

Short-Term Rental Report 2018

Overview

This has been a learning year for Casco Township and short-term rentals. After a late start, sending out postcard notification to all property owners in the township around April 1st. Registrations started coming in and two thirds were registered by June 1st. There were around 104 rentals being advertised most of the summer. There are currently 93 rentals advertising.

The township is only aware of three owners who are advertising or renting but haven't registered. The Zoning Administrator is following up on one and two haven't responded to citations and will be turned over to the attorney.

There have been adjustments made to the process throughout the summer and will be investing more time on enforcement this coming year. This past year, with the late start, contracts were already in place with some owners who had contracted for more than 12 guests. This coming year we will strictly enforce the number advertised for, the number staying, and the number of turnovers, if we are made aware.

The area that needs the greatest improvement is the response to issues, the hotline, and its effectiveness. There have been some incremental improvements, but the system needs significantly more improvement. The problems include needing to be 100% accurate when providing the address of where the issue is so it can be connected to an address in the database. That is an unrealistic expectation. There are also too few contacts being called. How Host Compliance determines when to call isn't clear. When contacts receive calls they come from an anonymous San Francisco area code so many contacts may not answer the call.

Host has made some changes to their system to make searches more forgiving when it comes to matching addresses with what is in the database. There also three township people who get texts when calls come in (Allan, Paul, Kathy) so there is follow-up sooner. But the process needs more work.

Other than for not registering, owners were cited for not responding to Host Compliance calls and advertising for too many people. In some cases there were legitimate reasons for the non-compliance and the citations voided, e.g.:

- The owner was on site, not a renter
- The software made it difficult to change the information (Home Away & VRBO)
- They didn't receive a call from Host Compliance until the next day

The goal is compliance, so the township would rather see people come into compliance. But as stated earlier, there will be stricter enforcement this coming year. We will be sending a letter to registered renters letting them know that we will be strictly enforcing the issues mentioned and that the deadline for registration for 2019 is April 1st.

In the AG zone there are fewer than a dozen people advertising to rent and there haven't been any issues at these locations.

Finances

There have been 107 registration fees collected, providing \$21,400 in revenue to support the costs of managing the short-term rental registration and enforcement process. There are 110 rentals on the list, however 3 of them are the ones that haven't completed registration.¹

Below are the actual costs to date and the expenses expected for the rest of the rental year. Currently, the projected total is \$48 over the \$21,400 taken in.

Registration Income (*Spring 2018 - March 31, 2019*): **\$21,400.00**

Expenses (*Spring 2018 to date, actual*): **\$15,748.00**

Includes:

<i>Host Compliance</i>	<i>\$8,553.00</i>
<i>Legal Expenses</i>	<i>\$675.00</i>
<i>Printing</i>	<i>\$400.00</i>
<i>Mailing Expenses</i>	<i>\$1,400.00</i>
<i>Kathy's Time</i>	<i>\$3,800.00</i>
<i>Administrative Time</i>	<i>\$320.00</i>
<i>Website</i>	<i>\$600.00</i>

Projected Expenses (*now to March 31, 2019, projected*): **\$5,700.00**

Includes:

<i>Legal Expenses</i>	<i>\$1,200.00</i>
<i>Mailing Expenses</i>	<i>\$100.00</i>
<i>Kathy's Time</i>	<i>\$2,800.00</i>
<i>Administrative Time</i>	<i>\$1,300.00</i>
<i>Website</i>	<i>\$300.00</i>

¹ Those rentals are included on the list so that when issues are called there is a contact number for Host Compliance to use.

