

Short-Term Rentals (STR) Draft Regulations

Summary of Survey Responses
July 31, 2019

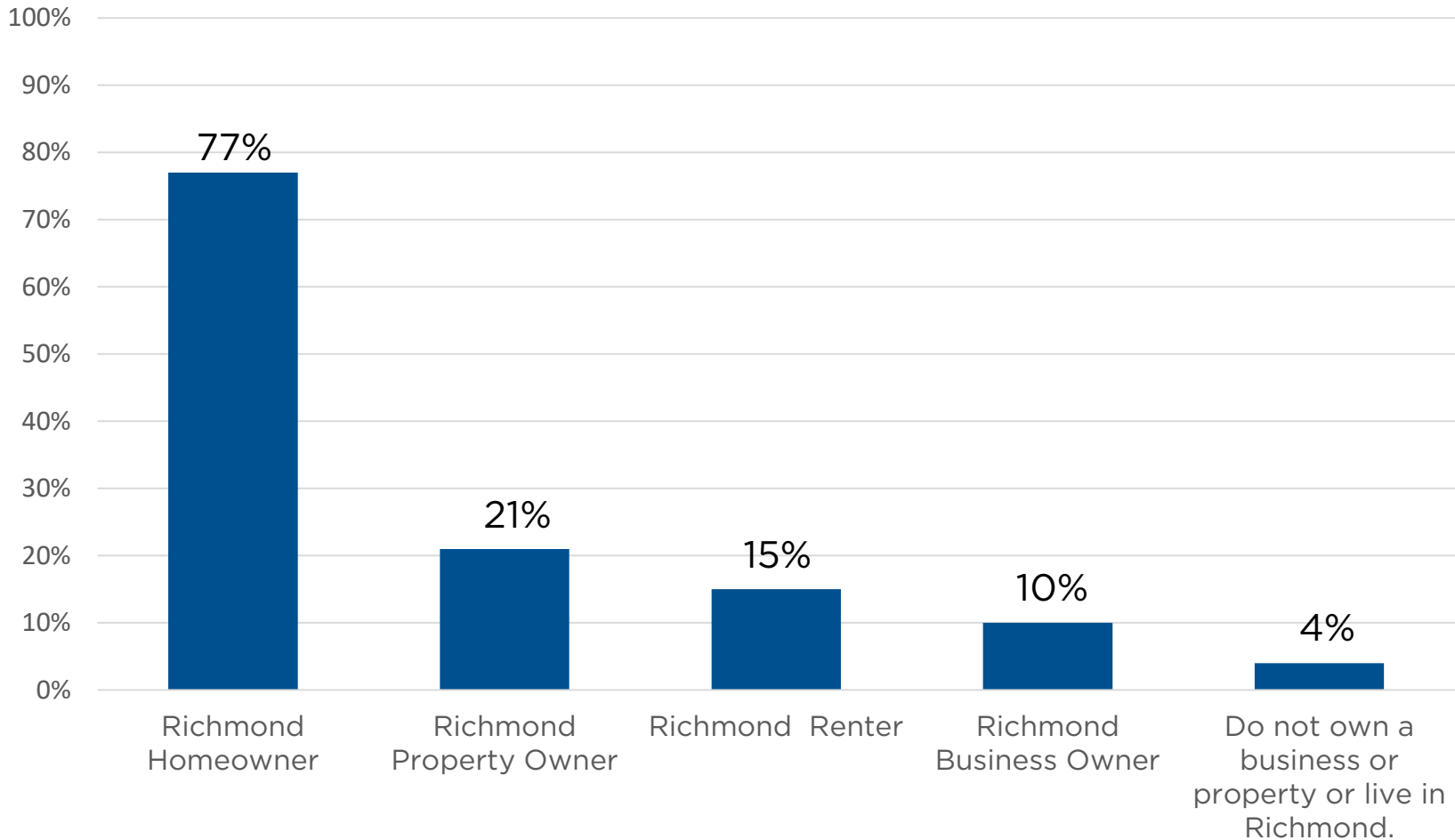


Short-Term Rental Survey Details

- **1,206** responses received
- The survey asked participants' opinions on the conditions included in the draft zoning ordinance
- Available online and on paper from 3/26/19 until 5/31/19
- Promoted and distributed through:
 - Council District Meetings in all Council Districts
 - Two Short-Term Rental Informational Meetings held by PDR
 - [Press release](#) on 4/15/19
 - Email to all civic association presidents
 - Email to the Richmond 300 email list
 - [STR Webpage](#)
 - News Articles ([Bizsense](#), [WTRV](#))

Survey Responses | Participant Information

Question 1: Please select the options that best describes you. (Select all that apply)

