

File No. 151245

Committee Item No. \_\_\_\_\_

Board Item No. \_\_\_\_\_

## COMMITTEE/BOARD OF SUPERVISORS

### AGENDA PACKET CONTENTS LIST

Committee: Government Audit and Oversight

Date November 3, 2016

Board of Supervisors Meeting

Date \_\_\_\_\_

Cmte Board

- Motion
- Resolution
- Ordinance
- Legislative Digest
- Budget and Legislative Analyst Report
- Youth Commission Report
- Introduction Form
- Department/Agency Cover Letter and/or Report
- MOU
- Grant Information Form
- Grant Budget
- Subcontract Budget
- Contract/Agreement
- Form 126 – Ethics Commission
- Award Letter
- Application
- Public Correspondence

#### OTHER

(Use back side if additional space is needed)

- Referral FYI - 12/09/2015
- Power Point Presentation - 04/25/2016
- Power Point Presentation - 1/11/2016
- PRESIDENTIAL ACTION - 10/28/2016
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Completed by: Erica Major

Date October 28, 2016

Completed by: \_\_\_\_\_

Date \_\_\_\_\_

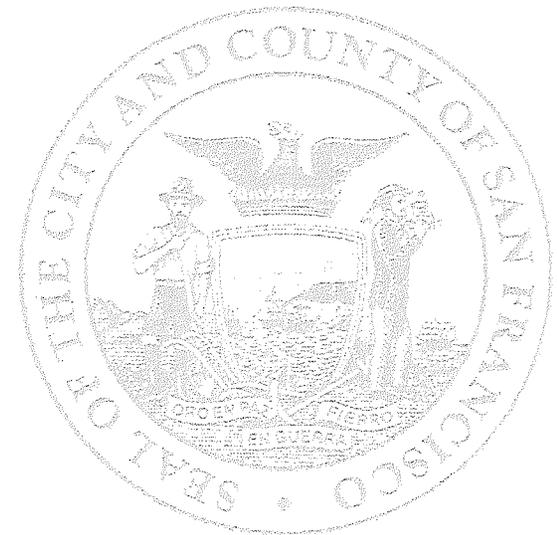
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# Office of Short-Term Rentals

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Land Use and Transportation Committee

April 25, 2016

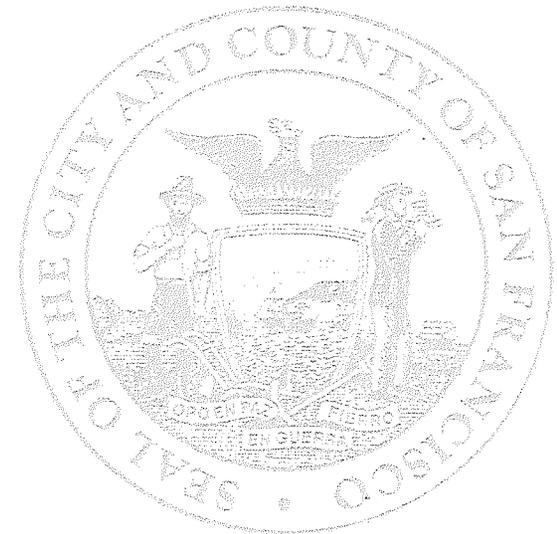




# AGENDA

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1. PROGRAM OVERVIEW
2. REGISTRATION/OUTREACH
3. LISTING/HOST DATA
4. ENFORCEMENT
5. HOST REPORTING





## Program Overview

- Ordinance 218-14 amends the administrative code regulations on short-term rentals, effective February 1, 2015
- Allows permanent residents to rent homes < 30 days
- Office of Short-Term Rentals established in July to administer Short-Term Rental Program
- Oversees registration and enforcement

