd typically think of as "transients". They are folks on vacation or attending to business. They are neat, clean and respectful. An AirBnB host will not rent to people who do not have good feedback -- these strangers are staying in their home; they want to feel safe and secure, and rent to people who have been verified by AirBnB as being who they say they are, as well as reviewing the feedback left by other hosts.

As you know, housing is very expensive in the Reno area. Many people are living on the edge, barely able to make ends meet. AirBnB income can be the difference between paying the mortgage, the property taxes, and the utilities and being unable to meet these expenses. AirBnB income can be the difference for empty nesters being able to stay in their homes and having to leave. One could argue that these empty nesters could acquire long-term roommates. But that leaves people you don't know well with keys to your home, living in your home while you are in the hospital, visiting family, or otherwise away. It means that you cannot accommodate your family if they come to visit. With AirBnB, on the other hand, if family is coming, you simply block out availability on those days. Research shows that about half of Nevada AirBnB hosts are people over 50, likely using the typical \$5000/year of revenues to help make ends meet (e.g. property tax and utilities) ([SierraSun.com](#)).

Another complaint one hears raised in other cities is with investors buying homes for short-term rentals, thus removing these homes from the long-term rental or sales pool. This can theoretically result in a shortage of homes or in price increases as

there is more competition for homes. However, I do not believe this is a problem in Washoe County. As of 2016, Nevada as a whole contains only about 3,700 AirBnB listings (sierrasun.com). This is simply not enough to have a significant impact. Nonetheless, this concern could be addressed if it became an issue by requiring that the property owner live on-site if renting rooms short-term. Earlier this decade, Reno Municipal code specifically stated that such situations were not included as transient lodging. (I do not know if the code has changed.)

Many complaints I hear about AirBnB are from people who live in the new housing tracts, complaining that their neighbors are renting out rooms, whether on a short-term or long-term basis. This concern does not require government intervention. Most CCRs restrict such activities. That is the right of the homeowner's association and something the owners agreed to when purchasing their property. Thus, for complaints about short-term rentals from people living in such communities, my suggestion is that they ask their homeowner's association to enforce the policies in the CCRs. There is no need for government action to do so.

There are stories about tenants subletting rooms through AirBnB. Again, this is something that does not require government intervention. If the landlord does not want his tenant to sublet, that should be included in the lease language, as it typically is. If the landlord is concerned that the tenant may not realize that short-term rentals are also considered subletting, he can add this language to the lease. If the landlord finds that the tenant is subletting without permission, this is grounds for terminating the lease and evicting the tenant. Again, this is within the authority of the landlord, and there is no need for government action.

I suggest that the county continue to collect room taxes from short-term rentals but not interfere in the lawful ways that people currently can augment their income. Onerous restrictions on short-term rentals could result in more people losing their homes and being turned out onto the street, and could even result in a shortage of available rentals during busy seasons. Thank you for your consideration of my input.

Sincerely,
Hershel Rosenbaum
Reno, NV

From: [Clyde VanLandingham](#)
To: [CSD - Short Term Rentals](#)
Subject: Short term rentals.
Date: Monday, August 26, 2019 3:54:48 PM

[**NOTICE:** This message originated outside of Washoe County -- **DO NOT CLICK** on **links** or open **attachments** unless you are sure the content is safe.]

Have answered survey. I am an out of state renter with an STR in third creek in Incline Village.

I work hard to get only good tenants who will respect neighbors and HOA rules. My HOA does a pretty good job of collecting data about who is there, what vehicles are there, and providing rules for tenants with fines for non-compliance.

Online service companies are focused on revenue, and although owners may include rules and regulations in the online listing, the VRBO or whoever takes no responsibility for helping owner structure controls, and I expect many renters seldom read what is there.. It might be helpful to provide guidance to STR owners about how to establish contracts, and to HOAs about how to deal with issues in a consistent way.....I think the online companies could be tasked with forcing the renters to initial each rule and each penalty just like a legal docusign document. I do think some basic inspection and permitting should be required, fees to be paid by owner.

I do hope to live mostly full time in my unit eventually.....but a few more years of work

Thanks
Van VanLandingham
713-435-9909

ATTACHMENT F

Letter requesting code amendments



WASHOE COUNTY

COMMUNITY SERVICES DEPARTMENT

1001 EAST 9TH STREET
RENO, NEVADA 89512
PHONE (775) 328.3600
FAX (775) 328.6133

October 11, 2019

Nancy Parent
Washoe County Clerk
1001 East Ninth Street
Reno, NV 89512

RE: Request to initiate proceedings to amend the Washoe County Code

Dear Ms. Parent,

In accordance with Washoe County Code (WCC) Section 2.030, please submit this correspondence to the Board of County Commissioners. I request that proceedings be initiated to amend WCC Chapters 110 (Development Code), 25 (Business Licenses, Permits and Regulations) and 125 (Administrative Enforcement Code) to create the necessary code language facilitating the Board's direction related to short-term rentals in unincorporated Washoe County.

