

Short Term Rental Program Mid-Year Update

City Council Work Session
June 10, 2019
Morgan Hester, AICP



Compliance Letter



- 340 letters sent to Vacation Home Rental City sales tax license holders
 - 237 now have active Short Term Rental permits
 - 59 still need Short Term Rental permits
 - 22 letters were returned (no known recipient)
 - 22 properties are not longer active Short Term Rentals, not within City limits, and/or changed ownership per conversations with City Staff



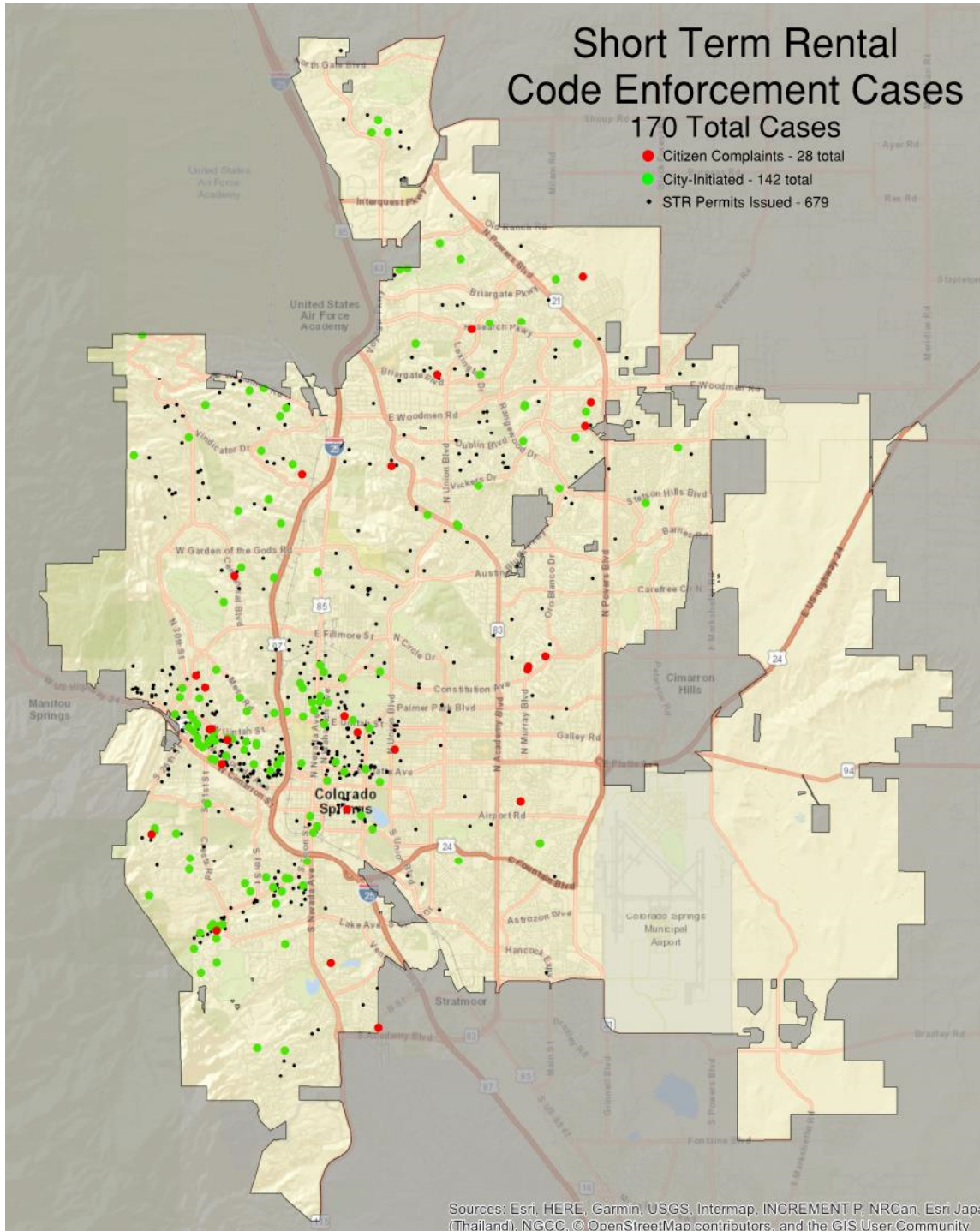
Code Enforcement Cases

- 142 City-initiated enforcement cases
- 28 enforcement cases from residential calls

