

VHR - WHO  
DOES WHAT

# 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.
- ✓ They determine if laws are being violated.
- ✓ 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 property and begins to collect 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 assess 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 are filed against owners, 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 time with phone calls 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.

continues



# TAX COLLECTOR'S OFFICE CONTINUED

- Records receipt of all documents
- 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 Violation Notice is sent to the Owner and to the Agent that handles the rental.

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.



# 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.
- Press releases from time-to-time to keep the public apprised of the issues.

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# OTHER DEPARTMENTS/AGENCIES HIGHLIGHTS

- Ad Hoc Committee of the Board of Supervisors is meeting now to consider future amendments.
- 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.