Amendments to these chapters may include, but are not limited to, the establishment of definitions, standards, location limitations, occupancy limits, parking requirements, safety/security considerations, signage, noise thresholds, trash/garbage collection rules, insurance requirements, county staffing levels, Tahoe area considerations, permitting requirements, enforcement process, fees, fines, and penalties associated with short-term rentals, as well as the resolution of discrepancies that may arise within existing WCC chapters as a result of any new code language.

Included is a proposed staff report seeking the Board's approval to initiate the amendment and provide you with direction to submit the request to the District Attorney to prepare a code amendment.

Respectfully,

A handwritten signature in blue ink, appearing to read "D. Solaro".

David M. Solaro
Interim County Manager and
Director, Community Services Department



INTEGRITY



EFFECTIVE
COMMUNICATION



QUALITY
PUBLIC SERVICE

ATTACHMENT G

Short-term rental FAQs



SHORT-TERM RENTALS IN WASHOE COUNTY: AN OVERVIEW

9/23/19

WHAT IS HAPPENING?

Washoe County has begun the process to establish standards for short-term rentals in the unincorporated County (outside of Reno and Sparks)*. The County recently completed the first phase of public outreach, including three public workshops, a series of stakeholder meetings and an online survey. Additional details are available at www.washoecounty.us/str. Input will be used to draft approaches for consideration by the Board of County Commissioners.

Unincorporated Washoe County includes those areas of the County located **outside of the city limits of Reno and Sparks. It includes areas such as Incline Village, Washoe Valley, Spanish Springs, Hidden Valley, Sun Valley, portions of Verdi and Cold Springs, and others. If you're not sure if a location is within unincorporated Washoe County, visit <https://gis.washoecounty.us/wrms/quick/city> to find out.*

WHAT DOES THE COUNTY WANT TO ACHIEVE?

Washoe County intends to establish simple, fair and enforceable standards for short-term rentals that balance competing interests and maximize voluntary compliance.

WHAT MIGHT BE POTENTIAL AREAS OF CONCERN?

Community stakeholders and agencies have identified the following areas of potential concern relating to the establishment of standards for short-term rentals in unincorporated Washoe County (partial list only).

- **Permitting Process:** (ex. fees, fines, review times, etc.)
- **Fire and Guest Safety:** (ex. defensible space, smoke detectors, structures meeting code standards, etc.)
- **Occupancy Limits:** (ex. number of guests allowed per room, home, etc.)
- **Parking:** (ex. adequate off-street parking spaces, designated parking areas, etc.)
- **Trash:** (ex. placement or volume of trash, bear-proofing, etc.)
- **Noise:** (ex. excessive noise, late-night/early morning noise, etc.)

HOW CAN I STAY INFORMED?

For more information about the County's efforts to establish standards for short-term rentals, or to subscribe to updates, visit www.washoecounty.us/str.

NEXT STEPS

Input from the public workshops, stakeholder meetings and online survey is being used to draft recommendations for consideration by the Board. The next set of key milestones for establishing short-term rental standards are as follows (timing subject to change):

1. **Board of County Commissioners (BCC) check-in.** Status update to confirm direction. Expected to occur in fall 2019.
2. **Publish draft code language for 21-day public comment period.** To occur after BCC check-in.
3. **Planning Commission and BCC hearings.** Expected to occur in early 2020, assuming no major changes as a result of previous steps.



SHORT-TERM RENTALS IN WASHOE COUNTY: FREQUENTLY ASKED QUESTIONS

1. **What is a short term rental (STR)?**

A short-term rental, or STR, may also be referred to as a vacation rental. STRs are generally rented to guests for 28 days or less out of private residences such as homes, apartments and condos. They're commonly available through property management companies and online booking services such as Airbnb and VRBO.

2. **Which geographic area(s) will be affected by these efforts?**

Unincorporated Washoe County only. This **DOES NOT INCLUDE** properties within the city limits of Reno or Sparks. It **DOES INCLUDE** areas like Incline Village, Washoe Valley, Spanish Springs, etc.

3. **Is banning STRs an option for Washoe County? If not, why not?**

The direction from the Board of County Commissioners is to establish standards and a permitting process governing STRs in unincorporated Washoe County. Experts across the industry have recognized that STRs continue to exist even in jurisdictions where a ban is in place. Establishing standards and a permitting process will allow for impacts to be addressed and regulations to be enforced.

4. **Will all hosts of STR's be required to register with Washoe County?**

Yes, a permitting process is expected to be developed as part of the efforts to establish STR standards.

5. **What if my property is already registered with RSCVA?**

The Reno-Sparks Convention and Visitors Authority (RSCVA) requires hosts of STRs to obtain a transient lodging tax (aka room tax) license. In order to operate, hosts of STRs will also need to obtain the appropriate permit/license through Washoe County once a process has been established. Although the RSCVA is a separate entity from Washoe County, it is expected there will be opportunities to reduce potential overlap in the permitting processes between the two organizations.