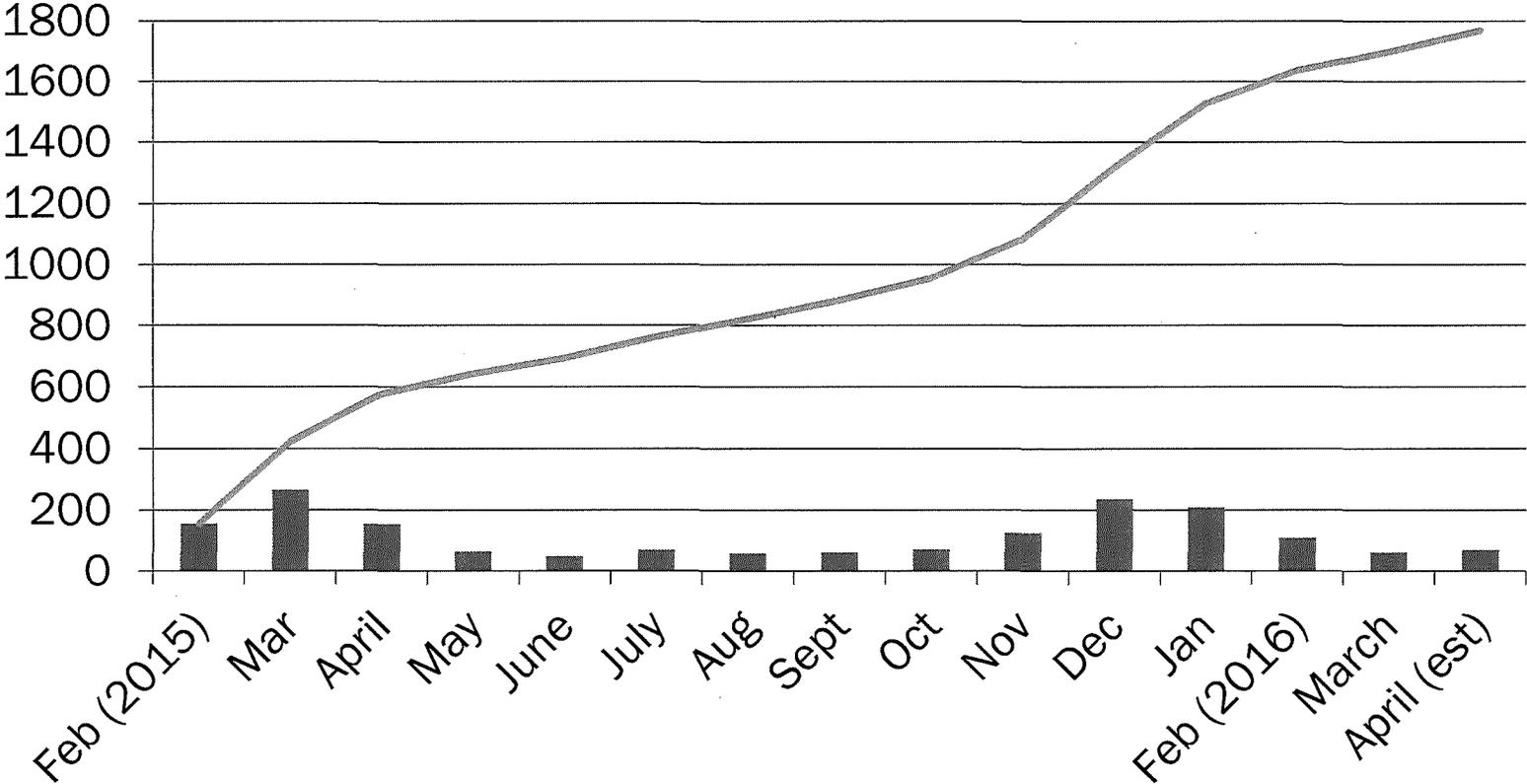


## Registration Overview

	April 2016	January 2016
Applications Received	1,747	1,318
Registered Hosts	1,210	879
Apps. Rejected/Incomplete	425	170
Pending Review	112	269