Short Term Rental Code Enforcement Cases

170 Total Cases

- Citizen Complaints - 28 total
- City-Initiated - 142 total
- STR Permits Issued - 679



Sources: Esri, HERE, Garmin, USGS, Intermap, INCREMENT P, NRCan, Esri Japan (Thailand), NGCC, © OpenStreetMap contributors, and the GIS User Community



Code Enforcement Cases

- 679 total permits
- Red – Citizen Complaints (28 cases)
- Green – City-initiated (142 cases)
 - All cases are regarding operating an STR without a permit.

Citizen Complaints (Code Enforcement Cases)



Violation	Number of Cases
Noise*	4
Parking*	4
Traffic*	1
Trash	0
Number of people in a unit	1
Zoning violation	2
HOA covenant violation**	2
Illegal Activity	2
No Permit***	24

Total of 28 complainants – some include more than one issue.

*Noise, parking, and traffic are all regulated by PD, but Code Enforcement will make contact with home owner

**Code Enforcement does not regulate HOA covenants

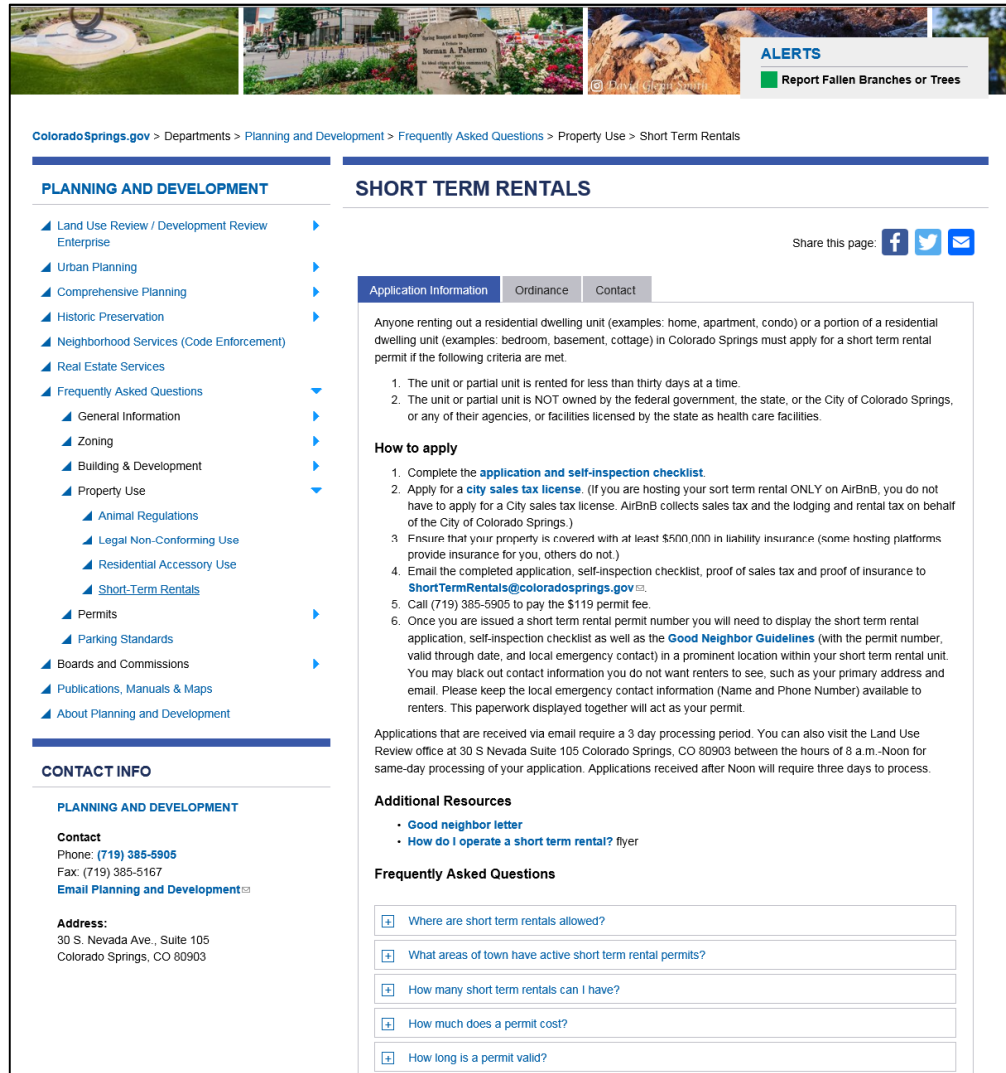
***All currently have active Short Term Rental permits



