



**CITY OF SCOTTSDALE  
SHORT TERM RENTAL WORKING GROUP  
MEETING SUMMARY  
Wednesday, June 2, 2021  
Meeting Held Electronically**

**MEMBERS**

**PRESENT:** Ronan Aviram, Kathe Barnes, Scott Bowers, Bobby Brush, Rebecca Grossman, Karl Isenburg, Joe Iturri, Vice-Mayor Betty Janik, Ian Jeffrey, Melissa Kovacs, Dave Mason, Councilmember Linda Milhaven

**STAFF:** Brent Stockwell, Staff Facilitator and Assistant City Manager; Eric Allen – Code Enforcement; Kelli Kuester, Brad Lundahl, Shane Stone – City Manager’s Office; Whitney Pitt – City Treasurer’s Office; Luis Santaella – City Attorney’s Office; Rich Slavin, Christopher Coffee – Police; Rachel Smetana – Mayor’s Office

This is a meeting summary. To hear the entire conversation:  
<https://www.youtube.com/watch?v=2MsfVOhG8bQ>

**PUBLIC COMMENT**

The Short-Term Rental Working Group received 6 [written public comments](#). One spoken public comment was also received, from Walter Greer.

**STAFF UPDATES**

A [staff report](#) was shared which detailed the recent activities of the City Manager’s Office, Code Enforcement and Business Services related to the regulation of short-term rental properties.

Staff has held meetings with technology solution providers to explore additional enforcement tools, with other Arizona municipalities to discuss their use of technologies, and together with City Councilmembers with representatives from the short-term rental industry to discuss potential cooperation.

Code enforcement noted 941 short-term rental properties have shared emergency contact information with the City, 130 of which have shared that information since the first meeting of the Short-Term Rental Working Group on April 21. Additionally, 395 code enforcement cases have been opened for violations of the Vacation Rental Ordinance, with 40 of those cases having been opened since April 21.

Business Services has dedicated staff time to collect the contact information of short-term rental properties. In this time 1,300 letters have been sent seeking compliance with 191 responses

received. Properties are being identified from listings on short-term rental platforms, resident complaints and various other sources.

A [document](#) was shared detailing state laws related to the mission of the Short-Term Rental Working Group. This document clarifies much of what the City may and may not regulate in relation to short-term rental properties.

## **WORKING GROUP DISCUSSION**

The working group utilized the [Short-Term Rental Working Group Ideas document](#) as a frame for the discussion in this meeting. The document includes nine identified opportunities for the City to mitigate negative impacts of short-term rental properties on the community. These opportunities are included below in the summary of the discussion.

### **Opportunity 1: Improve enforcement against properties who regularly violate the ordinances and share information with the State of Arizona about how we are using the powers available to cities**

The working group discussed the existing steps included in the document and suggested including several additional steps as listed below.

- Develop a hotline to triage enforcement efforts related to short-term rental properties and develop a script to handle these calls.
- Utilize crime prevention officers as key liaisons within the community.
- Ensure officers close the loops of communication with residents that voice concerns.
- Evaluate the potential utilization of private security to enhance enforcement efforts.
- Evaluate the additional resources that will be needed to properly regulate short-term rental properties.
- Consider the potential of a self-regulating association for short-term rental operators.
- Complete a review of data on received calls related to short-term rental properties and subsequent action taken to better understand and manage enforcement efforts.

During this discussion potential barriers to civilian evidence collection, private enforcement efforts and the reconfiguration of service fees were also discussed.

### **Opportunity 2: Work with the short-term rental industry to increase properties providing emergency contacts and improve voluntary compliance and ensure input from the industry is received prior to implementing any recommendations**

The preliminary meetings which staff and councilmembers held with some short-term rental platforms were discussed.

The working group made several additions to the steps included in this opportunity as listed below.

- Create a comprehensive list of requests before engaging further with the industry.
- Provide feedback to short-term rental platforms on how resident complaints are received.

Discussion on this opportunity concluded with conversation on the importance of working with the industry where possible, the willingness of the industry to remove listings that violate state or local regulations and how the platforms interact with neighborhoods.

**Opportunity 3: Use technology to identify and increase emergency contacts and compliance from short-term rentals**

Staff discussed meetings held with software providers which may be able to aid in increasing the number of emergency contacts for short-term rental properties and assist in enforcement. Meetings have also been held with other municipalities that have used these software solutions to gain an understanding of their user experiences.

The group discussed requiring monitoring solutions be utilized by short-term rental owners, staff did share potential constitutional and other legal barriers.

**Opportunity 4: Ensure Scottsdale is collecting all allowable revenue from short-term rentals and analyze whether fines could be increased**

The Short-Term Rental Working Group reviewed the steps currently associated with this opportunity and made no additional recommendations.

**Opportunity 5: Evaluation whether Scottsdale's ordinances (Vacation Rental, Nuisance Party and Unlawful Gathering, and Noise Ordinances) could be strengthened to eliminate loopholes and improve ability to enforce**

The working group suggested the addition of several steps related to this opportunity.

- Clarify decibel limits with quantitative measures instead of relying upon, "clearly audible" as a standard.
- Alter the time period over which a repeat violator would incur enhanced fines.
- Explore whether owner information could be required to be posted onsite.
- Evaluate whether additional regulation can be implemented upon those that own more than three short-term rental properties.
- Explore the possibility of imposing a maximum number of occupants per room.
- Consider requiring the disclosure of permitted occupants.
- Explore the possibility of public health related regulations for furnished short-term rental properties.

**Opportunity 6: Improve information and resources shared by the City to help inform residents about what the City can and can't do with short-term rentals and make it easier for people to contact the property managers/hosts when there are problems**

The Short-Term Rental Working Group reviewed the steps currently associated with this opportunity and made no additional recommendations.

### **Opportunity 7: Assist HOAs and Neighborhoods with CCRs with information and resources on how to manage short-term rentals**

The working group discussed empowering homeowners' associations in protecting their neighborhoods and the importance of also offering support to communities without a homeowners' association.

### **Opportunity 8: Improve education about short-term rental best practices for owners and hosts**

The working group discussed what content would be appropriate and helpful to be shared from the City to neighborhood groups and through which methods of communication that information should be shared.

### **Opportunity 9: Advocate for changes to state law to return short-term rental oversight to the City of Scottsdale**

The working group suggested two additional steps be included in this opportunity.

- Advocate for modifications to the verified violations system.
- Focus advocacy on public safety issues related to short-term rentals.

### **NEXT MEETING**

The next meeting is June 16, 2021 at 3:30 p.m. It will be focused on refining the recommendations of the Short-Term Rental Working Group in preparation of delivering those recommendations to the City Council.

### **ADJOURNMENT**