

Vacation Home Rental (VHR) Program Update



September 30, 2025

Presentation Overview

Current Program Status

Prior VHR Ordinance Amendments

Focus on Enforcement

- VHR Advisory Committee
- Process Changes
- Team Overview
- Data
- Hotline

VHR Ordinance Highlights

Applies to properties rented for less than 30 days

Requires VHR Permit, Business License, TOT Cert.

County-wide Clustering Policy and Cap in Tahoe

Limits occupancy – 2/bedroom

Requires Local Contact Person

Requires notifying occupants regarding standards - solid waste, noise, parking, occupancy, etc.

New enforcement process – ‘time to cure’

Sets forth monetary penalties for violations

Requires 10 rental nights for Renewal

Current VHR/HHR Permit Data

Tahoe Active
Permits: 762

West Slope
Active Permits:
172

Hosted Rentals:
Tahoe – 17
West Slope – 11

Wait List:
Tahoe – 203
West Slope – 13

Board Directed VHR Ordinance Amendments & Program Adjustments - Highlights

1. Compliance with Vegetation Management Ordinance

2. Hosted Rentals require HHR Permit

3. Create a dedicated VHR enforcement unit

4. Develop new complaint tracking and response system

5. Enhance illegal rental enforcement

6. Strengthen compliance standards, e.g., noise, occupancy, signage, parking, etc.

7. Increase Code Violation Fine Amounts

Transient Occupancy Tax (TOT) 2018-2025

FY 2018 - FY 2025*

Fiscal Year	EAST	WEST	AIRBNB	TOTAL
FY 2018/2019	2,461,773.26	1,528,282.95	1,715,277.49	5,705,333.70
FY 2019/2020	1,896,063.08	1,094,650.61	1,924,874.31	4,915,588.00
FY 2020/2021	2,761,740.40	1,160,803.89	3,881,831.86	7,804,376.15
FY 2021/2022	3,171,810.02	1,600,282.05	3,771,587.60	8,543,679.67
FY 2022/2023	3,154,901.00	1,541,473.46	4,116,376.21	8,812,750.66
FY 2023/2024	2,547,313.31	1,429,370.76	4,160,036.47	8,136,720.54
FY 2024/2025	2,320,608.95	1,463,162.63	4,104,237.33	7,888,008.91

*Table does not include additional 4% voter approved TOT for roads and snow removal in Lake Tahoe beginning January 1, 2023

Code
Enforcement

Message from
Board was to
strengthen
Enforcement of
VHR Ordinance

VHR Advisory Committee

Convened by
Supervisor Laine

13 members with
varying viewpoints

Participated in six
meetings

Produced a
Recommendations
Report

Advisory Committee recommendations:

1

- Invest in a
dedicated VHR
enforcement unit

2

Develop a central
complaint
tracking and
response system

3

Enhance illegal
rental
enforcement

4

Modify “Local
Contact”
requirements

Invest in a Dedicated VHR Enforcement Unit

Three officers and one supervisor for VHR enforcement.

One supervisor and two officers assigned to South Lake Tahoe, and one VHR / Ranch Marketing officer in Placerville.

Winter months - daily coverage runs from 7 a.m. to 11 p.m.
Summer months – daily coverage extends from 7 a.m. to 1 or 2 a.m. Later shifts occur on Friday and Saturday nights.

Schedules are flexible and adjusted based on call volume, day of the week, and timing of service calls received.

Develop a central complaint tracking and response system

June 2024 - Vacation Home Rental (VHR) Hotline, **530-573-7999**, and **VHRENFORCEMENT@edcgov.us** email site, were established.

Both the hotline and email site are available to the community **24/7** to report any potential VHR Violations.

From June 25, 2024, to August 15, 2025, a total of **988** calls were received on the VHR hotline, and **331** emails were received through the VHR enforcement email.

Average Response Times:

Complaint received by CE to response back to Reporting Party= **6 mins**

Complaint received by Code Enforcement to call to Local Contact= **11 mins**

Complaint received by Code Enforcement to arrival at property= **35 mins**

Enhance illegal rental enforcement

2024 Stats

Total Cases Opened- 221

Total CRMs Opened- 151

Unpermitted Violations- 173

Breakdown of Violations:

- Admin- 1
- Noise- 8
- Occupancy- 9
- Parking- 0
- Safety- 1
- Signs- 16
- Trash- 13



2025 Stats (January-August)

Total Cases Opened- 326

Total CRMs Opened- 211

Unpermitted Violations- 276

Breakdown of Violations:

- Admin- 1
- Noise- 3
- Occupancy- 30
- Parking- 1
- Safety- 1
- Signs- 2
- Trash- 12