Statistics of Issued Permits

- As of May 28, 2019 (at the time this presentation was prepared) –
 - 679 active permits
 - 331 Air B&B-only
 - Air B&B-only listings are not required City sales tax licenses

STR Website



The screenshot shows the website for Colorado Springs Short Term Rentals. The header includes navigation links for "ColoradoSprings.gov", "Departments", "Planning and Development", "Frequently Asked Questions", "Property Use", and "Short Term Rentals". A navigation menu on the left lists various planning and development services, with "Short-Term Rentals" highlighted. The main content area is titled "SHORT TERM RENTALS" and includes tabs for "Application Information", "Ordinance", and "Contact". The "Application Information" tab is active, displaying a list of criteria for renting out a residential unit, a "How to apply" section with six numbered steps, and a list of "Additional Resources" including a "Good neighbor letter" and a "How do I operate a short term rental?" flyer. A "Frequently Asked Questions" section is also visible at the bottom, with several questions listed in a dropdown menu.

- Application and Checklist
- FAQ Section
- Heat Maps
- Interactive map for active permits/emergency contact information (SpringsView)
- Staff contact
- Ordinance available
- Quick reference to regulations

SpringsView



Colorado Springs SpringsView 8 s 25

Home Add, Find & Identify Draw & Measure Tool Labels

Home

Home Panel Show Layer List Initial View Pan Zoom In Zoom Out Previous Extent Next Extent Identify Clear Results Print Export

Home Navigation Identify Tasks

← Short-Term Rentals (3) **I want to...**

- ★ **Short-Term Rental** > | ...
Property Address: 8 S 25th St
Primary Emergency Contact Name: John Bauer
Primary Emergency Contact Phone: 719-232-3395
- ★ **Short-Term Rental** > | ...
Property Address: 8 S 25th St
Primary Emergency Contact Name: John Bauer
Primary Emergency Contact Phone: 719-232-3395
- ★ **Short-Term Rental** > | ...
Property Address: 8 S 25th St
Primary Emergency Contact Name: John Bauer
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Displaying 1 - 3 (Total: 3)

◀◀ Page 1 of 1 ▶▶

Home Panel Layers Short-Term... 20km / 10mi

95%

Short Term Rental Permits January - April 2019 (614 Total Permits Issued)



Active Permit Heat Map

- Red/orange – concentration of most cases
- Maps are updated at the end of each month showing the concentration of all issued permits
 - Total permits
 - Monthly total

Short Term Rental Permits April 2019 (85 Permits Issued)



Active Permit Heat Map

- Red/orange – concentration of most cases
- Maps are updated at the end of each month showing the concentration of all issued permits
 - Total permits
 - Monthly total



Zoning District	Number of Permits
R-2	235
R1-6	163
PUD	99
R-5	38
C-5	24
R	23
R1-9	18
R-4	18
SU	8
FBZ-T1	8
OR	8
C-6	7
PBC	2
M-1	1
TND	1

Zoning Concentration

Permitted in all residential zoning districts and where residential units are allowed in the PUD, OR, PBC, C-5, C-6, and M-1 zone districts as an accessory use (Section 7.3.205.(Q))



Zip Code	Number of Permits
80904	161
80903	106
80906	72
80907	66
80905	57
80919	49
80918	38
80909	37
80920	27
80923	15
80921	12
80910	10
80917	9
80908	4
80922	4
80924	4
80915	3
80927	3
80816	2

Zip Code Concentration

- 80904 = Old Colorado City
- 80903 = Downtown
- 80906 = Cheyenne- and Broadmoor-areas