6. **Will there be a fee associated with obtaining a short-term rental permit or license with the County?**

Yes, it is expected that a permit or license fee will be required in order to operate a short-term rental in unincorporated Washoe County. Additionally, it is expected that non-compliance may result in penalty fines.

7. **Will general taxpayer dollars be spent to implement/enforce STR standards?**

The County's goal is to establish a fee and fine structure for short-term rentals that will cause the program to be revenue-neutral. That is, fees and fines will be expected to support implementation of the program and enforcement of newly-established regulations. This includes fees covering the cost of any inspections necessary to obtain a permit or license.

8. **Will hosts of STRs also be required to pay room tax?**

Yes, this will not change.

9. **How much room tax is generated by STRs in Incline Village? How much of that does Washoe County get and where does it go?**

The RSCVA assesses a 13% room tax on STRs in Washoe County. That room tax is paid to the RSCVA, which keeps a portion and then distributes the remainder to various State, regional and local agencies. Per State law and various government ordinances, Washoe County receives 1/13th of the room tax paid in unincorporated County areas. Based on a 5-year average, RSCVA receives approximately \$1.6M annually for room taxes associated with STRs in the Incline Village/Crystal Bay area. Washoe County receives 1/13th of that amount, which is approximately \$125,000 annually. That goes into the General Fund.

10. **Will the distribution of room tax change as a result of efforts to establish STR standards in the County?**

No. As indicated above, State law and various government ordinances control how much Washoe County receives of the 13% room tax assessed by the RSCVA. The County currently receives 1/13th of that amount. That is not to say that the topic will not be revisited in the future.



SHORT-TERM RENTALS IN WASHOE COUNTY: FREQUENTLY ASKED QUESTIONS

11. Will the County regulate the number of days in a year a home can be rented as a short-term rental?

There are a number of possible regulatory options that the County may consider in its efforts to establish STR standards. County staff is seeking input on STR impacts and potential options for reducing negative impacts. Staff looks forward to hearing suggestions like these and others during the public input process.

12. Aren't concerns over trash, parking, and noise already covered by existing ordinances?

In some cases, yes. The County is assessing if (or how) current laws adequately address quality of life impacts like trash, parking, and noise. Public input is a critical part of this assessment.

13. Are there benefits to having STRs in a community?

Although impacts to neighbors are the most commonly talked about aspect of STRs, they also can benefit a community. STRs provide an alternative lodging option in areas where traditional lodging availability may either be inadequate or undesirable depending on a guest's preferences. STRs also can have positive economic impact in terms of dollars spent within a community; provide additional income to residents who host STRs; assist in job creation for the tourism sector; and provide alternative housing options for a community's seasonal employees.

14. How many STRs are in Washoe County? In Incline Village?

The number of STRs in a community can vary dramatically month-to-month and season-to-season as homes come on and off the rental market for a variety of reasons. Once a permitting process is established for STRs in the County, averages will be better able to be tracked over time. However, current unofficial estimates put the number of STRs in all of unincorporated Washoe County as ranging between roughly 500 and 900 distinct units, varying greatly with time of year. The majority are located in Incline Village/Crystal Bay.

15. What is the Tahoe Regional Planning Agency's (TRPA's) role in this process?

TRPA's Governing Board voted in April 2019 to make STR neighborhood compatibility a third component in the system by which local jurisdictions are rated and receive residential allocations from TRPA. As part of these efforts, TRPA has established a STR Neighborhood Compatibility Working Group to provide guidance on standards affecting a jurisdiction's rating. The standards are currently in draft form. It's expected they'll be finalized and provided to TRPA's deciding bodies late 2019 for consideration on whether to adopt them.

16. Does Washoe County have an agreement with TRPA regarding STRs?

Yes. In October 2004, Washoe County and TRPA executed an interlocal agreement governing vacation rentals in the Lake Tahoe basin portion of Washoe County, especially in regards to common objectives.

17. Is the County looking at best practices from other jurisdictions around the country?

Yes. In addition to seeking input from affected stakeholders in Washoe County, the County is investigating regulatory options used by jurisdictions across the United States. This includes but is not limited to other jurisdictions around the Lake Tahoe area, in Nevada, and in similar communities in other states. The intent is to learn how other communities have addressed STRs and identify approaches that may be successful here.

18. Can Incline Village have separate standards for short-term rentals?

As a body, the County Commission's direction to staff was to draft STR standards that would be applicable across unincorporated Washoe County. However, numerous members of the public maintain that the Incline Village area presents unique environmental and other challenges that warrant distinct standards. This request is expected to be brought forward to the County Commission for their consideration.

19. How can I provide input on this process?

The County welcomes public input throughout the process. A variety of opportunities will be available, including public workshops, an online survey, public hearings, and an official public comment period to review draft language. Current opportunities will be posted at www.washoecounty.us/str.