



# City of Bandon


555 Hwy 101, PO Box 67  
Bandon, OR 97411  
(541) 347-2437

*Bandon by the Sea*

## AGENDA REPORT

**TO:** Honorable Mayor and Members of the City Council

**FROM:** Torrey Contreras, City Manager

**INITIATED BY:** Dana Nichols, Planning Director 

**DATE:** January 9<sup>th</sup>, 2023

**SUBJECT: Item Number: 4.5 GRANICUS – HOST COMPLIANCE UPDATE**

### BACKGROUND:

The City has utilized the Host Compliance program from Granicus since August of 2022. This software uses proprietary technology to comb through over 50 websites that promote vacation rentals and provides us with all short-term rental listings within Bandon's city boundaries. A screenshot of the homepage is attached and shows that we have 64 short-term rental units. This page also shows that there are 190 listings, however not all of them are vacation rentals that meet the definition of our code. Some are listings for rentals that are over 30 days and others are for individual motel rooms.

In addition to the inventory, this software also contains a compliance function that seamlessly allows staff to send notices of violation, track hotline complaints, and receive tips from the public about illegal rentals or on-going issues. As shown in the attachment, the inventory shows five (5) non-compliant listings that staff were notified about via email. Once notified, we are able to send letters and track any follow-up comments or resolution. This can be a helpful tool if the issue becomes a municipal code violation that ends up in court.

### ANALYSIS OF THE ISSUES:

Whether the issues are actual or perceived, vacation rentals have been a pain point for Bandon residents. We have discussed their impact on our local housing market, code enforcement, and other city resources. However, as a tourism-based economy, vacation rentals are a desirable option for overnight lodging that brings in a fair amount of transient occupancy taxes for the city, as well as through local spending. This program allows us to manage some of the impacts of vacation rentals and track any persistent issues.

Staff have found that this software has saved the Planning Department time and resources because we no longer audit websites for new vacation rentals, letters are sent out from a template that requires less than a minute to prepare, and code compliance can now track, mitigate, and/or enforce issues from one easy to navigate website.

In particular, the 24/7 Vacation Rental Hotline has been helpful to staff, residents, and property managers because many issues can be taken care of in a matter of minutes.

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Residents can call the hotline at anytime and talk to a real person who will ask them questions about their location and the issue they're having. The issue is then reported to the property manager of the vacation rental, and they are given 30 minutes to respond and state how they plan to fix the issue. Many times, the issue is related to parking, trash, or noise and can be solved quickly. This is especially helpful for residents when the incident occurs at night or on a weekend when City Hall is closed.

This program is not perfect, but it does meet our current needs and is a relatively inexpensive way to track and manage vacation rentals. There are listings shown on Host Compliance that have not yet been identified, which sometimes causes a delay in our ability to take action. Because of our small size, staff can often determine the address of a listing before Host Compliance, however the letter function will not work without an identified address. On rare occasions, we have had to send letters out from our office rather than the website to make up for this discrepancy.

Below are a few statistics about Vacation Rentals:

- There are 61 approved Vacation Rental Dwellings in Bandon
- We receive approximately 3 calls per month on the 24/7 hotline. Most calls are about parking.
- We have sent four violation letters in the last year, one of which resulted in a Municipal Court-level violation. We were able to recover the unpaid TOT from that violation.
- VRDs brought in approximately \$140,000 in transient occupancy tax in Q3 (July - September) this past year.

### **FISCAL IMPACT:**

The City pays approximately \$15,000 a year for this service.

### **RECOMMENDATION:**

The following is recommended to the City Council:

1. Review and discuss the information provided;
2. Direct questions to Staff, if necessary.

Attachments: Attachment 1: Host Compliance homepage screenshot

Attachment 1:

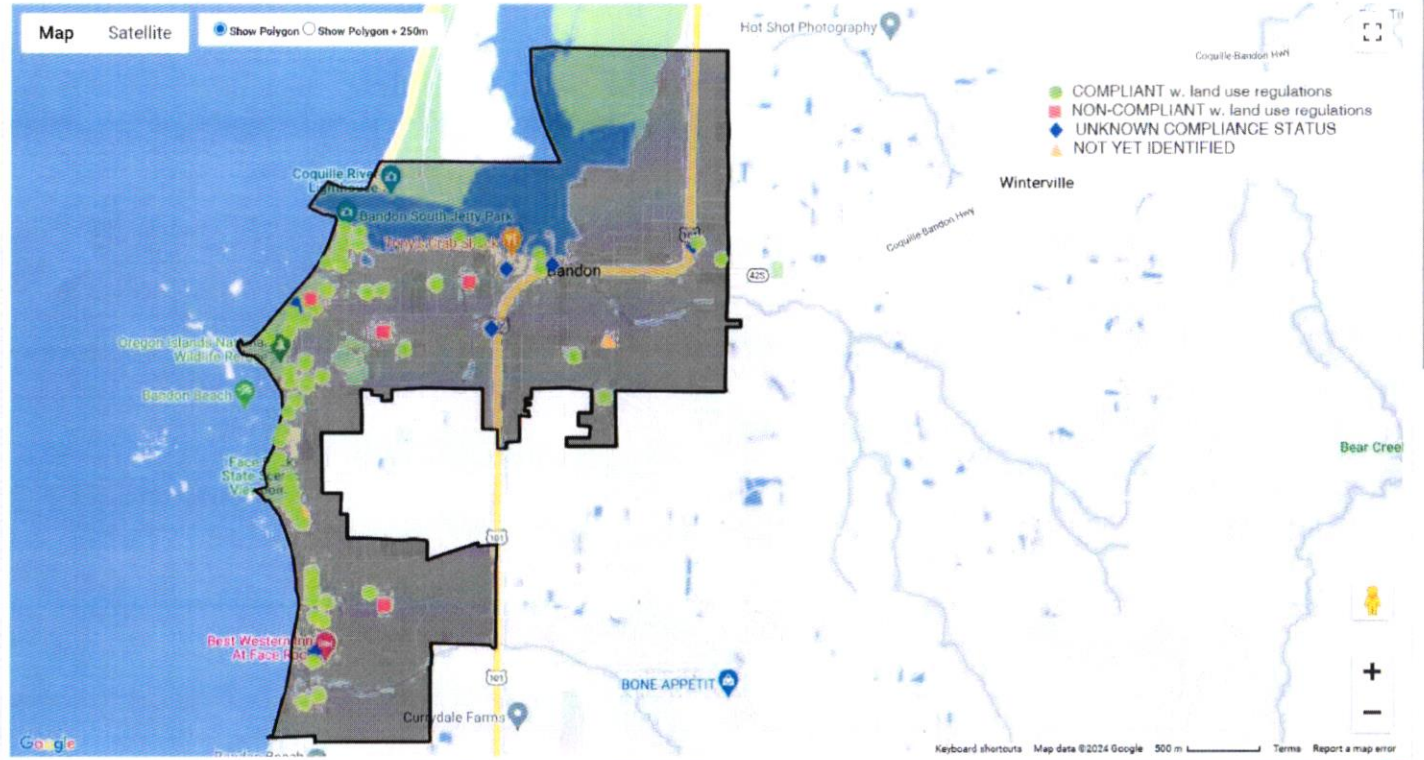
Currently Advisised

**64**  
Total Short Term Rental Units

**0**  
New Short Term Rental Units in Last 30 Days

**190**  
All Listings (Short & Long Term)

**123**



Bedrooms  
1 bedroom

Rental Units and Listings Over Time  
STD Listings Total Listings STD Rental Units