



MEMORANDUM

Agenda Item # 10

Date: May 4, 2017
To: Planning Commission
From: Gerald Green, Executive Director
Subject: **Short-Term Rental Ordinance**

The proposed ordinance establishing standards for short-term rentals (STR) presented for your consideration was developed primarily by City of Knoxville staff. Drafting of the proposed ordinance took over six (6) months and involved extensive public input and comment. The proposed ordinance would not be part of the Zoning Ordinance; if adopted it would be codified in Chapter 16 of the City of Knoxville Code of Ordinances. STR's would be permitted in all zoning districts by the proposed ordinance, but would be limited to owner-occupied residences in the residential zoning districts. A permitting system would be established for STR's and all STR's would be subject to applicable taxes. More information is provided on the FAQ document.

If you have any questions, please feel free to contact Crista Cuccaro, Knoxville Law Department, by email at ccuccaro@knoxvilletn.gov.

Short Term Rental Units

Frequently Asked Questions

This document is a summary to serve as a quick reference regarding the proposed ordinance, but it does not describe the ordinance in full. To ensure that you can comply with the Short Term Rental Unit ordinance, please review the [proposed ordinance here](#).

What is a Short Term Rental Unit and where are these allowed in the City of Knoxville?

Briefly, Short Term Rental Units are properties that are rented for overnight lodging for less than 30 days at a time, excluding certain types of dwellings or commercial operations.

In residentially zoned districts, Short Term Rental Units are allowed only at the owner's principal residence. In non-residential districts, Short Term Rental Units are available even if an owner does not live at the Unit or where an owner has given permission to a tenant. Short Term Rental Units are not allowed in districts where residential uses are not allowed by the Zoning Code.

The operation of a Short Term Rental Unit in the City of Knoxville requires a Permit, as described further in this FAQs document. If you want to find out how your property is zoned, visit [KGIS here](#).

Do I need a Permit before advertising my short term rental?

Yes, Short Term Rental Unit operators are required to obtain a Permit prior to advertising their property for rental on a short-term basis. All advertisements must contain the Short Term Rental Unit Permit number issued by the City.

How can a person or entity obtain a permit for a Short Term Rental Unit?

Eligible persons or entities will submit a Permit application to the City of Knoxville Business License & Tax Office, located in Suite 450 of the City County Building (400 Main Street, in Downtown Knoxville). The application must be made in person. Staff will review the application materials and issue a Permit to applicants who meet all requirements.

In residentially zoned districts, only an owner who resides at the Short Term Rental Unit is eligible to obtain a Permit—this is referred to as a Type 1 Permit. The owner seeking a Type 1 Permit must be a natural person (i.e., no corporations or LLCs). The owner must also establish that they reside at the Short Term Rental Unit by providing at least 2 documents as identified in the ordinance.

In non-residential districts, an owner or a tenant may obtain a Type 2 Permit for a Short Term Rental Unit. A tenant is eligible for a Type 2 Permit if the tenant has received permission from the owner of the Unit, as indicated by the owner's signature on the Permit application. If the tenant obtains a Type 2 Permit, the owner is still liable for activity at the Short Term Rental Unit.



Additionally, in non-residential districts, the owner is not required to be a natural person. However, a person or entity can only hold two (2) Type 2 Permits at once, city-wide.

How much does it cost to get a Short Term Rental Unit Permit?

For new applications, the Permit fee is \$70 for a Type 1 Permit or \$120 for a Type 2 Permit. Additionally, City and County business licenses may be required; business licenses are \$15 per jurisdiction.

How long is my Permit good for?

Type 1 Permits are good for one year from the date of issuance or until the transfer of the property, whichever occurs first. Type 2 Permits are also good for one year from the date of issuance. If an entity holding a Type 2 Permit is sold, the seller and buyer may need to take a few extra steps that are specified in the ordinance. In any case, a Permit may be revoked according to the process laid out in the ordinance.

Are inspections required for Short Term Rental Units?

Generally, no. Short Term Rental Units are not required to undergo an inspection before the issuance of a Permit or before operation. Upon application, the burden is on the owner to certify that the Unit has smoke detectors, carbon monoxide detectors, and fire extinguishers—all in good working order. The Fire Marshal and other City officials reserve the right to make inspections to verify or correct life safety issues at the Unit.

Any modifications to the Unit likely would require a building permit, which would, in turn, require an inspection. If you have questions about building permits, contact the Plans Review & Inspections Department at (865) 215-3669.

Do I need to provide copies of my insurance policy or policies?

The City does not require documentation of insurance to obtain a Permit. However, for your peace of mind and for the benefit of your occupants, please note that some homeowners' and rental insurance policies do not provide coverage for rental activity on a short term basis. If you have any questions about coverage and your liability, check with your insurance provider and with the Hosting Platform.

Is there a limit on the number of days that a Unit can be rented in a year?

No, there is no limit on the number of days that a Unit can be rented during a year. However, Type 1 Permit holders must maintain the Unit as their primary residence; information to the contrary will be investigated.



Can I rent my house while I am away?

Yes, for both Type 1 and Type 2 Permits, the Permit holder is not required to be present during the occupancy. If you go out of town during a rental, though, be sure that your local agent is available to respond to calls or complaints within forty-five minutes.

How many people can occupy a Short Term Rental Unit?

The number of occupants in a Short Term Rental Unit shall not exceed the sum of two (2) people per bedroom plus two (2) additional people. Due to state law regarding fire safety, the maximum occupancy of any Short Term Rental Unit, regardless of the number of bedrooms, shall not exceed 12 people at one time, including any transients renting the unit and anyone who resides or is otherwise staying at the Unit.

Do I have to pay taxes? What is involved in filing and remitting taxes on rentals?

Benjamin Franklin got it right: Yes, you must pay taxes. The City of Knoxville, Knox County, and the State of Tennessee all have a role in the collection of taxes for the operation of Short Term Rental Units. Each of these taxes are explained in more detail below.

- **Occupancy Tax:** Locally, operators of Short Term Rental Units must collect occupancy privilege tax from their guests and remit these taxes to the City of Knoxville. This tax must be paid by *all* permit holders. Illegal operators will also be held responsible for paying this tax to the City, which may include back taxes. The occupancy tax is a privilege tax upon the transient occupying the lodging; the rate is 3% of the compensation charged for the occupancy. Per City ordinance and as allowed by state law, this tax is used to pay off the debt from the construction of the Convention Center.

Even if you do not have guests during a month, you must file a monthly occupancy privilege tax document. This filing and any tax is due by the 20th of each month for the previous month using a form that will be available through the Business License & Tax Office. If you make up to but not over \$3,000 on the Short Term Rental Unit, this is the only tax you need to remit.

- **Sales Tax and Gross Receipts Tax:** The State of Tennessee also collects sales tax and gross receipts tax. Sales tax is due to the State regardless of the income produced by the Unit. In order to pay sales tax, you need to register with the State and [pay the tax online](#).

Depending on revenue generated by the Short Term Rental, a business license is needed in order to remit the gross receipts tax. If you make between \$3,000 to \$9,999 from the Short Term Rental Unit, you will have to apply for a Minimal Activity License from the City and the County. If you make over \$10,000, you will have to apply for a City and County Business Tax License and you'll also pay the gross receipts to the TN



Department of Revenue [here](#). You cannot pay this tax without a business license, though.

In order to get your City business license, for minimal activity or for activity over \$10,000, fill out a [business license application here](#). Bring your business license application to Suite 450 in the City County Building. Bring a check for \$15 or you can pay with a card. You will need to do the same thing to obtain a County business license; the application is [here](#) and the County Business License Office is in the Old Courthouse at 300 Main Street in Downtown Knoxville.

What happens if I don't get a Permit for my Short Term Rental Unit?

You are breaking the law. If you operate a Short Term Rental Unit without the required Permit, you will be found in violation of City of Knoxville's Code of Ordinances and subject to enforcement action. Citations with civil penalties may be issued for violations. The City of Knoxville plans to employ enforcement software to aid in monitoring permitted and unpermitted operations of Short Term Rental Units.

What if I already operate a Short Term Rental Unit? Can I continue to operate it?