Between now and the end of the year time will be spent:

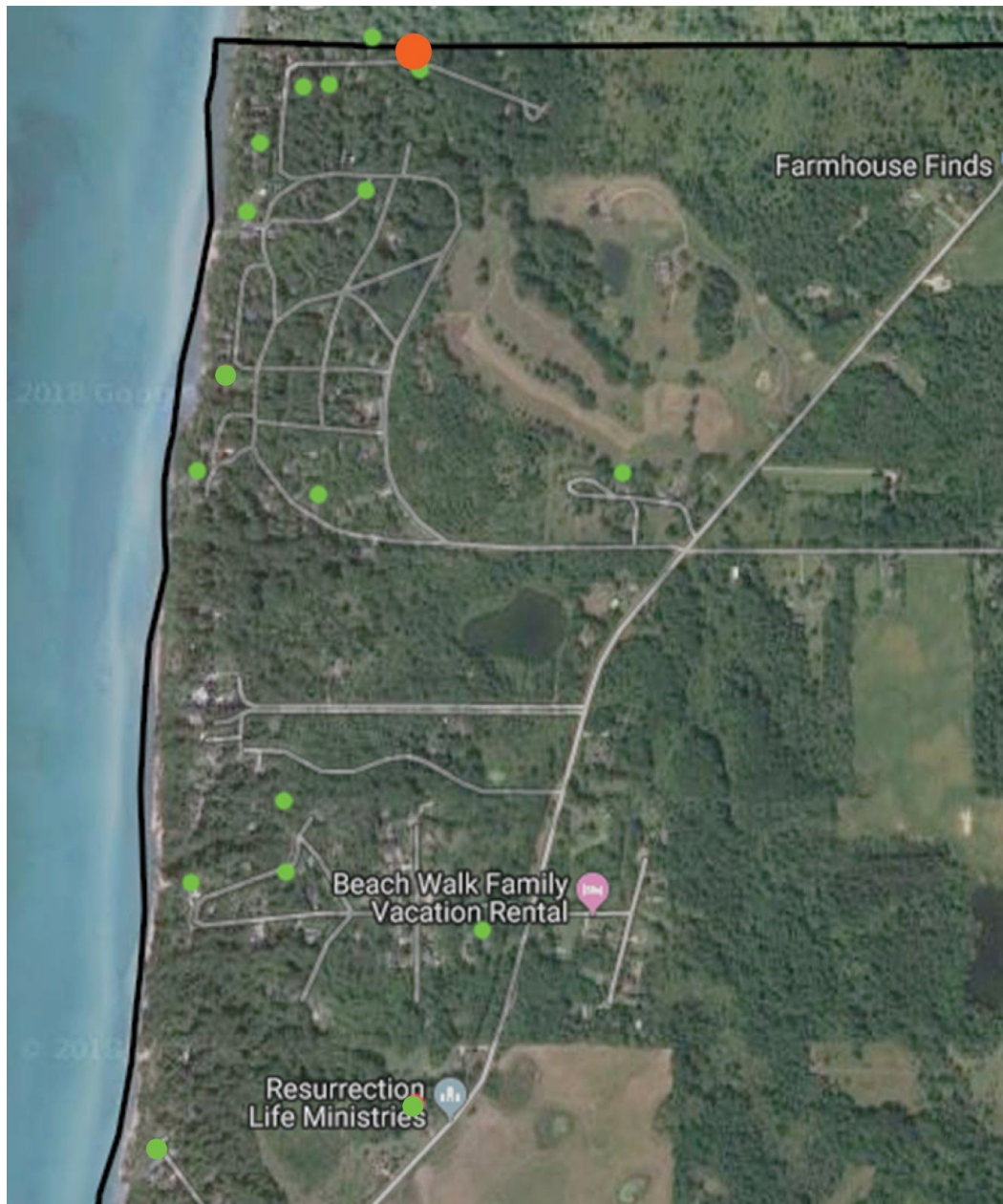
- On further enforcement
- Expanding the data captured for analysis (e.g. subdivision) and sorting
- Communicating with the registered renters
- Working on making the registration process more efficient
- Working on the process for response to issues/complaints
- Determining the best way to follow up with callers