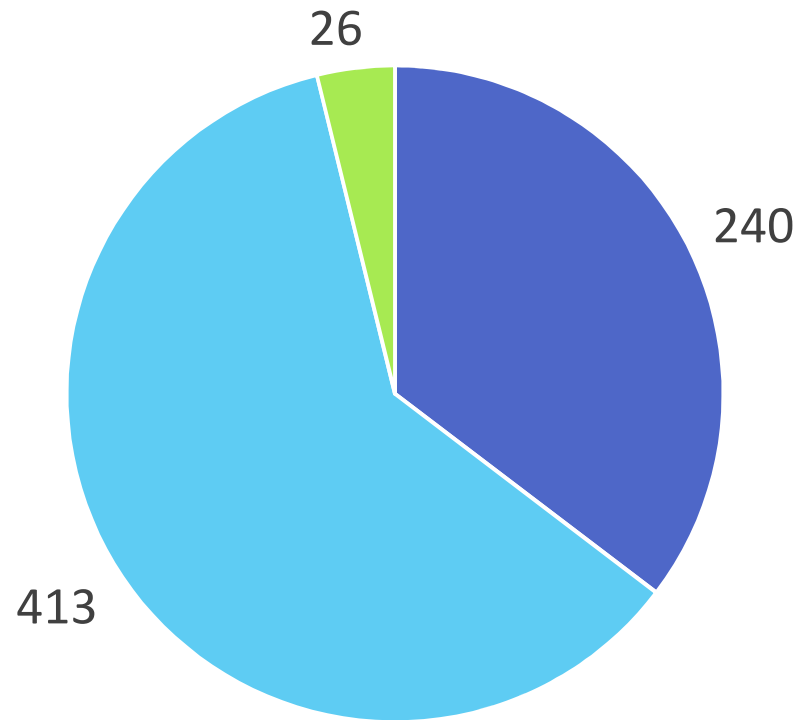


Ownership- and Rental-type Data

CHECK ALL THAT APPLY:

- This is my primary residence.
- I do not live at this property. My Primary address is listed below.
- I live in this residence half of the year and travel the other half of the year. (e.g. Living in Arizona for part of the year)
- I will be present during a majority of the rental period (I will be living on the property)
- I will not be present during a majority of the rental period (I will be living on a different property)
- I am renting out an accessory dwelling unit. (e.g. converted garage, mother-in-law suite, cottage)
- I am renting the whole house.
- I am renting rooms within the house. (If renting multiple rooms you must be in a zone that allows for multiple units)

