

# VHR - WHO DOES WHAT

# **INFORMATION**

(NO DECISIONS TODAY.)





# FRUSTRATING QUESTIONS ???

How many VHR's – active, but not permitted.

We don't know, despite monitoring minimum of 15 websites...

But we do know there are companies that can find out.

Host Compliance

Muni Services.

BOS & Public have questions about demographics of VHR's

Current accounting system & case management system - is an excel spreadsheet.

Need a better system to answer BOS and public's questions

How do we proceed???



# THE BOARD OF SUPERVISORS

- Conceptual approval of Ordinance
- Public Notices and Public Hearing process prior to adoption of Ordinance
- Once the Ordinance is approved by the Board of Supervisors, it's the Law
- Amends Ordinance from time-to-time, based upon input from citizens and other government agencies and in consultation with County Counsel



# SHERIFF OVERVIEW

- ✓ The Sheriff 's Office responds to calls when there is a complaint.
- ✓ Initially assess situation for illegal activity(s).
- ✓ They educate, advise, cite or arrest when appropriate.
- ✓ Will assist the homeowner/property manager with an eviction if necessary.



# SHERIFF'S OFFICE HIGHLIGHTS

- Dispatch takes calls – any time of day or night.
- On the ground first responder – Deputy Sheriff.
- Talks to complainant, if they request a call back.
- Assesses the situation and begins the process of collecting the facts.
- Talks to renter and determines if there is a valid permit, asks for contract, calls the local contact.

continues



# SHERIFF'S OFFICE CONTINUED

- If there is noise, explains to the renter that they are to follow the law.
- Tries to estimate the number of guests, how many overnight occupants, and the number of vehicles that belong to the renters and guests.
- Inquires about posted sign for hot tub hours 8:00 AM to 10:00 PM.
- Occasionally assists in the eviction of tenants.

continues



# SHERIFF'S OFFICE CONTINUED

- Occasionally arrests someone who might present a danger to him/herself or others; or may arrest for other violations of the law.
- Writes up a report.
- After report is approved, part or all of the report is forwarded to Tax Collector's office.





# TAX COLLECTOR OVERVIEW

- ✓ The Tax Collector's office investigates all complaints that against owners.
- ✓ Monitor's telephone hot-line **(530) 573-3427**
- ✓ Collects evidence from all the parties involved,
- ✓ Determines if there is sufficient evidence of a violation.
- ✓ For those cases where the individual admits to the violation, the violation is immediately imposed.
- ✓ When the owner or agent requests an appeal hearing, in writing, the Tax Collector's office schedules the hearing before a Hearing Officer who weighs the evidence & issues a final determination.



# TAX COLLECTOR'S OFFICE HIGHLIGHTS

- Receives Sheriff's Report or Citizen Complaint.
- Opens case file.
- Develops evidential case. (This takes a great deal of time with phone calls, emails, documentation and written correspondence that is sent back and forth.)
- Contacts complainant – Asks complainant if they are willing to complete complaint form. If yes, a complaint form is sent.
- Asks complainant if they would attend the hearing if the owner requests an appeal hearing.
- Attempts to contact renter, get their side of the story.

continues



# TAX COLLECTOR'S OFFICE CONTINUED

- Contacts owner and/or Owner's Agent – requests a written declaration explaining their 'side of the story' along with a copy of the rental agreement.
- Examines the declarations and rental agreement to find out what efforts, if any, were made to avoid violations of the law, including noise, over occupancy, trash, hot tub use hours, etc. etc.
- Searches websites for advertisements and prints the ads for case file.