Where the Rentals Are

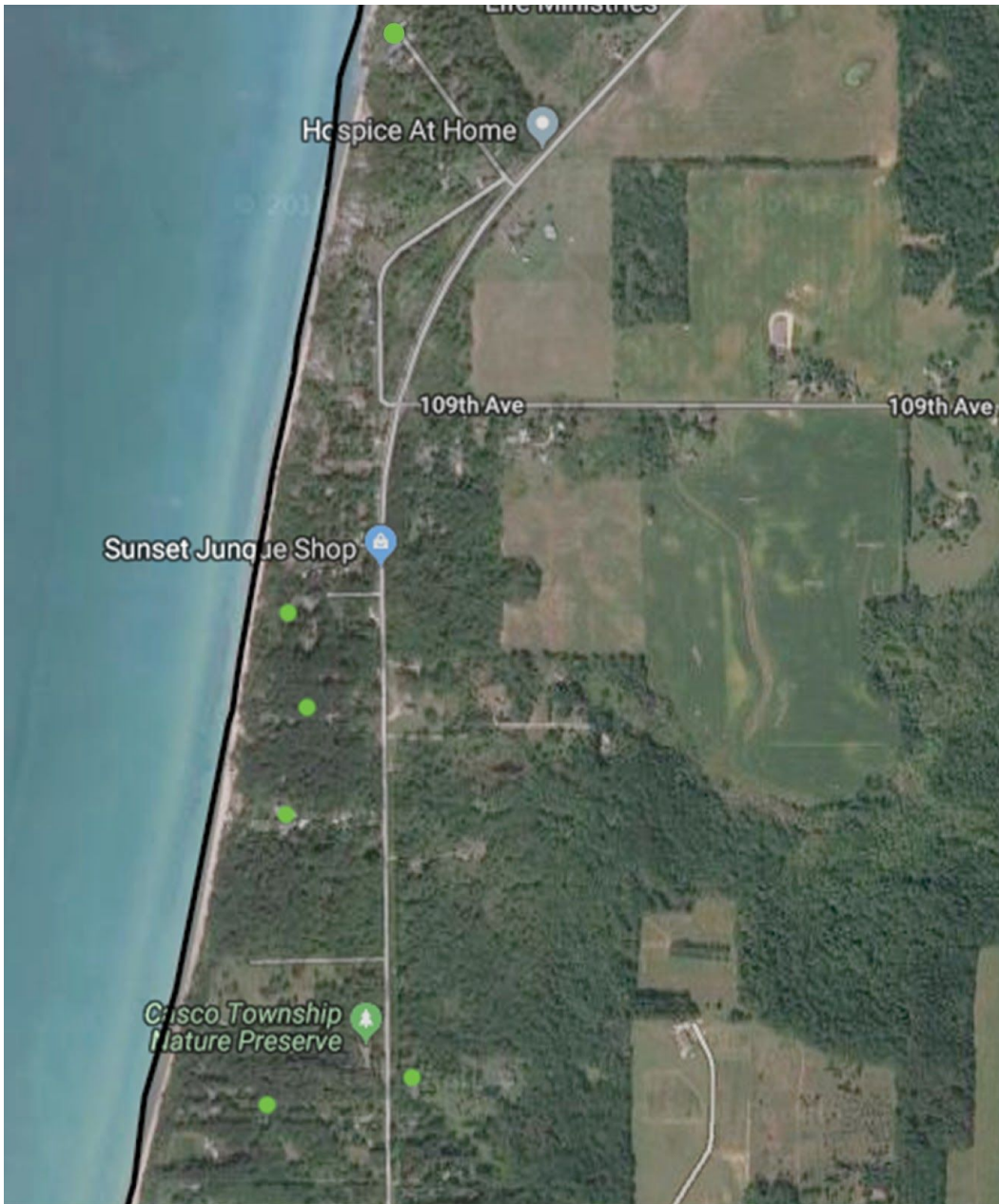
The rentals are clustered in several areas, represented by the green dots, with Glenn Shores, Miami Park, and the North Shore area being the most dense. We received the most noise/disturbance calls about five different homes, shown in red.