It depends. Currently, Short Term Rental Units are not allowed per the City's Zoning Code. There is no established right to continue operations of an illegal use. Any Short Term Rental Unit already operating must apply for and receive a Permit; however, based on the zoning classification where the Unit is located, existing operations may not be eligible for a Permit.

How can I decrease the impacts of my Short Term Rental Unit on my neighbors?

Great question! Be a good neighbor and expect your occupants to be so as well. Although the City has not received many complaints about short term rental operations to date, the City anticipates occasional issues at Short Term Rental Units for on-street parking; activity associated with arriving and departing; and late night outdoor socializing. House rules and clear expectations for your occupants can be established to address these issues. For example, be sure that your guests know where to park, where to discard trash, and when to quiet down for the evening. Persistent complaints may result in the revocation of your Permit.

What is the process if I have concerns or think my neighbor is not complying with the City's regulations?

We recommend that you talk to your neighbor first—many issues can be resolved through better communication and simple changes. However, if you believe your neighbor is not meeting the regulations of their Permit or lacks a Permit, you may submit a complaint by calling (865) 215-4311. Issues requiring immediate attention outside of business hours should be referred to KPD's non-emergency number at (865) 215-7000. Of course, if there is an emergency, call 911.



What are the restrictions on noise, sound equipment, and loud music?

There are no special rules for Short Term Rental Units regarding noise. The noise restrictions found in the City of Knoxville Code of Ordinances are applicable to all property. Permissible noise depends on the use of the property and many of the restrictions can be found in [Section 18-3](#) of the Code of Ordinances.

Are there any special considerations if I live in a condominium or if I am a tenant?

The City of Knoxville recommends that you review your lease or ownership documents before submitting an application. Receiving a Permit does not override any lease agreements, homeowners' association bylaws, restrictive covenants, or any other agreement, law, or regulations that prohibit subletting or use of your residence or property as a short term rental. Please note that rental tenants are not eligible to obtain a Permit in residentially zoned districts.

What is the process for renewing permit?

The renewal process will be similar to the first-time application process. You will be required to submit an application and payment to Business License & Tax Office, along with proof that you have maintained residency at the Unit, if applicable, and that you have maintained other applicable licenses. Renewal fees are \$50 a year.

Who should I contact if I have further questions?

While the Short Term Rental Unit initiative is a joint effort of numerous City departments, the program is administered by the Business Tax & License Office. If you have questions, please contact Revenue Administrator Donna Dyer at (865) 215-2083 or ddyer@knoxvilletn.gov.

Short Term Rental Unit Ordinance
Proposed to be added to Chapter 16 as a newly created Article XV

Division 1. Generally.

- 1.1. Purpose.** The city has determined that regulation of Short Term Rental Units is necessary in order to protect the health, safety, and welfare of the public, as well as to promote the public interest by regulating the areas and methods of operation. To meet these ends, the city has determined that all persons or entities that desire to operate Short Tem Rental Units within the city must be issued a permit pursuant to the requirements of this article.
- 1.2. Definitions.** The following words, terms and phrases, when used in this article, shall have the meanings ascribed to them in this section. The word "shall" is always mandatory and not merely advisory.
- a. *Consideration.* The charge, whether or not received, for occupancy in a Short Term Rental Unit valued in money, whether to be received in money, goods, labor, or otherwise, including all receipts, cash, credits, property and services of any kind or nature without any deductions. Nothing in this definition shall be construed to imply that consideration is charged when the Short Term Rental Unit provided to the person is complimentary from the Operator and no consideration is charged to or received from any person.
 - b. *Short Term Rental Unit.* A dwelling unit, a portion of a dwelling unit, or any other structure or space that is occupied or intended or designed for occupancy by Transients for dwelling, lodging, or sleeping and which is offered to Transients for Consideration for a period of up to 30 consecutive calendar days. Short Term Rental Unit shall not include dwelling units owned by the federal government, the state, or any of their agencies or political subdivisions; facilities licensed by the state as health care facilities, including temporary family healthcare structures; hotels, inns, motels, bed and breakfasts properly approved by the City of Knoxville, or campgrounds; or dwelling units rented according to a written, month-to-month lease.
 - c. *Hosting Platform.* A person or entity that facilitates the booking of a Short Term Rental Unit. "Facilitate" includes, but is not limited to, the act of allowing an Operator to offer to list or advertise, typically for a charge or fee, the Short Term Rental Unit on an Internet website, in a print publication, or through another forum provided or maintained by the Hosting Platform.
 - d. *Residential District.* Any zoning district designated in the City of Knoxville where the principal permitted uses in the district include residential uses, including houses, duplexes, garage apartments accessory to a principal dwelling, and multi-dwelling structures. As of the date of the adoption of this article, Residential Districts shall include: all districts identified in the City of Knoxville Code of Ordinances, Appendix B, Article IV, Section 2.1; all planned residential districts (RP-1, 2, and 3); the traditional neighborhood development district (TND-1); and the Old Sevier and Scottish Pike South Waterfront District (SW-1).
 - e. *Non-Residential District.* Any zoning district designated in the City of Knoxville that allows residential uses, but is not a Residential District. Non-Residential Districts explicitly include, but are not limited to, Town Center District (TC-1); all South Waterfront Districts except SW-1; all Cumberland Avenue Corridor Districts; and Central Business District (C-2).

- f. *Occupancy.* The use or possession, or the right to the use or possession, of any room, lodgings, or accommodations in any Short Term Rental Unit.
- g. *Operator.* The person or entity, if applicable, offering a Short Term Rental Unit, whether as the owner, lessee, or otherwise.
- h. *Transient.* Any person who exercises Occupancy or is entitled to Occupancy of any rooms, lodgings, or accommodations in a Short Term Rental Unit for a period of less than thirty (30) consecutive calendar days.

Division 2. Permit Types, Application, and Issuance.

2.1. Operating Permit Required. It is unlawful to operate or advertise any Short Term Rental Unit within the City of Knoxville without a Short Term Rental Unit Operating Permit issued under this article.

2.2. Application. Every Operator desiring to operate a Short Term Rental Unit shall submit an application for an Operating Permit to the Business License & Tax Office. Each application shall contain, at the least, all of the following information. In addition to the information required by the application, the Business License & Tax Office may request other information reasonably required. The permit application shall not be considered complete until the Business License & Tax Office has all information as required by the application or otherwise.

- a. *Acknowledgement of Rules.* Written acknowledgement by the Operator that they have read all regulations pertaining to the operation of a Short Term Rental Unit, including this article, the city's business license requirements, the city's occupancy privilege tax requirements, any additional administrative regulations promulgated or imposed by the city to implement this article, and acknowledging responsibility for compliance with the provisions of this article.
- b. *Affidavit of Life Safety Compliance.* During each Short Term Rental Unit Occupancy, each Short Term Rental Unit shall have the following life safety equipment on the premises and installed to manufacturer specifications: (i) a smoke alarm meeting Underwriters Laboratory (UL) 217 standards inside each sleeping room, outside of and within fifteen feet of sleeping rooms, and on each story of the dwelling unit, including basements; (ii) a carbon monoxide detector within 15 feet of all bedrooms; and (iii) and a fire extinguisher. Every smoke and carbon monoxide alarm must function properly with the alarm sounding after pushing the test button and the fire extinguisher must be operational. It shall be unlawful to operate a Short Term Rental Unit without a smoke alarm, carbon monoxide detector, or fire extinguisher as required by this section. An application for an Operating Permit must be accompanied by an affidavit verifying the number, locations, and operation of the required life safety equipment for the Short Term Rental Unit and the equipment will be subject to verification or inspection.
- c. *Lessee Information.* If a lessee is operating a Short Term Rental Unit, the lessee shall provide (i) the full legal name of the owner the Short Term Rental Unit, (ii) the mailing address, email address, and telephone number(s) of the owner, and (iii) a signature of the owner acknowledging the owner's understanding of all City of Knoxville Short Term Rental Unit rules and verifying the owner's agreement that they are legally responsible and liable for compliance by the Operator and all occupants of the Short Term Rental Unit with all provisions of this article and other applicable ordinances of the City of Knoxville.

- d. *Local Contact Person.* A person designated by the Operator, who shall be available twenty-four (24) hours per day, seven (7) days per week for the purpose of: (i) being able to physically respond, as necessary, within forty-five (45) minutes of notification of a complaint regarding the condition, operation, or conduct of occupants of the Short Term Rental Unit, and (ii) taking remedial action necessary to resolve any such complaints. A Local Contact Person may be the owner, the lessee, or the owner's agent.
- e. *Owner Information.* The full legal name, street and mailing addresses, the email address, and the telephone number of the owner of the Short Term Rental Unit and in cases where a business entity or trust is the owner of the property, the individual who has responsibility to oversee the ownership of the property on behalf of the business entity or trust, including the mailing address, the email address, and the telephone number of the individual having such responsibility. If the owner of a Short Term Rental Unit is a business entity, information and documentation is required demonstrating the owner's valid status with the Tennessee Secretary of State.
- f. *Site Plan.* A site plan and floor plan accurately and clearly depicting the size and location of the existing dwelling and the approximate square footage in the dwelling, the number and location of designated off-street parking spaces and the maximum number of vehicles allowed for overnight occupants. The floor plan shall describe the use of each room in the dwelling, the number, location and approximate square footage of all bedrooms, and any accessory buildings, including but not limited to garages and accessory dwelling structures or units.
- g. *Indemnification.* Written acknowledgement and agreement by the Operator that, in the event a permit is approved and issued, the Operator and owner, if the Operator is not the owner, agree to assume all risk and indemnify, defend and hold the city harmless concerning the city's approval of the permit, the operation and maintenance of the Short Term Rental Unit, and any other matter relating to the Short Term Rental Unit.

2.3. Short Term Rental Unit Operating Permit Types.

- a. *Type 1 Operating Permit, Owner Occupied.*
 - i. *Generally.* A Type 1 Operating Permit is available in Residential Districts upon meeting the criteria in this article. A Type 1 Operating Permit can be issued only to an owner of the Short Term Rental Unit. The property where the Short Term Rental Unit is located must be the owner's principal residence, except in the instance of duplexes as further described in this section. A person can only hold one (1) Type 1 Operating Permit in the City of Knoxville. The Type 1 Operating Permit is available only to natural persons. The owner is not required to remain or be present at the Short Term Rental Unit during the Occupancy.
 - ii. *Accessory Structures and Duplexes.* If there is an accessory dwelling structure on the property, the Type 1 Operating Permit can be for either the primary dwelling structure or the accessory dwelling structure, but not for both. If a property houses a legal duplex and an owner owns both sides of the duplex, one (1) Type 1 Operating Permit is available to the owner for either side of the duplex so long as the owner's principal residence is one side of the duplex.

iii. Proof of Ownership and Residency. Ownership shall be established by the deed for the property as recorded in the Knox County Register of Deeds. Residency shall be established by at least two of the following documents, which must list the address of the Short Term Rental Unit on the document:

1. The owner's motor vehicle registration;
2. a valid driver's license or TN identification card of the owner;
3. the address of the owner's children's school registration;
4. the owner's voter registration card; or
5. the owner's W-2 mailing.

If more than one person is listed as the owner on the deed, proof of residency as required by this Section 2.3. is required for all owners.

b. *Type 2 Operating Permit, Non-Owner Occupied.* A Type 2 Operating Permit is available in Non-Residential Districts upon meeting the criteria in this article. A Type 2 Operating Permit can be issued to an owner or lessee of the property. A Type 2 Operating Permit is available to a person or an entity. A person or entity can only hold two (2) Type 2 Operating Permits in the City of Knoxville. Upon application for a Type 2 Operating Permit, a lessee must provide the signature of the owner as further described in Section 2.2.

2.4. Fees. An application for an Operating Permit under this article shall be accompanied by a fee in the amount of seventy dollars (\$70.00) for a Type 1 Permit and one hundred and twenty dollars (\$120.00) for a Type 2 Permit. The Business License & Tax Office shall collect the permit fee. There shall be no proration of fees. Fees are non-refundable once a permit has been issued by the Business License & Tax Office.

2.5. Issuance of Permit. Once the application is considered complete by the Business License & Tax Office, the Business License & Tax Office shall issue or deny the unit permit within fourteen (14) business days. If the Business License & Tax Office is satisfied that the application and the Short Term Rental Unit conforms to the requirements of this article and other pertinent laws and ordinances, a permit shall be issued to the applicant. If the application or Short Term Rental Unit does not conform to the requirements of this article or other pertinent laws or ordinances, the Business License & Tax Office shall not issue the permit, but shall inform the applicant of the denial. Such denial, when requested, shall be in writing and state the reasons for denial. The Operating Permit shall be valid for one (1) calendar year from the date of issuance, unless the Operating Permit is revoked pursuant to this article or terminated by ordinance or otherwise.

2.6. Permit Renewal. Every Operating Permit, unless suspended or revoked for a violation of any provision of this article or other rule or of the city, can be renewed annually provided that a renewal fee of fifty dollars (\$50.00) is paid no later than fourteen (14) business days before the Operating Permit's expiration. An application for renewal of a unit permit shall be made through the Business License & Tax Office. After the Operating Permit's expiration, the holder of the Operating Permit forfeits the right to renew and the Operator must reapply for a new Operating Permit. A renewed Operating Permit shall be good for one calendar year from the date of issuance.

2.7. Prohibitions Against Transfer.

a. *Generally.* No person or entity holding an Operating Permit shall sell, lend, lease, or in any manner transfer the permit for value.

- b. *Type 1 Operating Permit, Owner Occupied.* The permission to operate a Short Term Rental Unit under a Type 1 Operating Permit shall be personal and limited to the owner to whom the city issued the permit. A Type 1 Operating Permit shall terminate immediately upon the transfer of property covered by the permit, whether such transfer is by deed or otherwise.
- c. *Type 2 Operating Permit, Non-Owner Occupied.* As an exception to 2.7.a., the holder of a Type 2 Operating Permit may transfer the permit as part of the sale of a majority of the stock in a corporation holding such permit, as part of the sale of a majority of the membership interests of a limited liability company holding such permit, or as part of the sale of a business or substantially all of its assets; provided that there shall be no allocated or actual value for the transfer of the permit. Prior to any such transfer permitted by this subsection, the transferor shall notify the Business License & Tax Office in writing and the transferee shall submit a permit application for approval to the Business License & Tax Office pursuant to the process set forth in this section. Any such transfer shall be subject to the terms and conditions of the original permit.
- d. *Transfers Invalid.* Any unauthorized transfer or attempt to transfer a permit shall automatically void such permit. Persons violating this provision, including both the transferor and transferee, may be subject to a citation and fine. Each unauthorized transfer or attempt to transfer of each permit shall constitute a separate violation.

2.8. No Vested Rights. Except in instances where constitutional principles or binding state or federal laws otherwise provide, the provisions of this article and any ordinances or other measures concerning Short Term Rental Units are not a grant of vested rights to continue as a Short Term Rental Unit indefinitely. Any Short Term Rental Unit use and permits for Short Term Rental Units are subject to provisions of other ordinances, resolutions, or other city measures concerning Short Term Rental Units that may be enacted or adopted at a later date, even though such ordinances, resolutions, or other city measures may change the terms, conditions, allowance, or duration for Short Term Rental Unit use, including but not limited to those that may terminate some or all Short Term Rental Unit uses, with or without some period of amortization. While this recitation concerning vested rights is implicit in any uses permitted by the city, this explicit recitation is set forth to avoid any uncertainty or confusion.

Division 3. Compliance with Laws, Complaints, Remedies, and Permit Revocation.

- 3.1. Compliance with City and State Laws.** It shall be unlawful to operate a Short Term Rental Unit that does not comply with all applicable city and state laws.
- 3.2. Operation without Permit.** Any Short Term Rental Unit operating or advertising for operation without a valid permit shall be deemed a public safety hazard. The city may issue and the Operator, the owner, or the Local Contact Person may receive a civil citation for operating or advertising for operation without a permit and the penalty for such is fifty dollars (\$50.00) per day.
- 3.3. Public Nuisance.** It is unlawful and a violation of this article, and is hereby declared a public nuisance for any person to commit, cause, or maintain a violation of any provision or to fail to comply with any of the requirements of this article. The operation or maintenance of a Short Term Rental Unit in violation of this article or any other city ordinance may be abated or summarily abated by the city in any manner by this code or otherwise provided by law for the abatement of public nuisances. The city

may issue and the Operator, the owner, the occupants, or the Local Contact Person may receive a civil citation for any violation of this article or any other city ordinance by the Operator, the owner, the Local Contact Person, or the occupants of the Short Term Rental Unit and the penalty for such is fifty dollars (\$50.00) per day.

- 3.4. Complaints.** If a complaint is filed with the City of Knoxville alleging that an Operator has violated the provisions of this article, the City of Knoxville shall provide written notification of the complaint by regular mail to the Operator at the Operator's address listed on the application, and the City of Knoxville shall investigate the complaint. Within thirty (30) days of date that the notification was sent to the Operator, the Operator may respond to the complaint, present evidence, and respond to evidence produced by the investigation. If the City of Knoxville, after reviewing all relevant material, finds the complaint to be supported by a preponderance of the evidence, the City of Knoxville may revoke the unit permit or take or cause to be taken other enforcement action as provided in the Knoxville City Code.
- 3.5. Revocation of Permit.** The City of Knoxville may revoke an Operating Permit if the City discovers that (i) an applicant obtained the permit by knowingly providing false information on the application; (ii) the continuation of the Short Term Rental Unit presents a threat to public health or safety; or (iii) the Operator or Short Term Rental Unit violates regulations of this article or any other city ordinance.
- 3.6. Appeal of Revocation.** If a permit is revoked, the City Business License & Tax Office shall state the specific reasons for the revocation. Any Operator whose Operating Permit has been revoked may appeal such denial by submitting a written request for a hearing submitted to the revenue administrator of the Business License & Tax Office within ten (10) days of revocation. A hearing shall be conducted within thirty (30) days of the revenue administrator's receipt of said appeal by a panel comprised of the zoning chief, the neighborhood coordinator, and the revenue administrator of the city. The panel shall consider whether the revocation was justified and whether good cause exists to reinstate the permit. The panel shall issue its decision on the appeal in a written opinion within ten (10) business days; the written opinion will be sent via first class mail to the Operator at the address listed on the application. The decision resulting therefrom shall be final and subject only to judicial review pursuant to state law. Following the revocation of a permit, an Operator must wait six (6) months before reapplying for a new permit. Upon reapplication, the Operator must pay the full permit fee.
- 3.7. Additional Remedies.** The remedies provided in this section are not exclusive, and nothing in this section shall preclude the use or application of any other remedies, penalties or procedures established by law.
- 3.8. City Shall Not Enforce Private Agreements.** The city shall not have any obligation or be responsible for making a determination regarding whether the issuance of an Operating Permit or the use of a dwelling as a Short Term Rental Unit is permitted under any private agreements or any covenants, conditions, and restrictions or any of the regulations or rules of the homeowners' association or maintenance organization having jurisdiction in connection with the Short Term Rental Unit, and the city shall have no enforcement obligations in connection with such private agreements or covenants, conditions and restrictions or such regulations or rules. If the Short Term Rental Unit Operator is a lessee, the owner of the Short Term Rental Unit shall provide written acknowledgement and agreement to the Short Term Rental Unit, but the city shall not have any obligation or be responsible for verifying the ownership information.

Division 4. Operational Requirements

- 4.1. Taxes.** All Short Term Rental Unit Operators are responsible for applicable taxes, including, but not limited to, Hotel Occupancy Privilege Tax to the City of Knoxville, sales tax to the State of Tennessee, and gross receipts tax to the State of Tennessee. An Operator may be required to obtain a City of Knoxville and a Knox County business license for the purposes of gross receipts tax.
- 4.2. Advertising.** It shall be unlawful to advertise any Short Term Rental Unit without the Operating Permit number clearly displayed on the advertisement. For the purposes of this section, the terms "advertise," "advertising" or "advertisement" mean the act of drawing the public's attention to a Short Term Rental Unit in any forum, whether electronic or non-electronic, in order to promote the availability of the Short Term Rental Unit.
- 4.3. Maximum Occupancy.** The number of Transients in a Short Term Rental Unit shall not exceed the sum of two (2) Transients per bedroom plus two (2) additional Transients; provided, however, that the maximum occupancy of the Short Term Rental Unit shall not exceed 12 persons, including Transients and any other individuals residing in or otherwise using the Short Term Rental Unit.

Division 5. Miscellaneous Provisions

- 5.1. Severability.** The City Council of the City of Knoxville hereby declares that should any section, paragraph, sentence, phrase, term or word of this ordinance be declared for any reason to be invalid, it is the intent of the City Council that it would have adopted all other portions of this ordinance independent of the elimination of any such portion as may be declared invalid. If any section, subdivision, paragraph, sentence, clause or phrase of this Ordinance is for any reason held to be invalid or unconstitutional, such decision shall not affect the validity of the remaining portions of this Ordinance.

Jesse Mayshark

From: Mandy Tietjen <mandy_tietjen@hotmail.com>
Sent: Friday, March 31, 2017 9:24 PM
To: STRS
Subject: Questions

Hello!

I was pleased to see the ordinance on STR's, but had a question or two that I had hoped could be answered.

Can a renter (of a home or apartment) sign up in a zone to run an STR out of their leased property so long as they have permission from the owner of the home?

If so, would the permit fee be any different?

I ask because the above is my situation. My husband and I are renting the home that we occasionally rent a room from on Airbnb. Our landlord has full knowledge of this. Our home is spacious, and renting our master bedroom (to consistent 5-Star reviews!) has helped us to make ends meet as my husband earns his PhD at UT. We are very responsible and I am committed to remaining a homemaker and raising our family (three children) during my husband's PhD program.

I hope that giving some context to my question helps make sense of why someone would be in the above situation, and that Knoxville lawmakers will see the benefits of allowing us to register our BnB along with other STR's.

Best,
Mandy Tietjen
Sent from my iPhone

Jesse Mayshark

From: Traci Black <traciwrightblack@gmail.com>
Sent: Sunday, April 02, 2017 7:46 PM
To: STRS
Subject: One off-site unit in residential area?

Please consider amending the proposed regulation to allow ONE unit to be rented out in a residential neighborhood that is apart from the residence. There are occasions such as when a professor is on sabbatical, or a grad student does a semester abroad, that this might be a good option for allowing them to keep their apartment with minimal income support. Tomorrow we are scheduled to close on a commercial building in a residential neighborhood – a larger space below with two apartment units above; 501 Arthur Street. The downstairs will be rented to local non-profit mediation centers at below market rent and we had considered using one of the apartments upstairs for visiting teachers and perhaps occasional rentals while leaving the other unit a traditional lease. We feel a residence with one unit sometimes rented out is not detrimental to the neighborhood and the regulation as written is overly limiting.

Traci and Christopher Black

501 Arthur, LLC dba The Lotus Building

(865) 382-1585

1013 Oak Avenue

Knoxville TN 37921

Jesse Mayshark

From: Drew Thurman <drewthurman@outlook.com>
Sent: Monday, April 03, 2017 1:18 PM
To: STRS
Cc: Drew Thurman
Subject: Drew Thurman Comments on Proposes STR Ordinance

In general support the proposed ordinance. However, I would like to see written clarification that these rules will not apply to, not cover, not prevent, not restrict any activity that is "sharing" or other currently legal personal arrangements between one or more party(s) to lend/share/fill separate apartments or carriage house on the same property, spare rooms, homes, on-site apartments, et cetera. I don't see a specific clause of exemptions and I think it should be separate and clear what, if any, there are. My list of suggested ones are below my email.

I'm also concerned that some of the definitions could be more narrowly interpreted (by future administrations) and I am concerned that "hosting platform" is too focused on the platform as opposed to the public taxes/welfare. Increasingly we are using computerized forms of communication. Who is to say that Facebook won't launch some kind of "crash on your couch app" that would be legally defined as a "hosting platform" under this ordinance. I think the platform is much less important than the intent. The city should definitely be able to collect taxes owed for rental but it isn't the platform that is the problem, rather, it is the charging fees without withholding taxes that is the problem as well as public safety concerns for consumers staying in off-record de facto hotels and the neighborhoods that must suffer when/if it becomes a problem.

There are also differences between renting by the day, week, month. Days/weeks probably should be regulated but once you get into a month long rental you are getting into a lease type situation (which leases are already regulated or covered elsewhere). I would much rather see the restriction listed in the definitions as rental for a period less than 1 month. Because not all months are 30 days.

I would like to request that the following types of activities be specifically exempted in writing within the ordinance:

- Sub-letting or renting for 1 month (What if someone wanted to sublet for the month of February at 28-29 days max and used some kind of a matching service this could be considered short term rental)
- Paying a house sitter (some websites may be considered a "hosting platform" service)
- Allowing someone from a message board stay for free (Couchsurfing.com could be considered a "hosting platform" as currently defined)
- Renting a room to a friend for a couple weeks if they are between housing arrangements
- Receiving some kind of monetary compensation for a sick/elderly/frail/disabled person that stays for an temporary or extended amount of time while permanent arrangements are made for their housing/welfare
- Leases between multiple parties for 1+ months

-Drew

Jesse Mayshark

From: Susan Stanford <sstanford@cakmail.org>
Sent: Monday, April 03, 2017 3:09 PM
To: STRS
Subject: STR Ordinance

To whom it may concern,

My husband and I rent our house in the West Hills annex next to West Town Mall on a short-term basis. I grew up in the main portion of West Hills on Corteland Drive. We purchased the home on Hayden Drive in 2011 and it has served our family well. My daughter and her family lived in it after returning from Colombia, South America, our other daughter lived in it while in college, and my husband, son, and I lived in it while we were building a house off of Northshore. We are friends with the neighbors on all sides and across the street from this house.

We decided to rent this home on Airbnb for many reasons. I love to host people and I wanted to have the opportunity to have a home for missionaries or others in need to stay on various short-term occasions which a long-term rental would not allow. It has already been a joy to me to rent this home to previously un-known guests from Airbnb. I make sure that the home is in perfect condition, leave a notebook of all of the great places to visit in our city, remain available via my phone for any needs or questions that they might have, and in the process make a friend.

I completely understand that the city of Knoxville wants to monitor and require permits for the rental of these properties to make sure that all are safe. The safety of its citizens and visitors should be a high priority for our government. And I understand that we should pay taxes on the sales. Our goal financially is simply that the house pays for itself while we host guests from all over the world to our great city.

I do not believe that it is right (or even lawful) to not allow Knoxville residents to rent a home that they do not personally occupy on a short-term basis in a residential area. There are many houses on long-term leases in the neighborhood where our home is located - probably because the houses are older, small, within walking distance of many stores and restaurants, and close to a city bus stop. It is usually not difficult to spot a long-term rental. The unkempt yard and gardens stand out among the well-kept landscaping of most neighbors.

But Airbnb is an exception to the general rule that rental properties are not maintained to the same level as owner-occupied homes. Airbnb homes must be maintained exceptionally well. Every renter is choosing which home to rent based off of photos and reviews. There is power in the reviews that guests and hosts give one another. Every short-term rental property owner is seeking to maintain a perfect score of 5 stars in every area. One bad review because the house was dirty or the grass was too long hurts the rental opportunities in the future. One bad review for a guest that was too loud (because neighbors complained to the owner) or who left trash in the yard will hurt that guests opportunity to rent from other hosts.

The short-term rental properties require more work for the owner of the property but the owners also have more control over making sure that the property is in perfect condition because:

1. They are inside the property after every guest, cleaning and maintaining it
2. Their weekly income depends on the excellent condition of the property so they are highly motivated

Short-term rental properties are good for neighborhoods and our city as a whole!

I have 2 groups of South College physical therapy students who have scheduled to rent our house for 2 weeks at a time. They are in an on-line program that requires them to come to Knoxville for 2 weeks of in-class and laboratory instruction every 2 months. They are coming in groups of 3-4 and they want to be in a house within a safe neighborhood and within walking distance to restaurants and stores (Target, the mall, etc.). They plan on renting my house every time that they come to Knoxville which will allow my family and I to get to know them and be like a family for them while they are here. Under this proposal ordinance we would not be able to house these students. Why should they not be allowed to rent our house?

My husband and I will be attending the meeting on Tuesday night and we hope for an agreeable resolution for all involved in short-term rental properties. Thank you for the opportunity to write this email and for the meeting in which our voices can be heard.

Sincerely, Susan Stanford
High school teacher at the Christian Academy of Knoxville
865-207-1165

Jesse Mayshark

From: Robert Postel <rdpostel@icloud.com>
Sent: Tuesday, April 04, 2017 4:01 PM
To: STRS
Subject: Please consider allowing Disabled people to use outside property management companies should they not either be capable or not allowed by SSDI, these people could benefit the most if other guidelines were met.

Robert Postel
805-252-2617
rdpostel@icloud.com

Jesse Mayshark

From: Suzanne Buice <suzannebuice@gmail.com>
Sent: Tuesday, April 04, 2017 5:28 PM
To: STRS
Subject: short term rentals

I cannot attend the meeting tonight but I am very much in favor of limiting short term rentals in residential neighborhoods to only owner occupied.

Thank you,
Suzanne Buice

Jesse Mayshark

From: T Gregory Knox <tgregoryknox@gmail.com>
Sent: Tuesday, April 04, 2017 7:39 PM
To: STRS
Subject: Short term rental questions

Hello. I asked a couple of questions that I wanted to follow up on.

In regards to the hotel tax, hotels currently receive services from the city in the form of Visit Knoxville, etc... For example, if a large group was coming into town they could contact Visit Knoxville and they would point them to a hotel that could cater to the group.

With short term properties being subject to the same tax what services or benefits can short term operators expect?

My other question was about the city deciding where short term rentals could operate in residential zones. I have lived in neighborhoods that disallow renting of any kind. What would be the City's opposition to allowing homeowners associations and neighborhood associations from disallowing or allowing short term rentals instead of the city?

Thank you for the public meeting.

Greg Knox

Jesse Mayshark

From: VOL Navy Boaters <harbormaster@volnavyboaters.com>
Sent: Wednesday, April 05, 2017 1:08 PM
To: STRS
Subject: STR Ordinance

Hello,
We had some questions from boat owners.

If someone at a boat club or Marina, located within the city limits owns and operates, hypothetically, 4 houseboats as a charter for several days at a time, does the ordinance mean they can now only offer 2? Or does this ordinance not apply to houseboat charters?

Thank you.

Mark

Jesse Mayshark

From: Amy <alynnbrooks@gmail.com>
Sent: Wednesday, April 05, 2017 3:10 PM
To: STRS
Subject: short term rental

Hi, I just wanted to express my support for the ordinance as it is currently written. I strongly support limiting rentals of this type to principal residences in residential districts.

Thank you!

Amy

--
"Do your little bit of good where you are; it's those little bits of good put together that overwhelm the world." — Desmond Tutu

Jesse Mayshark

From: Chris Cherry <chrischerry@gmail.com>
Sent: Wednesday, April 05, 2017 4:54 PM
To: STRS
Subject: Comments on STR policy

The STR policy seems somewhat over complicated, in essence a solution looking for a problem. I appreciate the proactive approach, but I don't think that we have an affordable housing problem in Knoxville and I think that the policy is too limiting in absence of such problem. I also think that most of the negative aspects of STRs can be enforced through existing nuisance etc laws. Most AirBNB'ers are not rabble-rousers or bad neighbors.

I'm a regular user of AirBNB as a guest and I have hosted a few times. With my family of six, I find it difficult to travel without AirBNB, and indeed, I won't visit a city for any length of time that doesn't have an AirBNB market, simply because we can't cram into a hotel for long.

First, I'm glad arbitrary quotas are not in the draft ordinance. Tackle that problem if it manifests. Second, I have no problems paying my fair share of hotel/occupancy taxes. However, some of the barriers to entry seem to take out the "little guy" like me and ultimately support more commercial outfits (which it seems you're trying to reign in).