# Registrations Applications to Date





## Registration Process

- 1) Obtain business registration from TTX
- 2) Attend OSTR application intake appointment, submit:
  - Completed application
  - Two proofs-of-residency
  - Proof of insurance
- 3) OSTR reviews application materials, compares against public records
- 4) OSTR issues either approved certificate or denial letter with explanation



## Outreach to Date

- Media
  - SF Chronicle (press releases, interviews)
  - KPIX (interview)
  - KQED Radio (interview)
  - Sound of Hope Radio (interview)
- Presentations to Resident Groups
  - Small Property Owners of SF Institute
  - Homesharers of SF
  - Hayes Valley Neighborhood Association
- Public Registration Events
  - City Hall Registration Fair (March 22)
  - Earthquake Retrofit Fair (April 18)



## Program Access

- Weekly Walk-In Hours: Wednesdays, 1:00pm - 4:00pm
- Monthly Evening Walk-In Hours: First Monday, 5:30pm – 7:30pm
- Upcoming Community Registration Events:
  - Ortega Branch Library: May 5<sup>th</sup>, 5:30pm – 8:30pm
  - Potrero Branch Library: May 19<sup>th</sup>, 5:30pm – 8:30pm
  - Additional events in June TBD



## Listing/Host Data

- 7,029 listings / 5,378 Airbnb hosts (Nov '15 BLA report)
  - Entire unit: 57%
  - Private room: 37%
  - Shared room: 5%
- 9,448 listings/7,047 hosts (Mar '16 Airbnb self-reported)
- Listings on other platforms:
  - VRBO: 1,774
  - Homeaway: 1,793
  - Flipkey: 896
  - (Some units are cross-listed on multiple platforms)



## Unregistered Host Profiles

- Hosts ineligible to register:
  - Full-time vacation rentals (18%)
  - Multiple properties (7%)
  - Rentals > 30 days (4%)
  - Hotels & timeshares (1%)
- Listings with no reviews (13%)
- Tenants with a “no-subletting” clause (% unknown)
- Recent applications have had a higher rejection rate
  - Incomplete documentation
  - Contradicts information from publicly-available sources
- Will issue letters to hosts with Business Registration, but no certificate from OSTR



## 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
- 423 cases opened since February 1, 2015
- Notices of Violation Issued for 174 dwelling units
- 169 cases fully closed, 61 pending closure (95 dwelling units)
- \$695,000 in penalties assessed



## Host Reporting

- Began January 1, 2016
- 62% response rate
- Hosting Types
  - 52% hosted rentals only
  - 18% unhosted rentals only
  - 23% combined hosted/unhosted
  - 6% reported no stays
- Quarterly reporting resumed April 1
  - Improved response rate vs. January
  - Email reminders and form improvements



