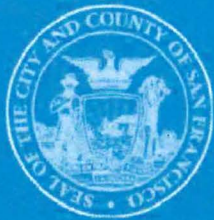


Presented in Committee - April 28, 2017

SAN FRANCISCO OFFICE OF SHORT-TERM RENTALS

Overview of Registration, Outreach and Enforcement for Short-Term Rentals

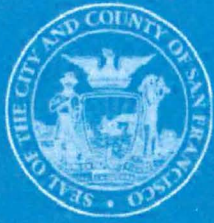


SAN FRANCISCO OFFICE OF SHORT-TERM RENTALS

REGISTRATION TO LEGALLY HOST SHORT-TERM RENTALS *

Denied Applications	359
Revocations (or withdrawn by host)	198 (24)
Approved Short-Term Rental Hosts	2,106

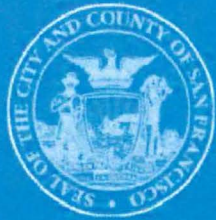
** Short-Term Rentals are rentals for stays of LESS than 30 days*



SAN FRANCISCO OFFICE OF SHORT-TERM RENTALS (OSTR)

REGISTRATION

- OSTR Working with Department of Technology to launch online registration
 - Launch estimated in June
 - Online *business registration* with Office of Treasurer & Tax Collector is already in place.
 - Business registration with Tax Collector is the first step in obtaining the required registration with Office of Short-Term Rentals.



SAN FRANCISCO OFFICE OF SHORT-TERM RENTALS

REGISTRATION | Outreach

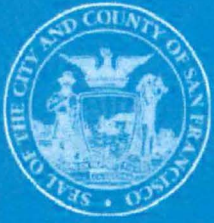
- Current in-person appointments, to begin registration, typically takes 15 minutes
- Average review and approval time after submittal is two (2) weeks
- **Primary reasons for denials**
 - Host does not reside at the property at least 275 nights per year
 - Building or Planning Code Violations
 - Host previously subject to multiple notices of violation for illegal short-term rentals elsewhere



SAN FRANCISCO OFFICE OF SHORT-TERM RENTALS

REGISTRATION | Outreach

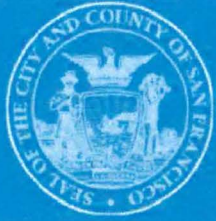
- Walk-in appointments available first Monday evening of each month (except July), and every Wednesday afternoon from 1pm to 4pm
- OSTR has held off-site registration events at multiple City libraries and City fairs/events
- OSTR launched a new website this Spring: shorttermrentals.sfgov.org



SAN FRANCISCO OFFICE OF SHORT-TERM RENTALS

ENFORCEMENT

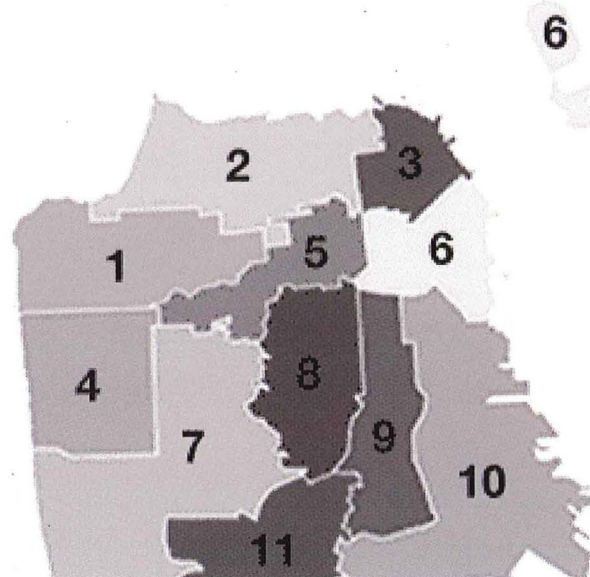
- Over 1,488 Notices of Violation issued for illegal short-term rental activity
 - Representing over 1,600 dwelling units
- Majority of notices of violation involve high-volume short-term rental activity
 - Host (owner or lessee) typically does not live on-site and is not eligible to register
 - Hosts in violation include both property owners and lessees
 - Lessees includes both actual tenants and those who do not reside at property