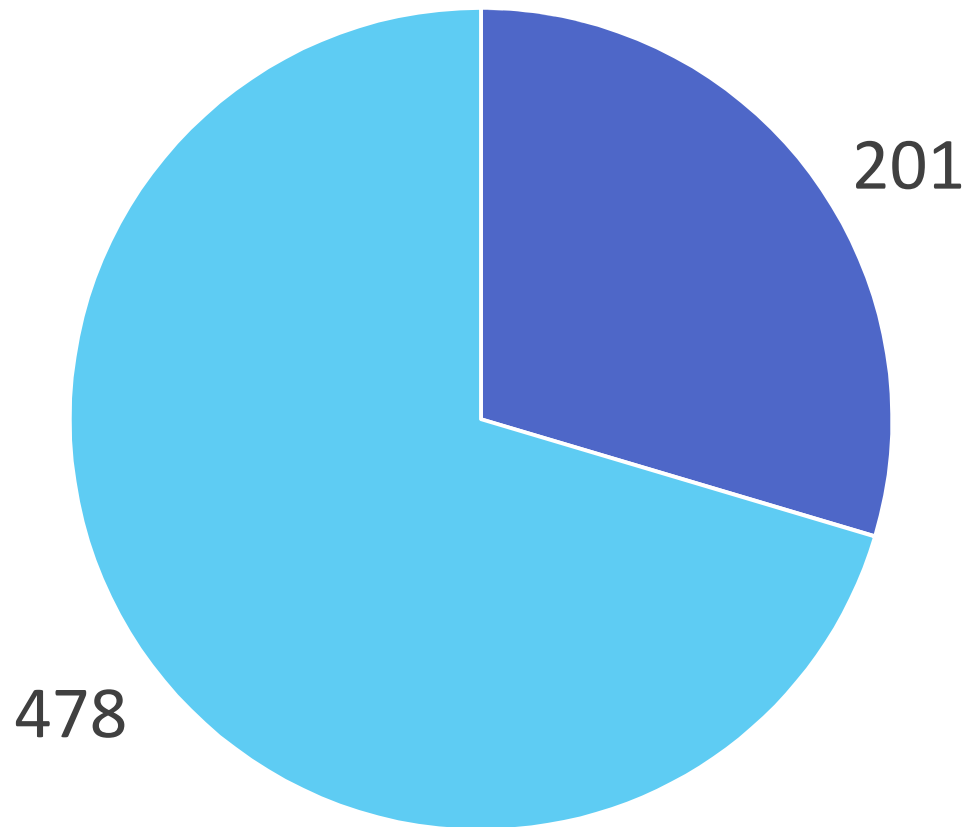
Characteristic of Owner



- Primary Residence
- Do not live at property
- Travel part of the year

- 679 total permits
- Three options for how applicants occupy property
 - Primary residence – **240**
 - Do not live at property – **413**
 - Travel part of the year – **26**

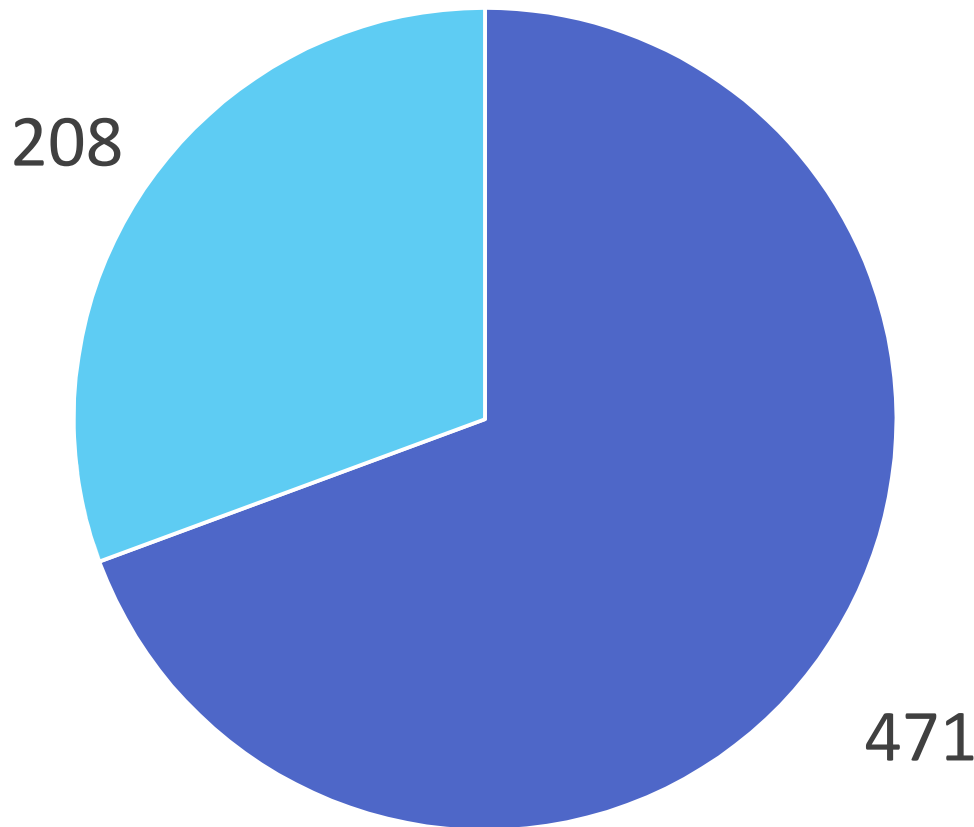
Homeowner Presence



■ Present ■ Not present

- 679 total permits
- Many homeowners have stated the STR is their primary residence but will not be present during the duration of the rental due to deployment, long-term traveling for work, and/or will vacate their property during the rental and will stay with a nearby friend or family member.