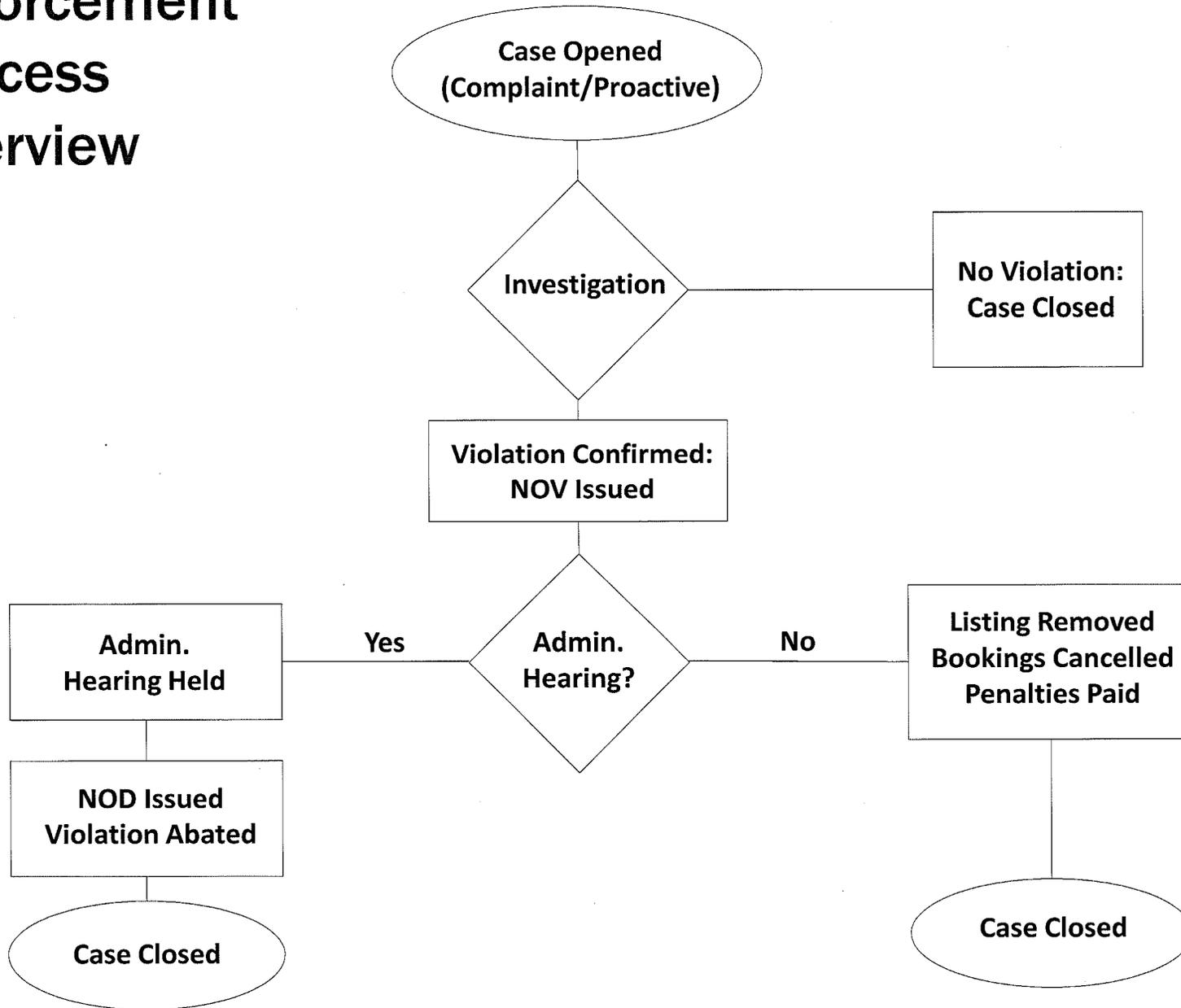
## Office of Short-Term Rentals Contact Info

- Registration:  
<http://businessportal.sfgov.org/start/starter-kits/short-term-rental>
- Enforcement Complaints/General Inquiries:  
[shorttermrentals@sfgov.org](mailto: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



# Enforcement Process Overview





## Requests to Hosting Platforms

- Identify hosts with listings for multiple properties in San Francisco
- Require that website users/hosts include a City registration number for their SF listings
- Deactivate listings of year-round vacation rentals
- Provide specific addresses of listings subject to complaints submitted to OSTR
- Provide content to STR hosts regarding legal requirements (registration, reporting, business tax, etc.)

File No. 151245

1/11/16. Presented in Committee

(Kevin Guy, Director, Office of Short-Term Residential Rental Administration & Enforcement)