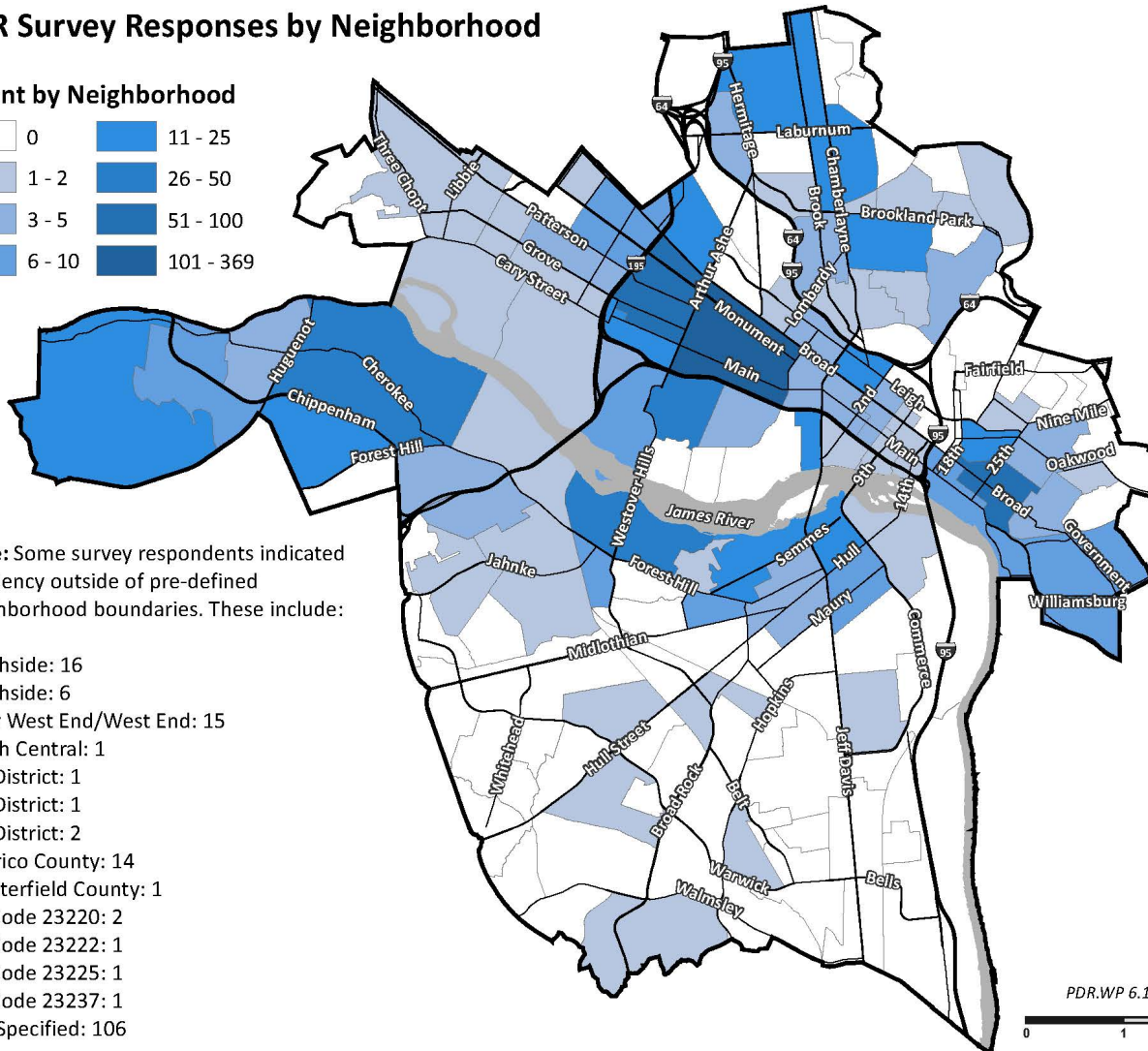
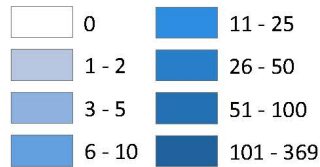


Survey Responses | Participant Location

Question 2: If you live in the City of Richmond, in which neighborhood do you live?