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# TAX COLLECTOR'S OFFICE CONTINUED

- Records receipt of all documents
- Allows time for responses as provided for within the ordinance.
- File is reviewed by Assistant Treasurer-Tax Collector and Treasurer-Tax Collector to determine if the evidence supports a violation of the ordinance.
- If it is determined that there is a violation, a formal Notice is sent to the Owner and to the Agent that handles the rental.
- Growing trend: Complainants not filing written complaint or unwilling to allow the use of their name.

continues



# TAX COLLECTOR'S OFFICE CONTINUED

- If the violation(s) are appealed by the Owner or Agent, hearings are scheduled with the Hearing Officer.
- Attends hearing and prosecutes the case.
- Receives outcome of hearing.
- Collection efforts to collect fines.



# TAX COLLECTOR'S OFFICE OTHER RESPONSIBILITIES...

- Distributes Good Neighbor Brochure to educate owners, renters and neighbors.
- Holds community meetings in South Lake Tahoe to get public input and to provide information to owners, neighbors, agents, local contact persons, the general public, and the press.
- Next public meeting will be Wednesday, November 1, 2:00 PM. South Lake Tahoe Library, 1000 Rufus Allen Blvd, So. Lake Tahoe.



# TAX COLLECTOR'S OFFICE

## OTHER RESPONSIBILITIES... CONTINUED

- Sent Letters to Owners, Bankers, Title Companies, Real Estate Agents/Brokers, Attorneys regarding changes in law concerning permit required in advertisement and 8:00 AM – 10:00 PM limit on hot tubs. (~400 letters + ordinance + Good Neighbor Brochure
- Press releases from time-to-time to keep the public apprised of the issues and changes.

continues



# CONTINUAL IMPROVEMENT

In development now is:

New Owner Training program.

(Many complaints are generated by new owners who misunderstand the depth of their responsibilities.)

**Will propose to Board – incentive system similar to Air Quality Control, if they attend training class.**

The goal is to get new owner on the path to fully understanding their responsibility to the community/neighborhood sooner rather than later.





# OTHER DEPARTMENTS/AGENCIES HIGHLIGHTS

- Ad Hoc Committee of the Board of Supervisors is meeting Has been formed to consider the future of VHR's on both East & West Slope.
- Unattended animals – Call County Animal Services – 530-573-3300
- Trash scattered around the yard – Call County Environmental Management 530- 573-3450 or Clean Tahoe 530-544-4210
- Fire Department - Fires on No-Burn Days? Call the department serving your neighborhood.



# COMMENTS LAST PUBLIC MEETING - SLT

Eliminate language – “best efforts.”

Require Signage on outside of VHR – with minimum of phone #

Change Hot Tub hours : 9 pm to 8 am

No Subletting

Online submission for TOT Returns and Credit Card Payments

Occupancy in house at any one time vs Overnight Occupancy

(Change to allow only 3 allowed on permit at any one time.)

No more warning with no fine. Reduce # of violation with 1<sup>st</sup> violation carrying a dollar fine.

Clusters – caps on # of VHR’s in a neighborhood (See handout)

Require central air or closing windows due to noise.

Require owners/managers attend training program before issuance of permit.



# COMMENTS LAST PUBLIC MEETING

Citing the tenant rather than the owner/manager

Citing both the owner/manager and the tenant

Suggestion from public ...Limit number of permits – overall area.

## Context

Year 14/15 # of VHR's 575 in SLT

October 2017 # of VHR's 876 in SLT



# WORKLOAD TRENDS

Current investigations: 128\*

(\*An investigation can include more than one violation.)

Currently 235 separate issues (potential violations.)

Current partial year 98 violations have been established and the owners notified .

Compared to 2015 (129 violations.)

Compared to 2016 (59 violations .)

\*\*Snow conditions and economic conditions often dictate activity level of VHR's.



# WEST SLOPE

Suggestions: Expand SLT ordinance to West Slope EDC.

Split between SLT & West Slope – Total TOT – normally ~ 60 /40%. SLT the larger share of Transient Occupancy Tax.



# YOUR THOUGHTS

BOS : Anything else that should be added to the list?

How would you like the Tax Collector's office to proceed?

Open for public comment.