## PROGRAM OVERVIEW

### Office of Short-Term Rentals

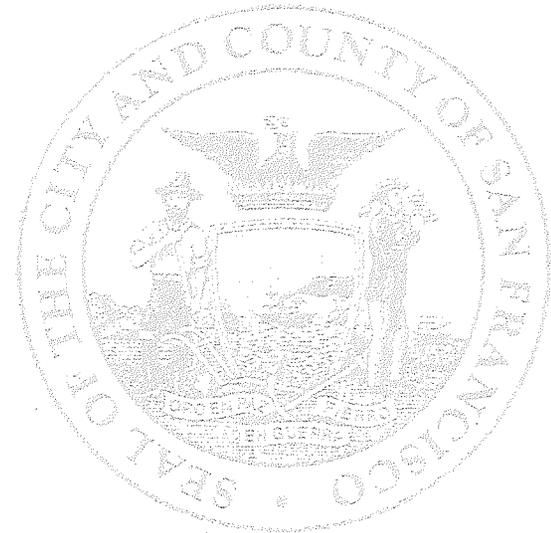




# AGENDA

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- 1. PROGRAM OVERVIEW**
- 2. REGISTRATION STATUS**
- 3. OUTREACH TO PLATFORMS**
- 4. ENFORCEMENT STATUS**
- 5. WEBSITE CHANGES**





## Program Overview

- Regulations effective February 1, 2015
- Allows permanent residents to rent homes < 30 days
- OSTR established in July to administer STR Program
- Oversees registration and enforcement