Note: These maps were created using recent screen grabs so about 10 of the rentals advertised during the summer may not be showing now.

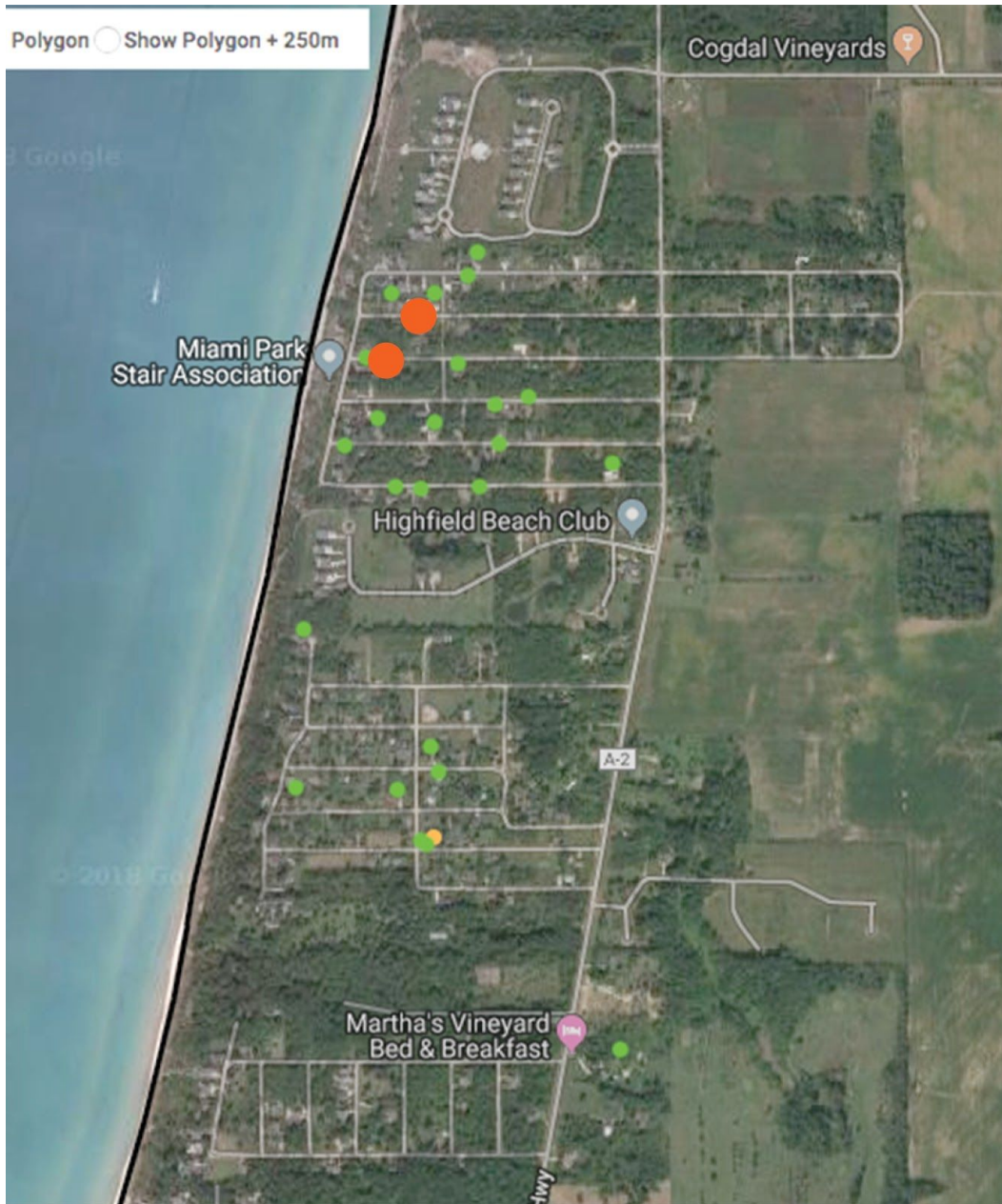
Glenn Shores & Glenn Haven Shores



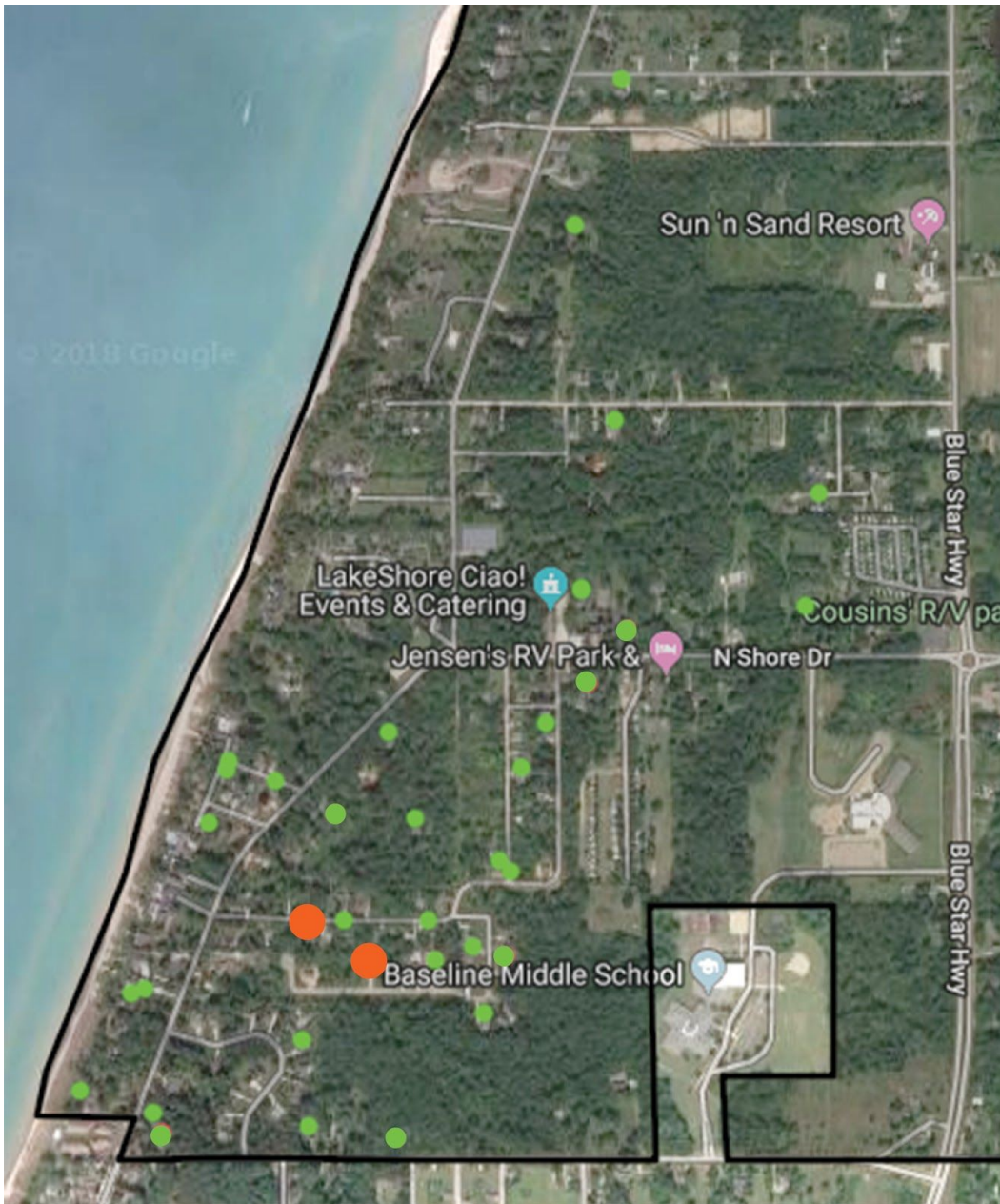
Cedar Bluff, and South to almost 107th



Boardwalk, Miami Park, Highfield Beach, Mt. Pleasant, Sunset Shores



North Shore Area



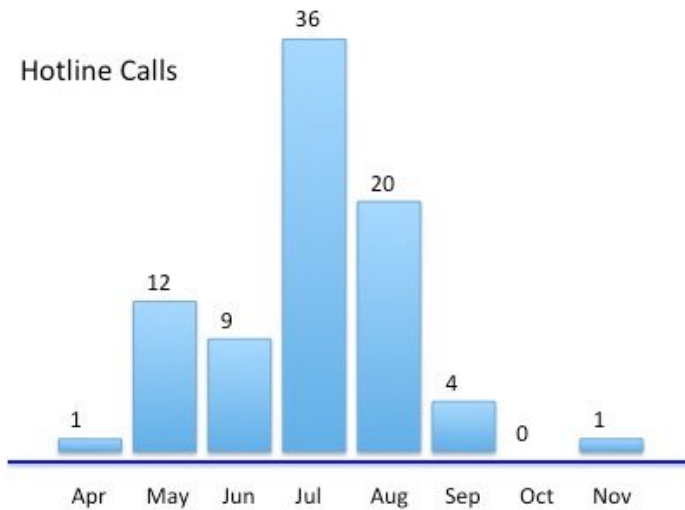
Hotline & 911 Calls

102 calls were received between April and November 15, that were not test calls. Three of the calls were interrupted so they were call-backs. 28% of calls were anonymous. Some calls were about multiple issues or multiple properties; in that case the call was counted under more than one category (e.g. Noise & Smoke)

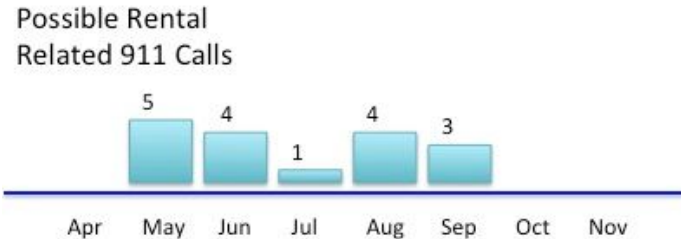
Number of calls by category of complaint:

Noise/disturbance	28
General questions	16
Green Signs/Stickers	10
Trash	9
Registration related	6
Parking	5
Dog related	4
Renting to too many	4
Smoke/fire pit	4
Trespassing	4
Renter (guest) calls	3
Fireworks	1

The chart below shows the number of calls each month that were not General questions:



The chart below shows the number of calls that the Sheriff's department believes could be related to rentals. These calls make up 4.8% of all Casco 911 calls over the same months, May - September:



Inspections

Health Department Inspections - 28 of the registered rentals needed "Hook to Connect" inspections and all of them had inspections completed - all passed

Fire Inspections -Our goal for inspections is running behind. We plan to complete a good number of inspections this fall and in the spring to be less of an inconvenience to the renters in the summer.

Inspections are being conducted based on age of the home, inconsistency between advertisements and county records, and calls from residents indicated that things are other than advertised.

Other Notes

There have been questions about rental properties claiming a Homestead exemption. That is a state issue, so the township has supplied, through our assessor, the list of all the Short-Term Rental Properties that we are aware of in Casco township.

Processing registrations for 2019 will take a little less time and effort because there won't be "Hook-to-Connect" inspections except for new renters since they are only required every 3 years. Rental agreements will stay the same for many renters there will be fewer first-time registrations to set up so that will save a little time as well.