2024/2025 Fine Data Comparison

2024 Fines:

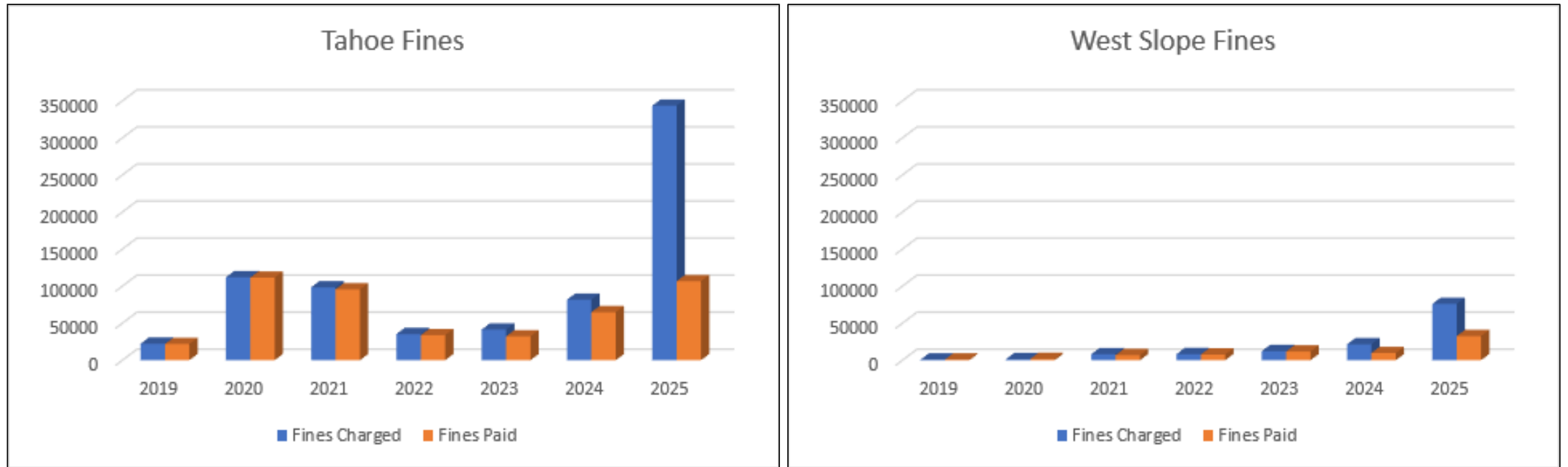
- Charged totaling- **\$257,000**
- Fines paid totaling- **\$104,905**
- VHR Admin Hearing- 1

2025 Fines (January to August):

- Charged totaling- **\$421,000**
- Fines paid totaling- **\$136,981**
- VHR Admin Hearing- 3



Fine Data Comparison Tahoe vs West Slope



**Example of
new VHR
Dashboard:
Data will be
viewable by
public**

VHR Data Information

Q1 2025

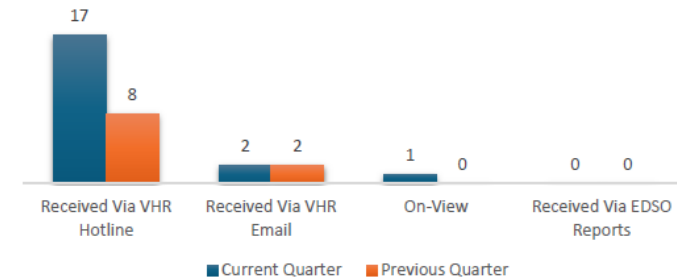
El Dorado County Code Enforcement
2850 Fairlane Court, Building C
Placerville, CA 95667
(530) 621-5999
cdacode.enforcement@edcgov.us

VHR/HHR Complaint Reporting

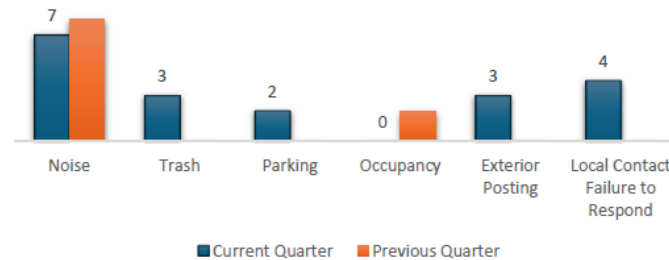
Add Text

	Current Quarter	Previous Quarter
Total VHR Complaints	19	10
Total HHR Complaints	1	0

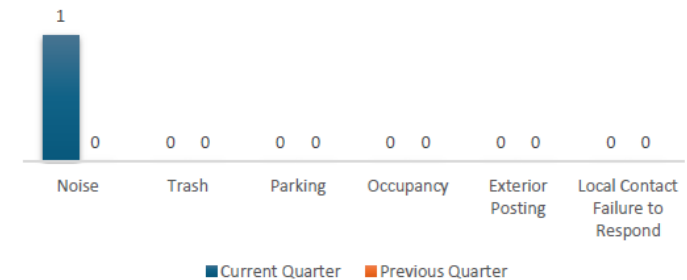
VHR/HHR Complaints



VHR Complaints by Type



HHR Complaints by Type



Modify “Local Contact” requirements

Old Process

- Call Local Contact or Property Management Company using phone number on VHR sign.
- If neither could be reached, contact the El Dorado County Sheriff’s Office.