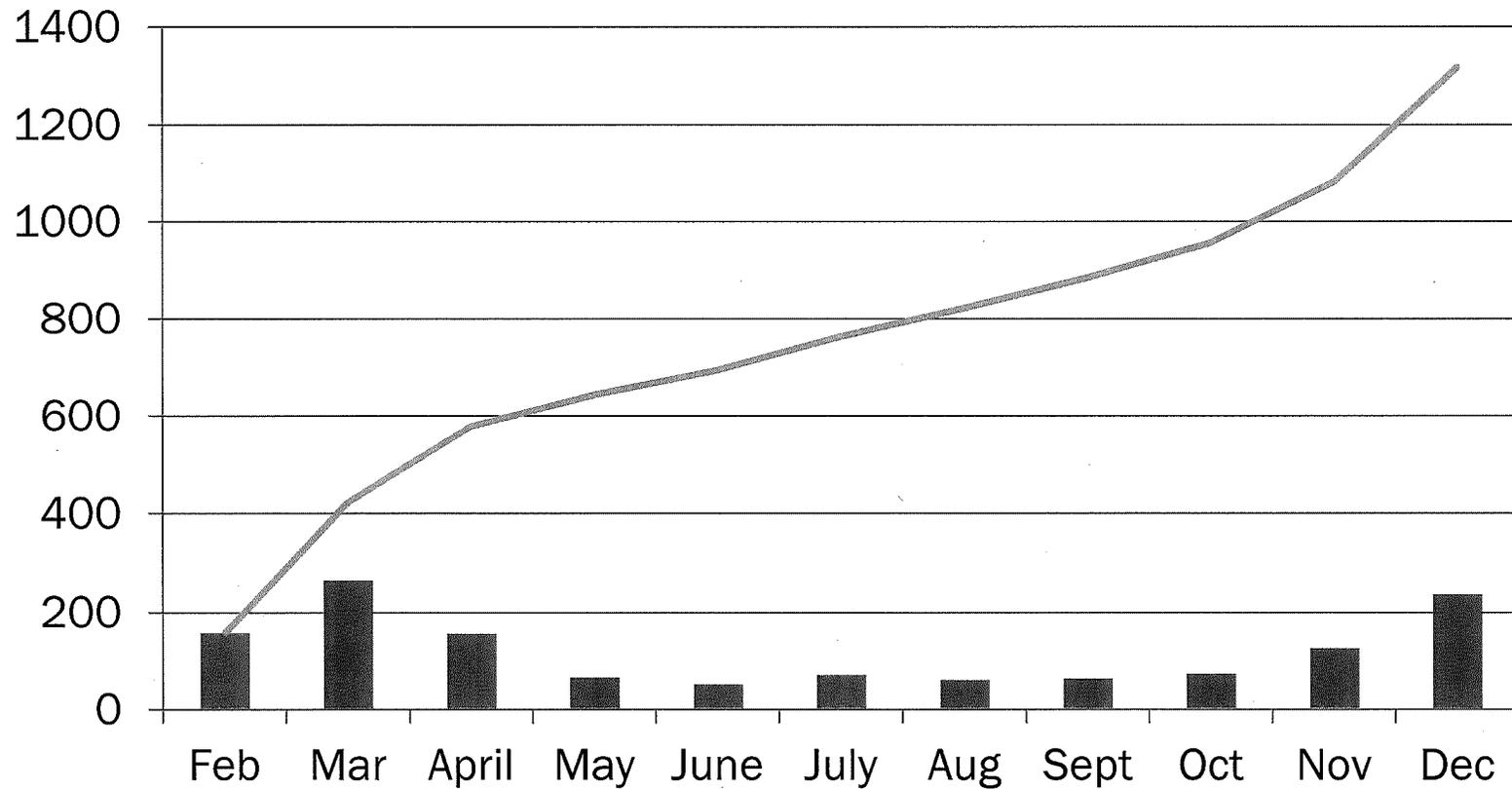


## Registration Status

- 1,318 applications received
- 879 registered hosts
- 170 applications rejected/incomplete
- 269 applications pending review
- Approx. 150 appointments in January



