

Bryce Bishop

From: Carole Lawson <cslawson@outlook.com>
Sent: Thursday, May 18, 2017 3:21 PM
To: Angela Houck
Cc: Sally Long; Bryce Bishop
Subject: Re: City Council Hearing Notice - Case No. CA17-01 for Short-Term Rentals & Accessory Short-Term Rentals

I want to thank you for keeping us so well informed. I did attend this hearing and am remembering that the council is having a work session at 5:30 this coming Monday. I have a few thoughts for them if that is appropriate.

I am the owner of 1811 Chemeketa St NE, a B&B operating with a conditional use permit. As I was listening to the testimony of the south side neighborhood associations, it was like a flash back to when I was working with the NEN as I navigated through the conditional use process.

Here is what I heard:

Neighbors are concerned about parking, noise and general maintenance impacting the neighborhood.

There are not enough inspectors to inspect every property every year.

The neighborhood association was concerned about that because they did not feel like issues could be addressed in a timely manner.

The city offered a website with the names and contact info for the owners.

I ran into the one of the gentlemen who was speaking in opposition to the code changes because of the issues he had experienced in his own neighborhood as I was out and about in Salem. I am sorry I do not recall his name, but he was tall and represented the neighborhood Association. What came out of that conversation was that maybe there were some opportunities to meet everyone's needs.

We both liked the idea of a website, but he was hesitant to call the owner on every little thing and felt that there was the potential for it to become a he said/she said situation if small issues persisted because no complaint was filed. The idea we came up with was what if there was a log on for the owners who were required to enter their info as part of the licensing process. That should include phone number and email address as well as the owner's permanent address. To protect the owner's privacy, there could be a "Contact the owner" button which would dial the number from the mobile web page using the requester's cell (lots of places do this already and there are apps for it). The same could be true for email the owner. It should be open to anyone to do this.

The additional functionality that we thought might be helpful is for there to be a log on for neighbors as well. We thought they could enter name, address, phone, email and set up a username. Under this user name, they could enter comments on the website for things which are not urgent, maybe even associated with a start system, (5 stars good, 1 star bad). By identifying the neighborhood individual by only the username, it could alleviate the fear that by reporting small things, a neighbor could be targeting by an owner with the potential for making their lives miserable. It would allow anyone who is thinking about moving into the neighborhood or thinking about renting a place the opportunity to see how the neighbors feel.

We envisioned an email being automatically generated and sent to the owner with a link to log on and view the comment. There should also be a way for the owner to comment back to the concern (yes, thank you I spoke to the renters etc.). We also thought that this could be a way that the city can identify problem properties. The

ones with more issues are the ones which get inspected first, while the rest rotate in as staffing allows. It would give the city a complete record of the issues and responses which could be helpful in the future. We thought that it would help the neighborhood associations better track what is going with actual data instead of relying on the "complainers" and perhaps use that data to better manage their neighborhood. The city would have all of the data, names and contact info for both neighbors and owners. If there were bad actors, using the site to vent about other things or for a personal vendetta, they could easily be blocked.

We also thought that if there was a problem property, they should pay fines for the issues they create. Things like if continual small complaints trigger an inspection, they should pay an inspection fee of say \$150. If parking is an issue and it is not resolved in 24 hours, then maybe a fee of \$50/day per car - that kind of thing. We also thought that if there were a way to make the troublemakers pay for the trouble they cause, then the licensing fees could be lower. I have no issues with the \$100/yr for a regular Vacation Rental, but we thought the accessory rental might be able to pay only \$25/yr for example. Everyone would need to pay an inspection fee of something like \$100, but if the inspectors have to come out to continual unresolved complaints, then maybe more like \$150 for a special inspection.

What we are trying to accomplish is:

- 1) Give the neighbors voice in how their neighborhood functions.
- 2) Give the neighborhood and owners a way to interact in a non threatening way
- 3) Give the city a view into what issues may be arising with each vacation rental and how the parties may be resolving those issues
- 4) Provide a mechanism for the city to address the most chronic offenders first, even if the offenses are the small ones which the neighbors might not want to go through a formal process of filing a complaint, but still having negative impact on the neighborhood, thus maximizing the effectiveness of limited staff
- 5) Incentivise good behavior by making the lines of communication open and transparent as well as fees for bad behavior.

These are just a few thoughts. I hope it is helpful. I look forward to the discussion on Monday.

Carolyn Lawson
1811 Chemeketa ST NE
Salem, OR 97301

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From: Angela Houck <AHouck@cityofsalem.net>

Sent: Friday, April 28, 2017 2:56:21 PM

To: Angela Houck

Cc: Bryce Bishop; Sally Long

Subject: City Council Hearing Notice - Case No. CA17-01 for Short-Term Rentals & Accessory Short-Term Rentals

Good Afternoon,

The Hearing Notice for Code Amendment Case No. CA17-01 is attached for your information. Hard copies go out in the mail today to those of you who are to receive one. This case will be heard before the Salem City Council on **Monday, May 8, 2017 at 6:00 P.M.**

Code Amendment Summary: Amendments to Salem Revised Code (SRC) Chapters 30, 37, 59, 111, 400, 510, 511, 512, 513, 514, 515, 520, 521, 530, 545, 554, 700, and 806 establishing development standards and licensing requirements for short-term rentals and accessory short-term rentals and allowing such uses in the RA, RS, RD, RM-I, RM-II, RH, CN, CO, FMU, PM, and IG zones.

Please direct questions or comments to the **CASE MANAGER:**

Bryce Bishop, Planner II
BBishop@cityofsalem.net
503.540.2399

Regards,

Angela Houck
Planning Staff
Community Development Dept.
503-540-2313