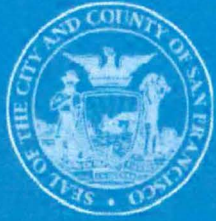


SAN FRANCISCO OFFICE OF SHORT-TERM RENTALS

ENFORCEMENT | Illegal Short-Term Rental Complaints, by Supervisorial District

D1	101	D5	156	D9	110
D2	150	D6	228	D10	232
D3	182	D7	74	D11	14
D4	35	D8	203	Total	1,485

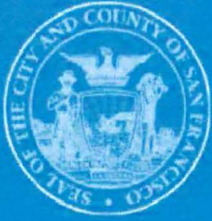




SAN FRANCISCO OFFICE OF SHORT-TERM RENTALS

ENFORCEMENT | Illegal Short-Term Rental Complaints | Status

Under Review (Submitted by Public, or Office initiated)	667
Closed – No Violation	173
Closed – Abated	645
Total	1,485



SAN FRANCISCO OFFICE OF SHORT-TERM RENTALS

ENFORCEMENT | Illegal Short-Term Rental Complaints | Status

Under Review (Submitted by Public, or Office initiated)	667
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Total	1,485

➤ Under Review Factors

- Older complaints where activity may have ceased
- Appears to actually be 30+ minimum day stays (typically “corporate” rentals), therefore no likely violation
- Activity is infrequent or shifts between properties



SAN FRANCISCO OFFICE OF SHORT-TERM RENTALS

ENFORCEMENT | Types of Violations

- High Volume operators (owners & lessees) with multiple properties across City
- Group Housing (“Hostels”) in Single Family Residential Neighborhoods
- Owner or tenant lives on-site, but utilizes 2nd or 3rd dwelling in same building as full-time (illegal) short-term rental (eligible host must reside in their actual dwelling unit)
- Affordable (mostly Below-Market-Rate, or “BMR”) units.
 - OSTR staff works with Mayor’s Office of Housing and Community Development, with notices issued by OSTR
- Single-Room-Occupancy (SROs) and Residential Hotels in South of Market Area (SOMA), Tenderloin, and Chinatown.
 - OSTR staff assists Department of Building Inspection with research & enforcement



SAN FRANCISCO OFFICE OF SHORT-TERM RENTALS

ENFORCEMENT | Revocations

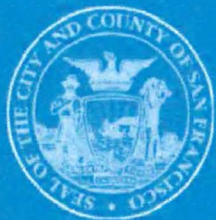
- Bulk of revocations are due to host not being a permanent resident (present at least 275 nights per year) and operating high-volume short-term rentals.
- Smaller number of revocations due to sustained pattern of noise/party complaints.
- Limited number of registrations suspended due to code violations. Primarily building code violations for illegal dwellings.



SAN FRANCISCO OFFICE OF SHORT-TERM RENTALS

ENFORCEMENT | Platform Requirements

- 2016 changes to existing ordinance regulating Short-Term Rentals (Chapter 41A of the SF Administrative Code) requires provision of data from platforms to assist with registration and enforcement.
 - No changes are pending for short-term rental *hosts*
- 2016 changes also requires platforms to block short-term rental transactions if dwelling unit is not registered to legally host short-term rentals.
- City is in Federal court mediation conferences, after some of the hosting platforms (websites) contested the City's rules. Mediation deals with implementation of requirements for *hosting platforms (websites)*.



SAN FRANCISCO OFFICE OF SHORT-TERM RENTALS

Thank You

- Website: shorttermrentals.sfgov.org
 - Begin Registration
 - Learn about the City's Rules
 - File a Complaint

- Phone: (415) 575-9179