# Registrations Applications in 2015

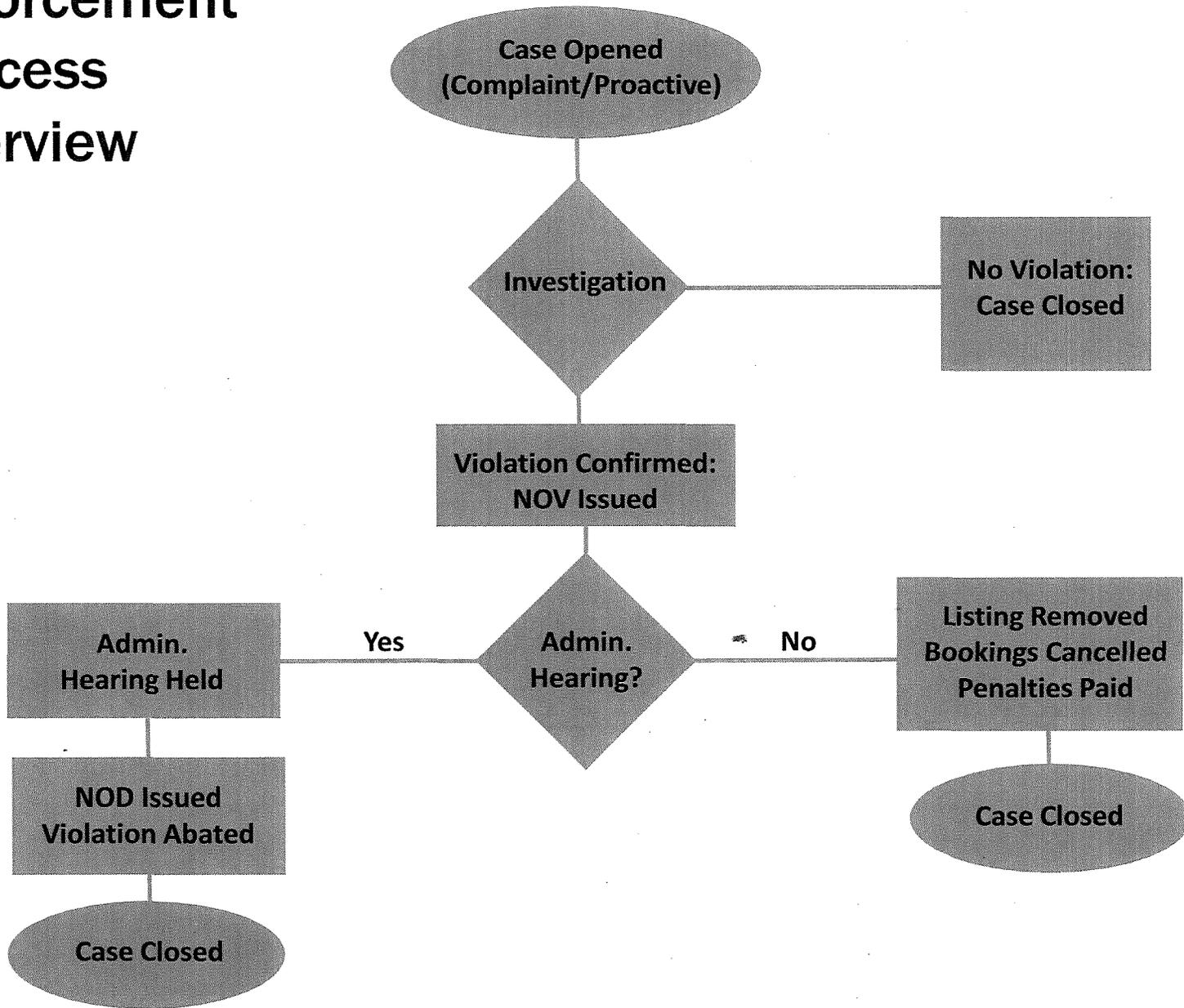




## Requests to Hosting Platforms

- Identify hosts with listings for multiple properties in San Francisco.
- Require that website users/hosts include a registration number for their SF listings.
- Deactivate listings of year-round vacation rentals.
- Link listings to specific addresses when provided to OSTR by complainant.
- Push content to SF hosts regarding requirements (registration, reporting, business tax, etc.)

# Enforcement Process Overview





## Enforcement Status

- 264 cases opened since February 1, 2015
- 155 cases under investigation
- 14 cases issued Notices of Violation, pending closure
- 95 cases fully closed



## Enforcement Status

- \$475,000 in penalties assessed
- Cases involving 64 dwelling units
- \$124,000 in penalties collected
- Outstanding penalties referred to BDR
- Procedures emphasize abatement without hearings
- Increased proactive enforcement activity
- Enhanced monitoring for future compliance



## Website Changes: Quarterly Host Reporting

- Required per Admin. Code 41A
- Hosts report activity for last quarter, or from date of initial registration
- On-line form reporting form active on January 4, 2016
- Reports due February 1, 2016



Office of Short-Term Rentals

## Quarterly Rental Reporting

After you file your report you will not be able to come back and change it. Please check your information before submitting.

[Homepage >](#)  
**How to contact us**  
**Office of Short-Term Rentals**  
 1650 Mission Street, Ste 400  
 San Francisco, CA 94103  
[View location on map](#)  
[shorttermrentals@sfgov.org](mailto:shorttermrentals@sfgov.org)  
 415-375-8175

**What is your name?**  
Do I need to report my housing?

**Which best describes you?**  
 Permanent resident

**What is your registration number?**  
How do I find my registration number?

**What is the address of the hosting property?**

Street address

Apartment, suite, unit, etc.

San Francisco, CA

Zip

**Please check all hosting platforms you used this quarter.**

AirBnB

VRBO

HomeAway

FlipKey

Other

Please report the dates for each individual stay that occurred from  
 February 1<sup>st</sup> - December 31, 2015

Or from date of initial registration  
How do I report stays in multiple rooms?

List your hosted stays below:	List your unhosted stays below:
What is a hosted stay?	What is an unhosted stay?
Date checked-in dd/mm/yyyy	Date checked-in dd/mm/yyyy
Date checked-out dd/mm/yyyy	Date checked-out dd/mm/yyyy
<div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div>	<div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div>
+ Add another stay	+ Add another stay



## Pending Website Changes

- On-line Complaint Form
- Posting of enforcement notices
- Real-time registration and enforcement data
- “Heat maps” of STR clusters

BOARD of SUPERVISORS



City Hall  
1 Dr. Carlton B. Goodlett Place, Room 244  
San Francisco 94102-4689  
Tel. No. 554-5184  
Fax No. 554-5163  
TDD/TTY No. 554-5227