To my comments:

- 1) I have a house rental in SW-1. Sometimes that turns over and I would like to list it on AirBNB while I wait for a long term renter. I think that I cannot do that under this ordinance and I'm unsure why. It seems that I should be able to. I understand some reasonable cap on people converting condos/apartments into airBNB properties, but the AirBNB market is not that expensive to push out long term leases (my 2-bed house rents for \$1000/mo in SW1. It would be really hard for me to break that on AirBNB). A cap of two Type 2's seems really restrictive.
- 2) I rent my own house out sometimes, especially during gameday weekends when there is a strong market (and a lot of barriers for families or others visiting Knoxville). It seems my only option is to get a Type 1 permit and rent my house out a couple of days a year.
- 3) The fees and bureaucracy end up being restrictive. Pay \$70, plus the paperwork, plus taxes, for just a couple of days a year cuts into my motivation pretty quickly. I don't think that you're trying to limit part-timers with this ordinance, but you are (sort of like your urban hen ordinance, how many eggs do my chickens have to lay to cover your permit fee...a lot; Why do you have a permit fee, because you created a process that requires a permit).
- 4) The site plan specifically calls out parking. Many of Knoxville's best neighborhoods do not have off-street parking. Indeed, if CoK cares about housing affordability, parking should not be a consideration (parking mandates add 12-30% to the cost of housing in urban areas). In most cities I visit with my family, I do not have a car, or if I do, I buy parking at market rates. Your STR policy should not mandate parking. The AirBNB platform has a field where on-site parking is either included or not and I don't want to encourage more people to rent cars (and drive them all over downtown) at the airport if they have mandated free parking. In fact, why is "Site Plan" even included in the ordinance. This is unnecessary bureaucracy that requires careful preparation and careful and arbitrary review. If I'm renting out a bedroom, or an entire house, how is creating a bunch of extra work for a city staff member going to change the ultimate outcome. That's why we have existing building codes, so rely on them, not creating new processes.

Chris Cherry
865-684-8106

Jesse Mayshark

From: Greg Congleton <gregleton@comcast.net>
Sent: Wednesday, April 05, 2017 9:55 PM
To: STRS
Subject: STR

I strongly support the requirement for STRs in R1 neighborhoods to be owner occupied.

Greg Congleton

Jesse Mayshark

From: Jacob Smith <jakesmith2680@gmail.com>
Sent: Thursday, April 06, 2017 8:53 AM
To: STRS
Subject: AIRBNB

Quick question about the new regulations on AIRBNB rentals. Will the legislation that is passed only apply to homes within the Knoxville city limits?

Thanks,

Jake

Jesse Mayshark

From: Barbara Arnold <Barbara_Arnold@webbschool.org>
Sent: Thursday, April 06, 2017 9:42 AM
To: STRS
Subject: Air B & B ordinance

I support the City and want to keep limits on Air B & B to principal residences with a maximum of a 45 minute window for contact to resolve any issues should the owner not be present on site. In order to maintain the fabric of neighborhood life I feel it is imperative that limits be kept to principal residences only.

Regards,

Barb Arnold
2208 Hillsboro Hts
Knoxville, TN 37920
865-804-5501

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Jesse Mayshark

From: Connie Vogt <csvogt@gmail.com>
Sent: Thursday, April 06, 2017 10:25 AM
To: STRS
Subject: short-term rental ordinance

Mayor Rogero and City Council,

I support the ordinance governing short-term rentals in the City of Knoxville as it is currently written. I particularly am in favor of limiting the short term rentals in neighborhoods zoned R1 to owner occupied primary residences. (section 2.3a).

Thank you for drafting this ordinance and for your service to City of Knoxville residents.

Connie Vogt
2114 Island Home Boulevard
Knoxville, TN 37920

Jesse Mayshark

From: Jennifer Corum <jennifer@cherokeeporcelain.com>
Sent: Thursday, April 06, 2017 4:31 PM
To: STRS
Subject: (edited typo) Another comment about short-term rentals

Edit: Owner-OCCUPIED rather than owner-operated. Sorry about that typo! Thanks --- Jennifer Corum

From: Jennifer Corum [mailto:jennifer@cherokeeporcelain.com]
Sent: Thursday, April 06, 2017 4:25 PM
To: 'strs@knoxvilletn.gov'
Subject: Another comment about short-term rentals

Hello all,

I'm writing today to add an additional comment into the mix about short-term rentals. I attended the public meeting on April 4th and was annoyed by the incredulous approach of the active Airbnb hosts. (What part of OPERATING ILLEGALLY do they not understand?)

I live in one of the historic neighborhoods close to downtown that is actively sought as a destination. There are three Airbnb rentals available within a block from my house, and I am on record for hoping for a cap on quantity of such rentals.

I believe the City's approach with the draft ordinance is on the right track. I agree that STRs should primarily be owner-occupied. Anyone who disagrees either has a specific hardship (such as a professor on a sabbatical) or more likely is a host who is speaking on behalf of the cash cow that STRs represent. Once bitten by the quick-cash bug, these owners will probably not back down. And that makes me even less sympathetic to their arguments.

Housing stock is limited as it is, and hotel occupancy isn't at capacity most of the time. I do not believe we need more STRs, or more opportunity for them to arise in the future.

Keep up the good work and please stick to your guns in regard to the draft ordinance protecting neighbors and the fabric of our neighborhoods.
Thank you very much!

Jennifer Corum
713 Deery Street
Knoxville, TN 37917

Jesse Mayshark

From: geordy <geordy312@gmail.com>
Sent: Thursday, October 13, 2016 3:43 PM
To: Peter Ahrens
Cc: ndellavolpe@bellsouth.net; Cindy Latham; Suzanne Daws; STRS
Subject: Re: Entire House Airbnb rental on Barton St. 37917

Peter,

Our neighbor at 2633 Barton Street is continuing to rent out her house, recently even relisting it on Airbnb at <https://www.airbnb.com/rooms/12231722?s=6ZSUVASG>. I believe this is the third time that we have reached out to you on this particular whole house rental. Cindy has tried to keep a list of dates that the house has been rented out and I'm sure she'd be happy to provide that info if you're interested. I have recently called this in to 311, reference number: 24404

I know that there is a public meeting coming up on the 18th to discuss Airbnb rentals and we plan to attend. Cindy and I have joked that if the City passes an ordinance restricting Airbnb rentals to one every so many hundred feet, etc, that we would try and beat our neighbor to the punch and spend the \$150 and apply to rent out one of our houses (but not actually do it), thus "prohibiting" the neighbor at 2633 from doing so. Unfortunately, I don't think this will eliminate the problem we are having as it's pretty obvious our neighbor will keep renting out her whole house despite being told numerous times by the City that this is not allowed. Is this a case of the penalty just not outweighing the reward they are getting by continuing to rent out the house? What is the current penalty? Are there increasing penalties for 2nd, 3rd, etc offenses?

Please understand that I am not completely against AirBNB. I am against whole house rentals in residential neighborhoods. In our neighborhood that was established in 1920 for example, the common lot width is 50 feet. This means that your bedroom window is often only 5-10 feet away from your neighbor's driveway. This creates a problem when your neighbor rents out her whole house to a group of 10 people who show up late one evening, slamming car doors shut, possibly celebrating some event, and being louder than is typically acceptable in a residential neighborhood. Sure, we could call a noise complaint in to KPD, but that doesn't help the fact that you've already been woken up. This is just one of the reasons that hotels are typically located in commercial areas adjacent to our freeways and not in the heart of our neighborhoods.

Another item mentioned on the City's website is only allowing owner occupied rentals. Because our neighbor does not live at this house, this would in theory prohibit her from renting it out as well. But again, she is continuing to rent it out now despite being informed that this is not allowed. I understand that enforcement of these regulations is one of the issues that is still up in the air and is a problem in other cities such as Nashville. I hope that the City is able to come up with a way to properly enforce these regulations that will ensure compliance, otherwise, we're just wasting a bunch of taxpayer dollars even talking about this issue and drafting this "feel good" ordinance.

I would appreciate it if you could again reach out to the owner of 2633 Barton Street. Please let me know if there is any additional information that I can provide.

Thanks,
George

On Wed, Aug 17, 2016 at 3:36 PM, Peter Ahrens <pahrens@knoxvilletn.gov> wrote:

George,

A zoning inspector contacted the property owner, indicating that short term rentals are not permitted at 2633 Barton Street. The owner agreed to remove the listing. The zoning inspector verified the listing was removed and then closed the complaint. We will follow up again issuing a notice of violation with the expectation of immediate and continued compliance.

Peter Ahrens

Director of Plans Review & Inspections

City of Knoxville

400 W Main St Suite 505

Knoxville, TN 37902

Office: 865-215-3938

From: geordy [<mailto:geordy312@gmail.com>]

Sent: Wednesday, August 17, 2016 9:20 AM

To: Peter Ahrens

Cc: ndellavolpe@bellsouth.net; Cindy Latham; Suzanne Daws

Subject: Re: Entire House Airbnb rental on Barton St. 37917

Peter,

Can you provide an update on the status of this violation? It appears that this house is still currently listed on AirBNB.com - <https://www.airbnb.com/rooms/12231722?s=56ab3Dpy>

Thanks,

George

2621 Barton Street

865-776-0778

On Thu, Jul 7, 2016 at 9:16 AM, Peter Ahrens <pahrens@knoxville.tn.gov> wrote:

Thank you for bringing this to my attention, I received several e-mails within the past 12 hrs. regarding 2633 Barton Street. This is clearly a violation of the Zoning Ordinance and we entered a formal complaint into our system this morning. A Zoning Inspector will follow up with the property owner today with the expectation of immediate compliance.

Peter Ahrens

Director of Plans Review & Inspections

City of Knoxville

400 W Main St Suite 505

Knoxville, TN 37902

Office: [865-215-3938](tel:865-215-3938)

Email: pahrens@knoxville.tn.gov

From: geordy [<mailto:geordy312@gmail.com>]

Sent: Thursday, July 07, 2016 8:14 AM

To: Peter Ahrens; Charles Swanson; Knoxville Mayor; ndellavolpe@bellsouth.net

Cc: Cindy Latham; Suzanne Daws

Subject: Entire House Airbnb rental on Barton St. 37917

To whom it may concern:

I'm writing to you about a concern my neighbors and I have with the use of a recently purchased house being used as a short-term rental. I live two houses down from 2633 Barton Street and have witnessed several large groups of people occupying the house for a few days at a time. This house is listed on Airbnb as an entire house rental with a maximum occupancy of ten. The listing can be seen at <https://www.airbnb.com/rooms/12231722?checkin=07%2F21%2F2016&checkout=07%2F24%2F2016&s=JxBnQxxy>. It appears that the owner stays in the house occasionally when it isn't being rented.

Does this break city codes? Below are the sections that appear to be related.

Sec. 21. - Residential occupancy standards.

(3) Up to three (3) persons in the A-1, R-1, R-1A, R-1E, R-1EN, TND-1 zone districts and in houses, attached houses, and duplexes within SW-1 and any RP zone district and any other zone district that allows residential uses;

Sec. 22. - Criteria for functional family determination.

(3)

Adequate parking must be demonstrated. Additional parking spaces may be required if any of the following conditions are evident:

a.

The property is located more than three hundred (300) feet from access to public transportation.

b.

Street parking available for visitor parking is limited.

c.

The petitioner intends to park more than two (2) vehicles regularly on the site and there is limited area available for tandem parking in a driveway. In order to determine if adequate parking will be provided, the petitioner must submit a plan indicating the location of proposed off-street parking and an analysis of public parking and transit facilities provided within a three-hundred-foot radius of the parcel.

I also found a pdf that describes these sections
at http://archive.knoxmpc.org/plans/taskforce/res_occ07.pdf.

Additionally, our neighborhood is zoned R-1/IH-1. According to the MPC website, the goals of the infill housing overlay are:

Such overlays can help the neighborhood in several significant ways by: • Promoting neighborhood and economic stability • Strengthening desirable physical features and design

characteristics, and a neighborhood's identity, charm and flavor • Enhancing pedestrian-oriented streets • Preventing blight, caused by incompatible and insensitive developments • Promoting and retaining affordable housing • Encouraging harmonious, orderly, efficient growth and redevelopment

I know MPC will be revamping their entire zoning ordinances over the next year or so, but I'm afraid this issue will only get worse between now and then and would hope that some kind of action can be taken now. My immediate concern is the amount of traffic in and out of the house, along with the lack of privacy that comes with it. There are multiple cars pulling into it very late at night on a regular basis. There are also short-term tenants that ask us questions about Knoxville tourist spots and want directions on how to get to them, while we are on our porch or working in the yard. I know this all sounds benign, but it adds up to be quite an annoyance. I purchased my house in 2009 in order to be part of an older quiet residential neighborhood. Now I feel like I live next to a hotel.

My long term concern involves Knoxville neighborhoods in general, especially the affordable ones surrounding downtown. Due to the issues with short-term rentals in many bigger cities, we know that it can cause a shortage in affordable housing. We also know that it can dismantle neighborhood communities by making them transient. If we use 2633 Barton as a model, why rent a house for the long-term when you can make \$300 a night by renting it for the short term? If 2633 Barton was rented every night, it would earn around \$9,000 a month. If I didn't like our house and location so much, I would seriously consider moving out of the City and renting out our house as well at 5-10x the mortgage payment. I can't imagine what that would do to my neighbor, Cindy, as she would then have an Airbnb rental on both sides of her!

If there is a way for you to consider or address my concerns, i would greatly appreciate it. I'm sure this is one complaint out of dozens you receive on a daily basis. Thank you for your time.

Sincerely,

George Daws

2621 Barton St.

Knoxville, TN 37917

geordy312@gmail.com

[\(865\) 776-0778](tel:(865)776-0778)



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Entire
home/apt



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3 Bedrooms



2 Beds

Request to Book

About this listing

Jesse Mayshark

From: David Morgan <david@davidmorgan.me>
Sent: Monday, October 17, 2016 3:59 PM
To: STRS
Subject: Resident-Owner Property issue

Hi, I'm trying to figure out how to navigate the laws around short-term rental (STR) in Knoxville.

I am a Maryville resident, but I have inherited my dad's property close to UT Medical Center that is within Knoxville city limits. It is the only house in the neighborhood within the city limits (a previous owner had it annexed), and is zoned residential.

According to your website:

"City staff believes that in residential zones, STRs should be allowed only for resident-owner property (i.e., only a resident-owner of the property could obtain an STR permit in residential zones)."

This ruling would preclude me from renting the house as a STR, yet I believe the house would make a peaceful setting for families visiting patients, visiting faculty, residents, and the like. There are no hotels close to the hospital. And I work only 10 minutes away from the house, so I would hardly be an absentee corporate owner.

To stay within the intent of your proposal, I request that you limit STRs to only owners, that each owner could have no more than one STR within the city, and that non-resident owners could apply on a case-by-case basis rather than be ruled out entirely.

Thank you!

--

David E. Morgan

1008 Saint Johns Dr
Maryville, TN 37801
(865) 438-8843

Jesse Mayshark

From: William Lyons
Sent: Tuesday, October 18, 2016 11:02 AM
To: STRS; Jesse Mayshark; Crista Cuccaro
Subject: FW: AirBnB Policy Comments

Jesse, Crista.

More input re" AinBNB. Let's respond as we are doing with the other suggestion. Thanks, Bill

From: Cherry, Chris R (Christopher Cherry) [mailto:cherry@utk.edu]
Sent: Tuesday, October 18, 2016 10:59 AM
To: William Lyons
Cc: Duane Grieve; Knoxville Mayor
Subject: AirBnB Policy Comments

Mr. Lyons,

I wanted to make some comments on the AirBNB policy. I'll be in DC tonight (staying in an AirBNB of a college student because the cheapest hotel was \$400, way over per diem rates), so I won't be able to make it to the public meeting.

I support proactive policy development, but I also support policy that is 1) enforceable and 2) addresses a real or anticipated problem. I travel often, and with my family of six, AirBnB has been a god-send. We simply can't stay in hotels for any length of time. I love to stay in neighborhoods, where the city is most authentic. Try to find a hotel in one of Knoxville's great neighborhoods. You'll be downtown, or on a freeway interchange. Having a vibrant AirBnB market makes a city attractive for me to travel to – without AirBnB, I might skip vacationing in that city if I'm traveling with my family. If I came to Knoxville, I'd want to stay in Old North, 4th and Gill, Old City, or walking-distance to the Urban Wilderness, or downtown of course.