STR Survey Responses by Neighborhood

Count by Neighborhood

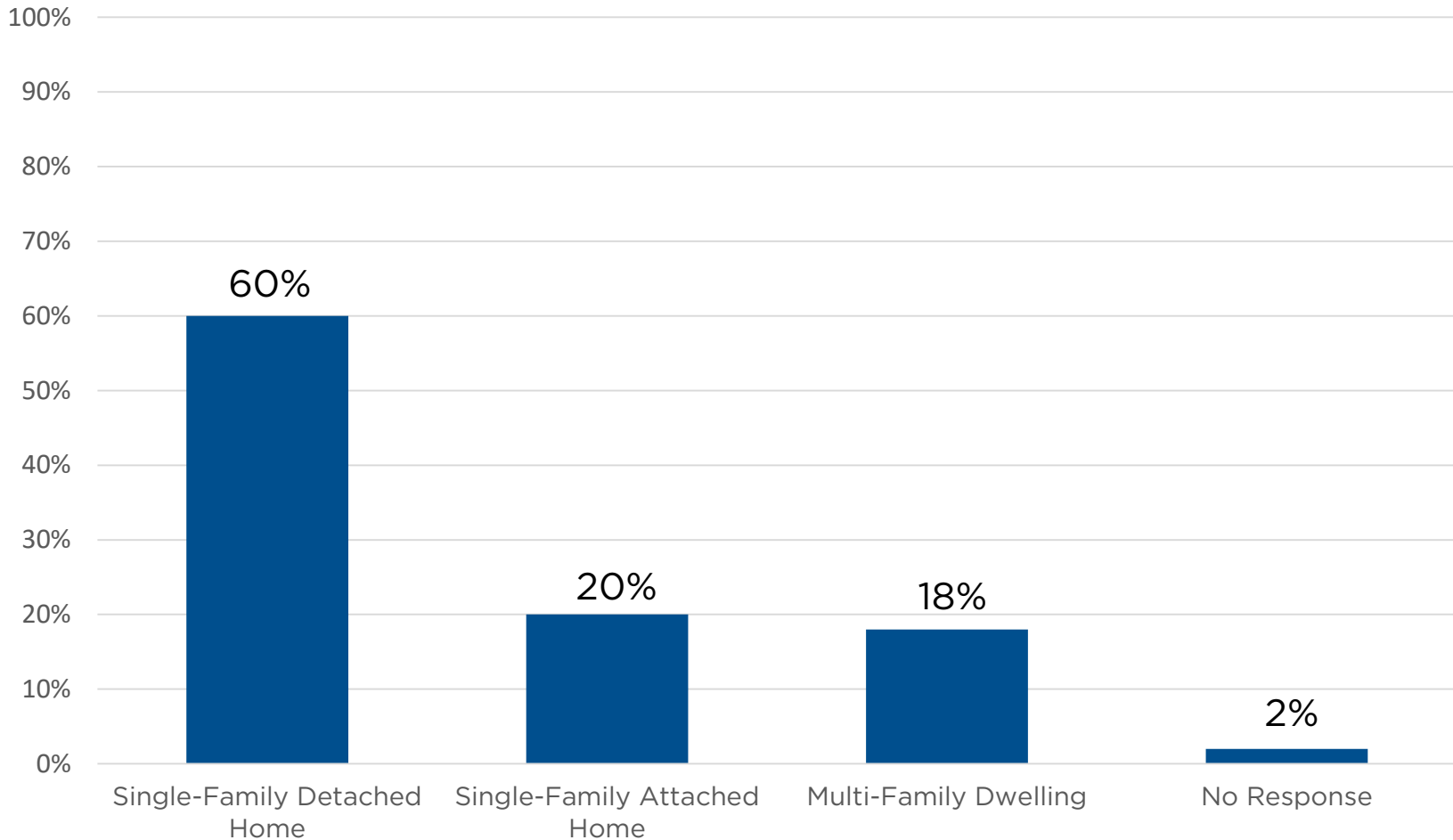


Note: Some survey respondents indicated residency outside of pre-defined neighborhood boundaries. These include:

- Northside: 16
- Southside: 6
- Near West End/West End: 15
- North Central: 1
- 4th District: 1
- 6th District: 1
- 9th District: 2
- Henrico County: 14
- Chesterfield County: 1
- Zip Code 23220: 2
- Zip Code 23222: 1
- Zip Code 23225: 1
- Zip Code 23237: 1
- Not Specified: 106

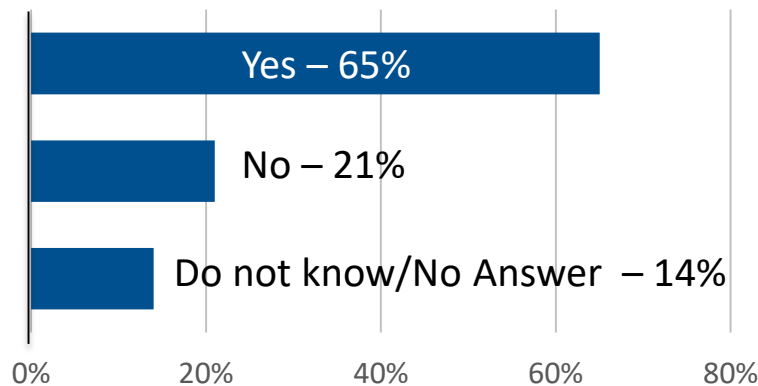
Survey Responses | Participant Dwelling Type

Question 3: In what type of home do you live?

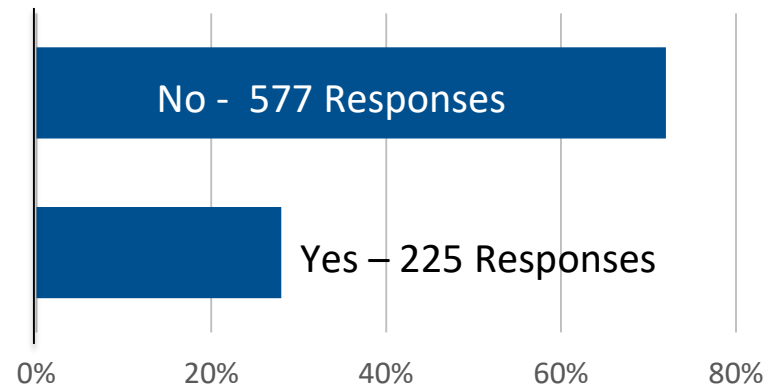


Survey Responses | Participant Dwelling Type

Question 4: Are you aware of short-term rentals operating in your neighborhood?



Question 5: If yes, do you have any concerns with these STRs?