## MEMORANDUM

TO: Kevin Guy, Office of Short-Term Rental Administration and Enforcement

FROM:  Alisa Somera, Assistant Clerk, Board of Supervisors

DATE: December 9, 2015

SUBJECT: LEGISLATION INTRODUCED

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The Board of Supervisors' Land Use and Transportation Committee has received the following request for hearing, introduced by Supervisor Wiener on December 1, 2015:

**File No. 151245**

**Hearing on short-term residential rentals registration and enforcement activity, current staffing levels of the Office of Short-Term Residential Rental Administration and Enforcement, and any need for additional resources of policies to adequately enforce the law; and requesting the Office of Short-Term Residential Rental Administration and Enforcement to report.**

If you have any comments or reports to be included with the file, please forward them to me at the Board of Supervisors, City Hall, Room 244, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102.

President, District 5  
BOARD of SUPERVISORS



City Hall  
1 Dr. Carlton B. Goodlett Place, Room 244  
San Francisco 94102-4689  
Tel. No. 554-7630  
Fax No. 554-7634  
TDD/TTY No. 544-5227

BUS-11, CUR,  
GHO CLERK, LU CLERK  
LEA DEP

London Breed

**PRESIDENTIAL ACTION**

Date: 10/28/2016

To: Angela Calvillo, Clerk of the Board of Supervisors

Madam Clerk,  
Pursuant to Board Rules, I am hereby:

Waiving 30-Day Rule (Board Rule No. 3.23)

File No. \_\_\_\_\_  
(Primary Sponsor)

Title. \_\_\_\_\_

RECEIVED  
CITY CLERK  
SAN FRANCISCO  
2016 OCT 28 AM 10:58

Transferring (Board Rule No 3.3)

File No. 151245 Wiener  
(Primary Sponsor)

Title. Hearing on short-term residential rentals registration and enforcement activity, current staffing levels of the Office of Short-Term Residential +

From: Land Use & Transportation Committee

To: Government Audit & Oversight Committee

Assigning Temporary Committee Appointment (Board Rule No. 3.1)

Supervisor \_\_\_\_\_

Replacing Supervisor \_\_\_\_\_

For: \_\_\_\_\_ Meeting  
(Date) (Committee)

*London Breed*

London Breed, President  
Board of Supervisors

# Introduction Form

By a Member of the Board of Supervisors or the Mayor

Time stamp  
or meeting date

I hereby submit the following item for introduction (select only one):

- 1. For reference to Committee. (An Ordinance, Resolution, Motion, or Charter Amendment)
- 2. Request for next printed agenda Without Reference to Committee.
- 3. Request for hearing on a subject matter at Committee.
- 4. Request for letter beginning "Supervisor [ ] inquires"
- 5. City Attorney request.
- 6. Call File No. [ ] from Committee.
- 7. Budget Analyst request (attach written motion).
- 8. Substitute Legislation File No. [ ]
- 9. Reactivate File No. [ ]
- 10. Question(s) submitted for Mayoral Appearance before the BOS on [ ]

Please check the appropriate boxes. The proposed legislation should be forwarded to the following:

- Small Business Commission       Youth Commission       Ethics Commission
- Planning Commission       Building Inspection Commission

**Note: For the Imperative Agenda (a resolution not on the printed agenda), use a Imperative Form.**

**Sponsor(s):**

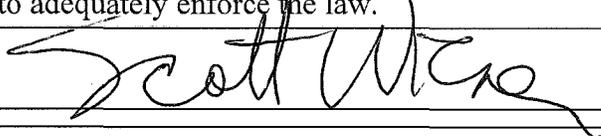
Wiener

**Subject:**

Short Term Rentals Enforcement

**The text is listed below or attached:**

Hearing requesting the Office of Short Term Rentals to report on registration and enforcement activity, current staffing levels, and any need for additional resources or policies to adequately enforce the law.

Signature of Sponsoring Supervisor: 

For Clerk's Use Only: