

Office of Short-Term Rentals

GAO Committee

October 3, 2016

Submitted + Presented
IN COMMITTEE
Gao 10/3/16



Program Overview

- Effective February 1, 2015
- Allows permanent residents to rent homes < 30 days
- Office of Short-Term Rentals established in July 2015 to administer Short-Term Rental Program
- Oversees registration and enforcement



Registration Overview

- 2,253 applications received
 - 229 certificates disapproved
 - 133 applications incomplete
 - 57 applications under review
- 1,758 certificates issued
 - 76 certificates cancelled
 - **1,682 registered hosts**
- 3 - 4 week processing time for most applications

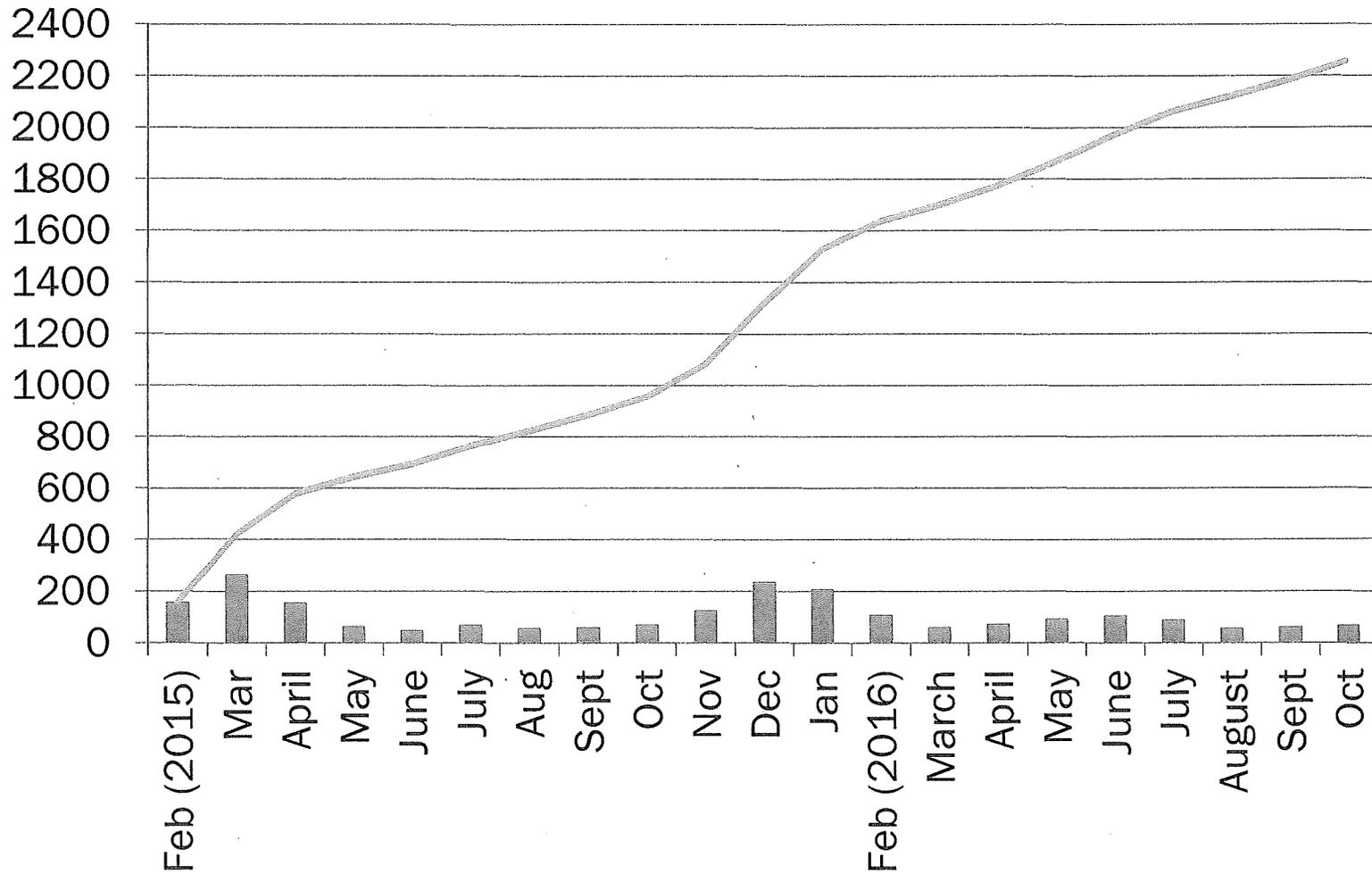


Registration Overview

	October 2016	April 2016	January 2016
Applications Received	2,253	1,747	1,318
Registered Hosts	1,682	1,210	879
Apps. Disapproved/Incomplete	438	425	170
Pending Review	57	112	269



Registrations Applications to Date





Process Improvements - Program Access

- Weekly Walk-In Hours: Wednesdays, 1:00pm - 4:00pm
- Monthly Evening Walk-In Hours: First Monday, 5:30pm – 7:30pm
- Expanded Appointment Hours
- Community Registration Events in Spring/Summer



Process Improvements

- Generally pause enforcement while application is pending
- New website
 - Easier filing of quarterly reports
 - Host account tools
- On-line application submittal
 - Would still require some in-person contact
 - Fully on-line application requires data transparency
- Data transparency w/ platforms is critical for more extensive changes



Enforcement

- Proactive focus on major offenders:
 - Hosts with multiple units
 - Full-time vacation rentals
 - Second violations
- Notices of Violation (NOV) issued to platforms
 - Failure to inform users of SF requirements
- Utilizing webscrapes to facilitate, prioritize cases
- 856 cases opened since February 1, 2015
- Notices of Violation Issued for 349 dwelling units
- 417 cases fully closed, 151 pending closure (182 dwelling units)
- \$870,000 in penalties assessed



Host Reporting

- Latest Quarter: July-Sept 2016
- 72% response rate
- Hosting Types
 - 50% hosted rentals only
 - 21% unhosted rentals only
 - 17% combined hosted/unhosted
 - 12% reported no stays
- Revoking certificates for failing to report



Recent Legislation

- Summer 2016 - Passed
 - Impose additional requirements on platforms
 - Verify registration of hosts
 - Subject to penalties for unregistered hosts
 - Currently in litigation
- October 2016 – Introduced by BOS
 - Cap all rentals at 60 nights per year
 - Modify private right of action timelines, parties
- October 2016 – Introduced by OSTR
 - Retain existing \$50 application fee
 - Tie future increases to CPI



Office of Short-Term Rentals Contact Info

- Website:
<http://shorttermrentals.sfgov.org>
- Enforcement Complaints/General Inquiries:
shorttermrentals@sfgov.org or (415) 575-9179
- Walk-in Hours:
 - Wednesday Afternoons: 1:00p – 4:00p
 - First Monday evening each month: 5:30p – 7:00p

OFFICE OF SHORT-TERM RENTALS





Listing/Host Data

- 8,665 listings / 6,700 Airbnb hosts
 - 5% are 30+ days
 - 25% have no reviews/last reviewed in 2014
- Listings on other platforms:
 - VRBO/Homeaway: 2,410
 - Flipkey: 977
- Some units are cross-listed on multiple platforms

Enforcement Process Overview