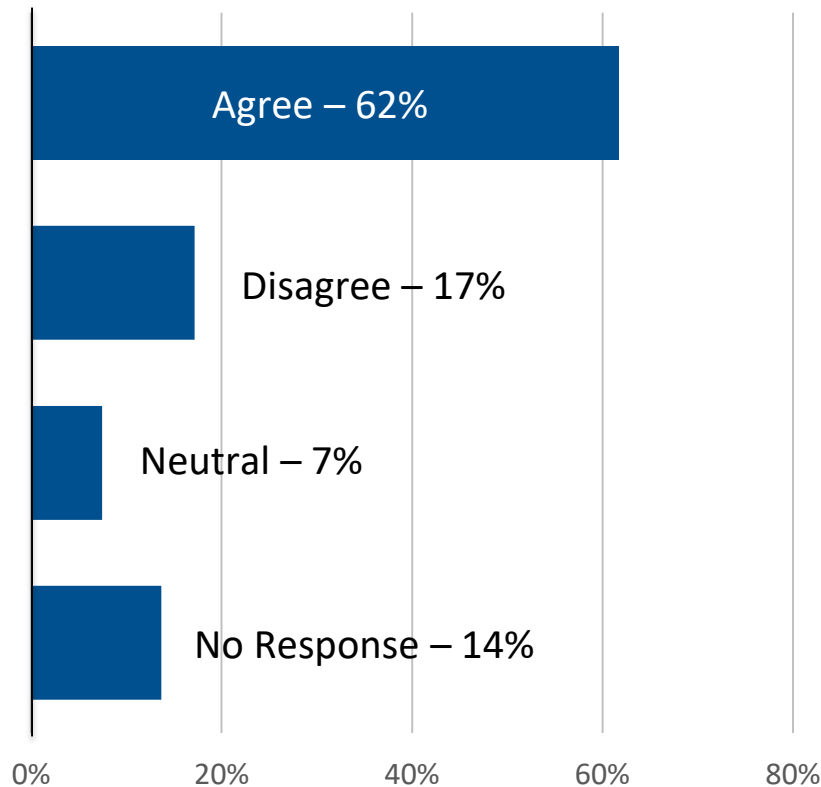


Open-ended Comments:

- **Benefits of STRs:** Better maintained and operated than long term rentals, Good for the economy by increasing tourism, Makes housing affordable for operators, Provides lodging for visiting friends and family in parts of the City where options are limited
- **Concerns about STRS:** Impact on housing availability and affordability, Change of residential neighborhood character with commercial uses and transient occupants, Increased noise, trash, and out of control parties, Less available parking, Absentee landlords who do not respond to concerns of neighbors

Survey Responses | Where can an STR operate

Question 6: STRs should be permitted as an accessory use in any zoning district that permits residential uses.

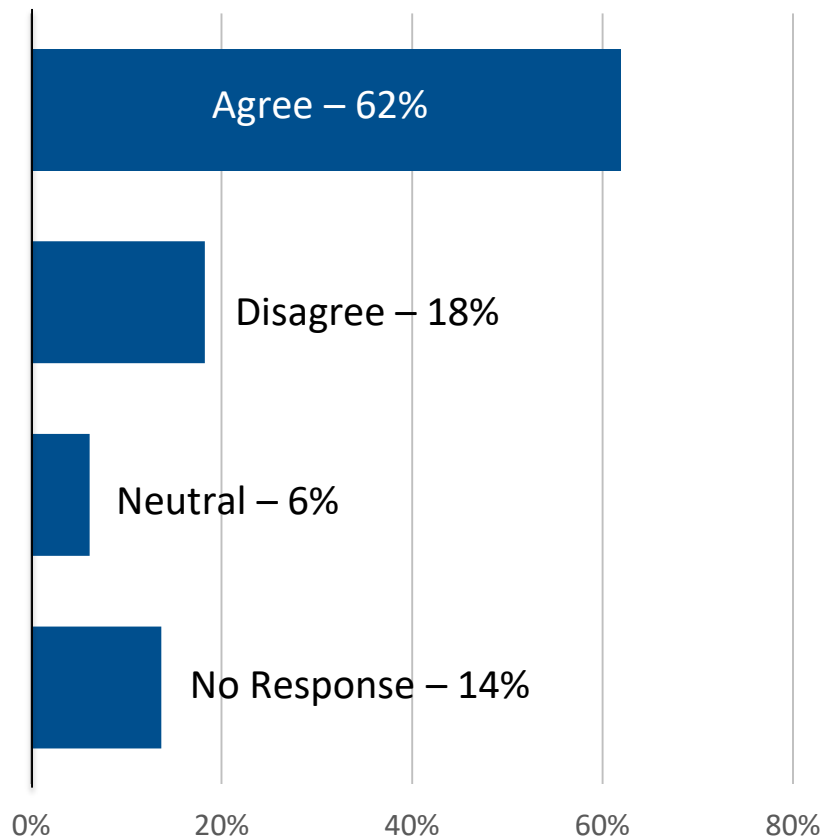


The participants who responded **disagree** noted:

- STRs should not be permitted anywhere (91 responses)
- There needs to be additional conditions and processes for STRs including neighborhood input on each STR approval and limiting the number of STRs (35 responses)
- The regulations should be different in different neighborhoods including not allowing STRs to operate in all neighborhoods/zones (24 responses)
- There should be no restrictions on STRs, and STRs should be permitted as a primary use (15 responses)

Survey Responses | Where can an STR operate

Question 7: STRs should be permitted in all types of dwellings (single-family homes, condos, apts., etc.) including accessory dwelling units.

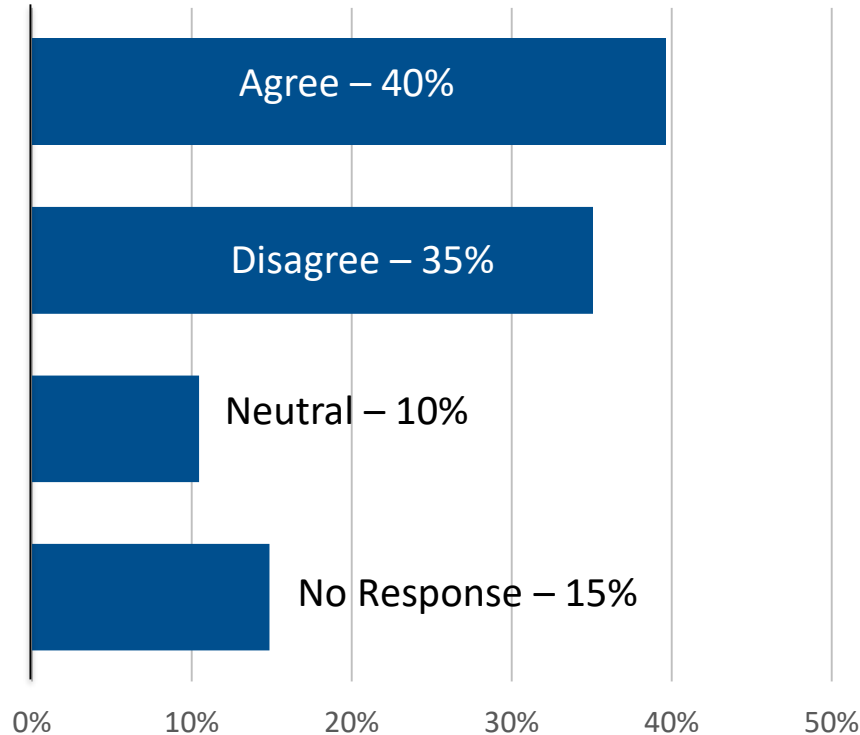


The participants who responded **disagree** noted:

- STRs should not be permitted in any dwelling type (64 responses)
- STRs should not be permitted in multifamily dwellings. (45 responses)
- There needs to be additional conditions including not allowing STRs in attached dwellings and not allowing tenants as operators (37 responses)
- STRs should not be permitted in single-family dwellings (19 responses)
- There should be no restrictions (6 responses)
- STRs should not be permitted in accessory dwelling units (4 responses)

Survey Responses | Who can operate an STR

Question 8: Both property owners and tenants of a residential unit qualify to operate STRs. For tenants, property owner approval is required; and for condos and co-ops, board approval is required. The STR must be the primary residence of the operator. Primary residence is established by occupying the dwelling unit for a minimum of 185 days out of the calendar year.

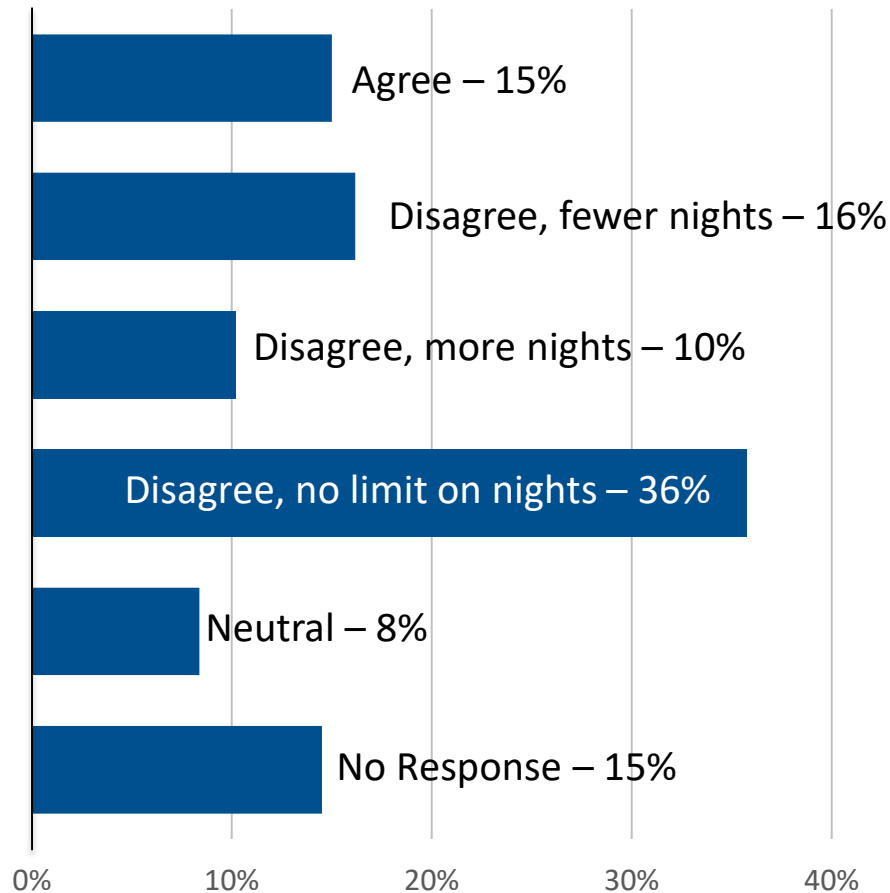


The participants who responded **disagree** noted:

- Primary residency should not be required (230 responses).
- Tenants should not be allowed to operate STRs (49 responses)
- STRs should not be permitted (25 responses)
- STRs should not be permitted in single-family dwellings (19 responses)
- Additional days should be required to establish primary residency (15 responses)
- These conditions are unenforceable (15 responses)
- There needs to be additional conditions (9 responses)
- Landlord approval should not be required for tenant operators (8 responses)

Survey Responses | Number of Nights of Operation

Question 9: A dwelling unit can operate as a short-term rental for a maximum of 180 nights in a year.



The participants who responded **disagree, fewer nights should be permitted** noted

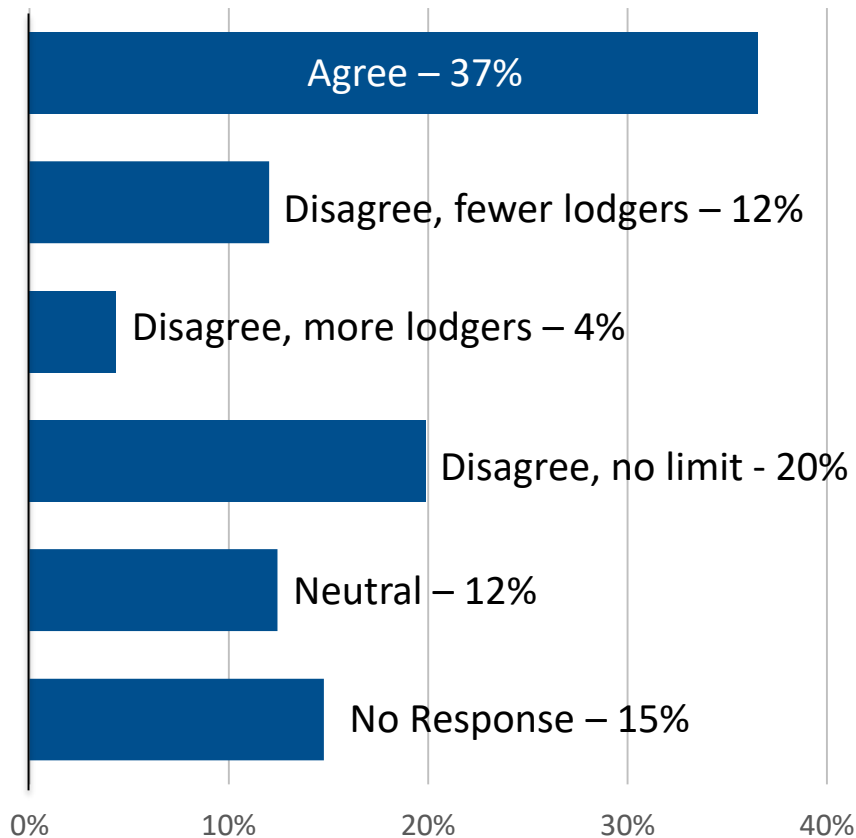
- STRs should not be permitted at all (40 responses)
- Varying numbers of nights from 14 to 150 should be permitted (36 responses)
- STRs will change the character of residential neighborhoods if they are permitted to operate half of the year/every weekend (9 responses)

The participants who responded **disagree, more or unlimited nights should be permitted** noted

- The 180 night limit is arbitrary (73 responses)
- Property owners have the right to use their property as they wish, and the market will dictate the number of nights an STR will operate (36 responses)
- Will limit operators ability to earn income (29 responses)
- Will negatively impact tourism and reduce city tax revenue (29 responses)
- Impossible to enforce (10 responses)
- Regulations should focus on safety and compliance with maintenance and nuisance regulations and not limiting nights of operation (10 responses)
- Not concerned with the number of nights as long as the property is the operator's primary residence (9 responses)

Survey Responses| Number of Lodgers

Question 10: The number of adult lodgers is limited to 2 per sleeping room. The number of sleeping rooms available for an STR is limited to 5 sleeping rooms. There is no limit on the number of children that can be associated with the adult lodgers.



The participants who responded **disagree, fewer nights should be permitted** noted

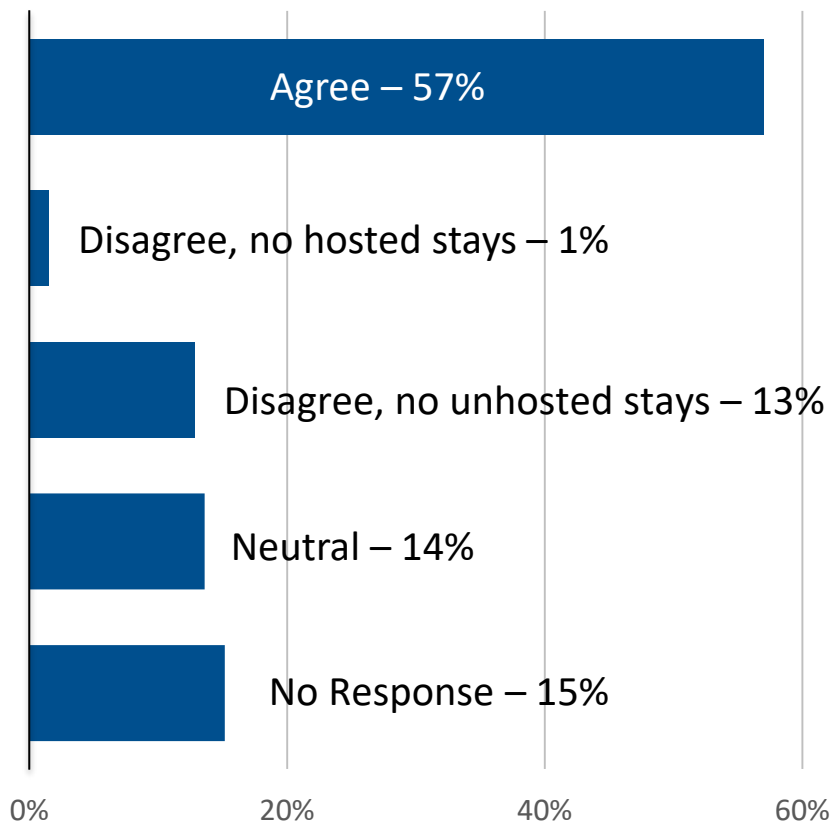
- Permitting this many adults and unlimited children would create too much noise, impact parking, and result in out of control parties (34 responses)
- STRs should not be permitted at all (22 responses)
- Varying numbers of lodgers from one family as defined by zoning to 8 adults should be permitted (11 responses)
- The number of children should be limited (10 responses)