New Process

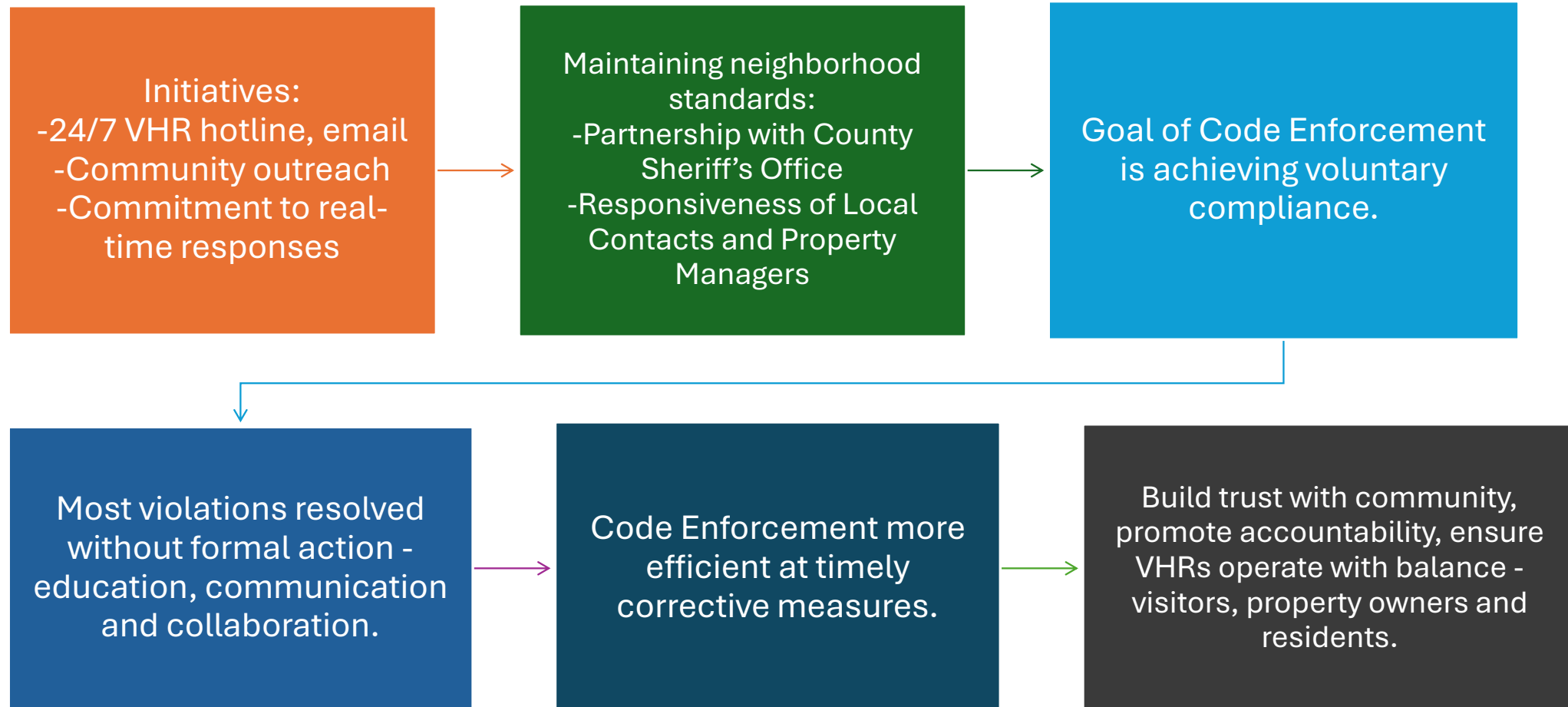
- If life/safety or community danger call 911
- All other potential violations call VHR Hotline at 530-573-7999 or email at VHRENFORCEMENT@edcgov.us



The overall success of VHR program depends on maintaining a strong working relationship between the Community, VHR Administration, Code Enforcement and the Sheriff's Department.



VHR Enforcement Program Conclusion



El Dorado County Code Enforcement



Contacts:

VHR HOTLINE 530-573-7999

VHR Email VHRENFORCEMENT@edcgov.us

VHR Administration 530-642-4888

Code Enforcement Administration 530-621-5999

Kevin Bailey, Code Enforcement Supervisor 530-967-8380

Thank you!

Questions