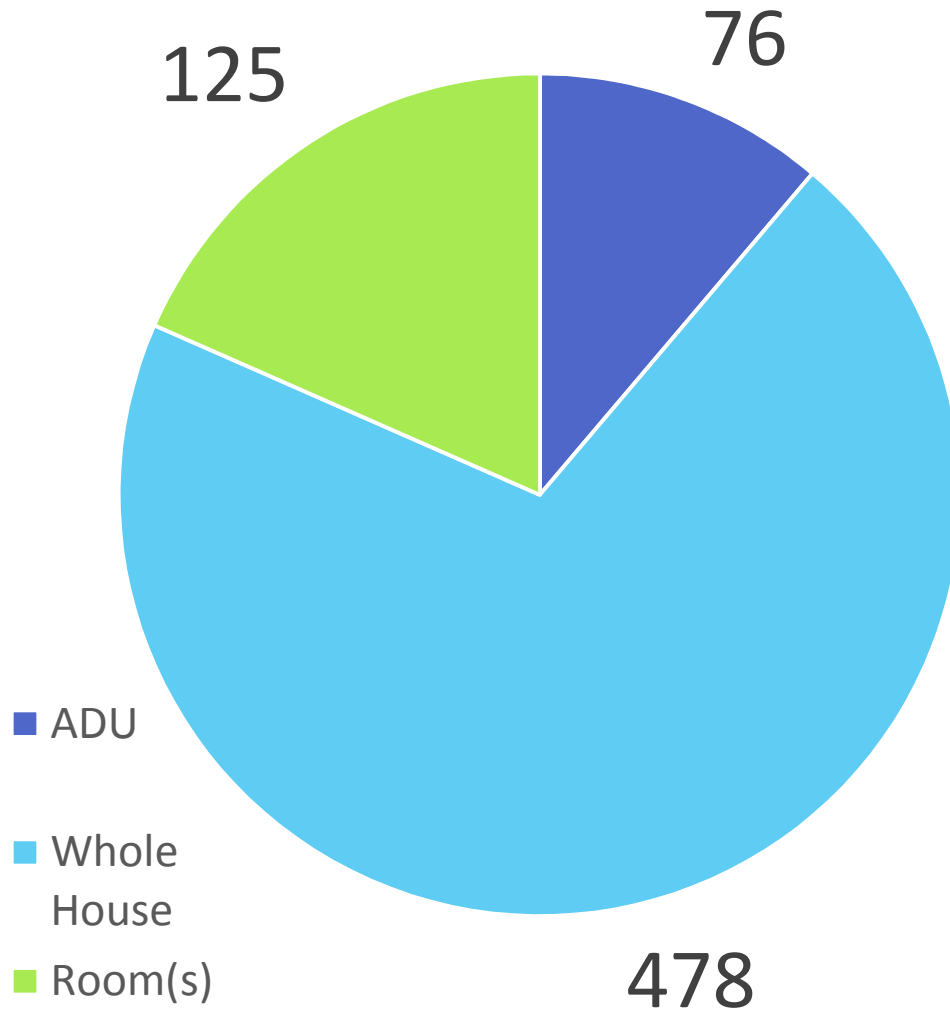
Management



■ Single Owner ■ "Management Company"

- 679 total permits
- "Management Company" could mean a true management company or a realtor/real estate company, or an individual that is acting as the rental property's emergency local contact whose primary residence is not the same address of the rental property.

Rental Type



- 679 total permits
- Renting an accessory dwelling unit (converted garage, mother-in-law suite, cottage) – **76**
- Renting whole house – **478**
- Renting room(s) within house – **125**

3rd Party Enforcement – STR Helper



Received price quote on March 4, 2019

Service Provided	Proposed Fee per Permit	Proposed Total Fee *
Mobile Registration	\$8/permit/year	\$13,528/year
Address Identification	\$22.50/permit/year	\$56,295/year
Compliance Monitoring	\$11.25/permit/year	\$19,024/year
Rental Activity Monitoring	\$15/permit/year	\$25,365/year
24/7 Dedicated Hotline	\$9/permit/year	\$15,219/year

*Based on assumption of 1,691 active permits

3rd Party Enforcement – Hamari



Received price quote on March 7, 2019 and valid until May 31, 2019

Costs (All Listings)	Initial Report (Year 1)	Year 2	Year 3
Listing detection (Air B&B, VRBO/HomeAway + Affiliates, FlipKey/TripAdvisor + Affiliates, Booking, Craigslist), Archived listing information, Web Portal, Dashboard Report	\$30,000	\$24,000	\$24,000
Monitoring Fee (performed weekly)	Included	Included	Included
TOTAL	\$30,000	\$24,000	\$24,000

*Additional fees for advanced archiving

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