The participants who responded **disagree, more lodgers or no limit other than Building Code** noted

- This regulation is arbitrary, and this should be the operator's decision (49 response)
- Regulations should be based on room size/building code requirements (21 responses)
- Sleeping can occur in other rooms (pull-out couches, sofas), and rooms can accommodate more beds (multiple bunk beds) (20 responses)
- More sleeping rooms should be permitted (8 responses)
- This should be regulated like hotels which allow 4 or more lodgers per sleeping room (6 responses)

Survey Responses| Hosted and Unhosted Stays

Question 11: Both whole house and room rentals are permitted as the operator is not required to occupy the unit during the stay. The operator must provide contact information with a phone number accessible 24-hours per day to the City.



The participants who responded **disagree, hosted stays should not be permitted** noted

- STRs should not be permitted at all
- These STRs should be regulated like a bed and breakfast.

The participants who responded **disagree, unhosted stays should not be permitted** noted

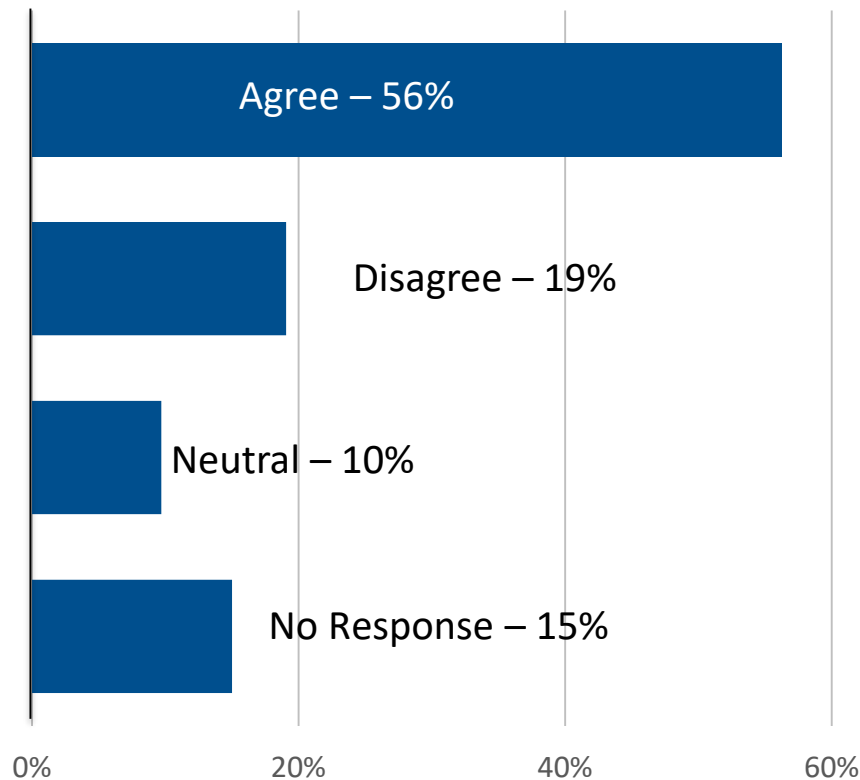
- Onsite hosts can address problems and ensure renters are respectful (32 responses)
- STRs should not be permitted at all (20 responses)
- There should be more regulations for unhosted stays (8 responses)
- Operators contact information should be provided to neighbors (5 responses)

The participants who responded **neutral** noted

- A phone number accessible 24-hours per day should not be required to be provided to the City. (20 responses)

Survey Responses| Parking Requirements

Question 12: No additional parking is required for the short-term rental use.

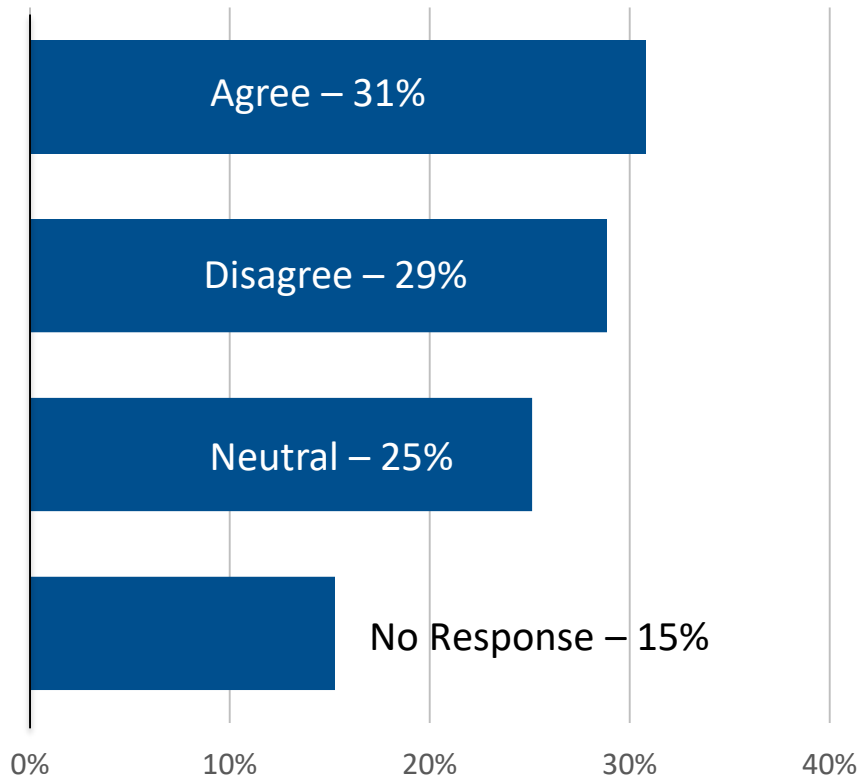


The participants who responded **disagree** noted

- STRs will exacerbate existing parking issues especially in the Fan (71 responses)
- STRs should be required to provide onsite parking (52 responses)
- There should be different parking requirements in the parking permit areas (20 responses)
- STRs should not be permitted at all (12 responses)
- Onsite parking should be provided based on number of bedrooms or number of lodgers (13 responses)
- Parking requirements should be determined on a case-by-case basis (11 responses)
- Limit the number of vehicles permitted at an STR (5 responses)

Survey Responses | Multi-family Buildings

Question 13: For any dwelling use in multi-family and mixed-use zones, a maximum of nine dwelling units, or twenty five percent (25%) of the total number of dwelling units, whichever is less, may be used as a short-term rental.

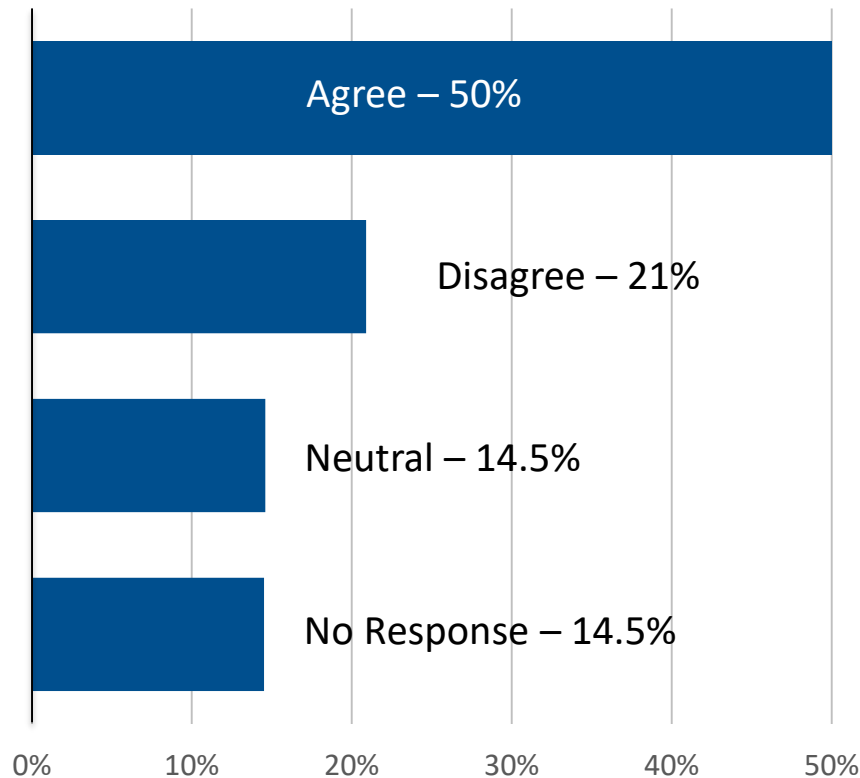


The participants who responded **disagree** noted

- There should be no limit (80 responses)
- Fewer units should be permitted (43 responses)
- STRs should not be permitted at all (36 responses)
- The limit is unfair/How will the City determine which units can operate as STRs and enforce this? (31 responses)
- The limit is arbitrary (23 responses)
- This limit should not apply to smaller apartment buildings (under 4 units) (14 responses)
- More units should be permitted (13 responses)
- Allowing multifamily units to be STRs would negatively impact housing availability (9 responses)

Survey Responses | Events

Question 14: Events such as parties, banquets, weddings, meetings, and any other gathering of persons other than the authorized lodgers are prohibited from occurring at an STR.



The participants who responded **disagree** noted

- The property owner has the right to decide what events can occur (64 responses)
- Events should be allowed on a case-by-case basis based on characteristics of the STR (size, parking, zone) and the scale of the event (30 responses)
- Existing laws will address concerns (noise, capacity) (21 responses)
- This is too restrictive, and some events with limited impact on neighbors should be allowed (business meetings, baby showers, small weddings, family gatherings, etc.) (18 responses)
- Require a separate event permit (8 responses)
- This regulation is an arbitrary restriction (6 responses)

Collection and Remittance of Local Taxes

Transient Lodging Tax:

- Operators in **multi-family properties and single-family properties of 4 or more bedrooms** will be required to remit the City's **8% transient occupancy tax** for the rental

Fees and Taxes that Do Not Apply:

- Business license
- Business personal property taxes related to the rental activity

The survey did not ask about this, but at all the public meetings both STR operators and other residents commented that all STRs should be required to remit the 8% transient occupancy tax. Many suggested the platforms should collect this for the City.

More Information

To review the raw data from the survey please visit:

<http://www.richmondgov.com/PlanningAndDevelopmentReview/ShortTermRentals.aspx>

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