I have a couple of rental houses in the south waterfront. I have AirBnB'd of them, for exactly one weekend, last year, when it was vacant. I rented my personal house in Sequoyah Hills last weekend because I was out of town and it was a big game weekend. Both times, the renters were thrilled, and I was satisfied. The long-term rental market is strong in Knoxville, and so far, much more lucrative than full-time Airbnb conversions.

So, what's the problem you're trying to solve, housing affordability, people converting houses/condos into full-time airbnbs, level playing field with hotels, people like me who rent a property out periodically when the conditions are right? I understand the issues about rental affordability, about nuisance neighbors etc, but I'm not sure your policy addresses that. The \$150 fee is too high and would be detrimental to me, who may only rent a place out a couple of times a year. That fee is nothing for someone who rents out their place dozens of times a year, what behavior are you targeting with that fee. Would my rentals be part of the neighborhood quota because they're on the AirBnB role, but not terribly active? I would hate to limit my ability to rent out my own house for a weekend, because some "power users" have taken all the slots. I know neighborhoods flooded with AirBnB's would cause problems, but have we seen any evidence of that yet? I'm happy to pay taxes on my periodic AirBnB rentals to level the playing field and I hope that nuisance enforcement is handled just like any other nuisance, with my tax payer money.

In short, my comments:

1. remove the fixed \$150 fee,
2. remove the quota system unless it is linked to a unit-nights per year rather than strictly categorizing air-bnb units.
3. Charge a sufficiently high occupancy tax to make it fair competition for hotels and assure that the city gets the revenue it needs.

Chris Cherry
1305 Beacon Hill Ln.
Knoxville TN 37919

Jesse Mayshark

From: Scott Sherrill <sbs.scottsherrill@gmail.com>
Sent: Tuesday, October 18, 2016 7:00 PM
To: STRS
Subject: De minimus exemption

Hi,

I was at the meeting earlier this evening and brought up the early question of whether you had considered a de minimus exemption. I had to get home right after my questions because my child needed to get to bed, so I wanted to follow up with that thought by email.

You mentioned the reason that you did not consider this was the lack of enforcement option available. I find this argument disingenuous, especially since in the previous 10 minutes of Mr. Lyons' presentation he mentioned working with AirBnB on a self-reporting mechanism for reasons of occupancy and other taxes.

How will you be able collect occupancy tax (which is ad valorem) but on the other hand not be able to be notified when someone goes over a certain dollar amount of rental?

You also proposed an owner-occupancy requirement. I'm not against this, but this is something else for which you also have no enforcement mechanism; the name on the deed does By imposing a minimum threshold along with the owner-occupancy requirement (for which you also have no real enforcement mechanism - name on the deed does not always correspond to owners of the house [i.e., trusts, LLCs, etc.]

Thank you,
Scott Sherrill

Jesse Mayshark

From: Debbie <beandebjsr@aol.com>
Sent: Tuesday, October 18, 2016 7:09 PM
To: STRS
Subject: Short Term Rentals / Bed & Breakfast

Hello,

I was unable to attend the October 18, 2016 meeting at CUMC. Our neighborhood President gave us this site to make comments.

As a property owner and tax payer I have 2 opinions I would like to communicate regarding Short-Term Rentals- Bed & Breakfast businesses, and Air B&B's;

- 1) I believe these businesses should be required to pay taxes similar to those of Hotels/Motels.
- 2) I believe guests of these businesses should not be allowed to infringe on the property of neighbors. Guests or Owners of the Bed & Breakfasts-Air B&B should not be allowed to park in neighbors driveways, block access to neighbors driveways, or park in neighbors parking lots.

Thank you for accepting input from those of us who could not attend the meeting.

Sincerely,
Debra Bean
140 East Glenwood Avenue
Unit #104
865-680-1119
Sent from my iPhone

Jesse Mayshark

From: Scott Sherrill <sbs.scottsherrill@gmail.com>
Sent: Tuesday, October 18, 2016 7:12 PM
To: STRS
Subject: Re: De minimus exemption

Apologies, I accidentally clicked send prior to finishing the email about 10 minutes ago - by-product of a malfunctioning mouse touchpad.

I was typing the following:

...the name on the deed does not necessarily correspond with the owner. For example, many houses are held in trusts for reasons of privacy. Likewise, some houses (though rare) are held in LLCs for reasons of liability protection. Will those very legal property ownership schemas be disallowed from renting out their owner-occupied houses simply because someone's name is not on the deed?

The point I would like to make is that I would like for you to be consistent and realistic in your proposals. Why pass multiple regulations with no enforcement mechanism (like the above owner-occupant restriction, for example)? Why say that you have no enforcement mechanism (e.g., for the de minimus exemption) when you might actually have one close at hand?

There are great advantages for the cities, neighborhoods included, in allowing short-term rentals. Imposing a minimum pay-to-play of \$150 + \$15 eliminates the best advantage of short-term rentals, which is the infrequent short-term landlord. If someone wants to rent out their house only 3 or 4 nights a year, it would be good for the landlord and would not harm the neighborhood fabric. However, this kind of landlord would never appear under your proposed scheme this evening because they would be dis-incentivized from doing so due to the "entry fee" of \$165 (\$150 + \$15 business license).

Thank you,
Scott Sherrill

On Tue, Oct 18, 2016 at 7:00 PM, Scott Sherrill <sbs.scottsherrill@gmail.com> wrote:
Hi,

I was at the meeting earlier this evening and brought up the early question of whether you had considered a de minimus exemption. I had to get home right after my questions because my child needed to get to bed, so I wanted to follow up with that thought by email.

You mentioned the reason that you did not consider this was the lack of enforcement option available. I find this argument disingenuous, especially since in the previous 10 minutes of Mr. Lyons' presentation he mentioned working with AirBnB on a self-reporting mechanism for reasons of occupancy and other taxes.

How will you be able collect occupancy tax (which is ad valorem) but on the other hand not be able to be notified when someone goes over a certain dollar amount of rental?

You also proposed an owner-occupancy requirement. I'm not against this, but this is something else for which you also have no enforcement mechanism; the name on the deed does. By imposing a minimum threshold along with the owner-occupancy requirement (for which you also have no real enforcement mechanism - name on the deed does not always correspond to owners of the house [i.e., trusts, LLCs, etc.]

Thank you,
Scott Sherrill

Jesse Mayshark

From: Mandy Tietjen <mandy_tietjen@hotmail.com>
Sent: Tuesday, October 18, 2016 9:12 PM
To: STRS
Subject: AirBnb First Steps

Hello!

I was unable to attend the community meeting about AirBnb regulations this evening, but I wanted to know how to begin the process of registering my short-term room rental with the city! I have been participating in AirBnb as my main source of income for the past year now (my husband is in grad school at UT and I stay home with our three small children), and I have been highlighted as a SuperHost through the AirBnb site for the past six months. Understandably, I am not eager to be left behind in this wave of regulation and lose this income if at all possible!

I am looking forward to working with you,

Mandy Tietjen
(208) 351-5958
Sent from my iPhone

Jesse Mayshark

From: Nolan Wildfire <nwildfire@gmail.com>
Sent: Wednesday, October 19, 2016 8:24 AM
To: STRS
Subject: AirBnB Feedback

I am writing to express my objection to the city getting involved with the AirBnB industry. I live in the Oakwood Lincoln Park neighborhood and have rented my home a handful of times over the last year. I usually rent my home on football weekends when there are not enough hotels available in Knoxville or when I am traveling. As a result, my personal home is only rented a handful of times over the course of the year, maybe 8.

I have a tremendous love and respect for my neighborhood and have chosen to live in it because of my love of my neighbors and the homes in my Historic neighborhood. As a result, I have also worked hard to improve my home significantly since I purchased it.

The money that I make by renting my home goes directly into paying my mortgage and updating my historic home that was built in 1920. Without that extra income, I am less likely to become a homeowner and less likely to improve my historic home.

My goal in offering my home on AirBnB is not to replace my income but to supplement my income and give me the opportunity to make improvements to my home.

I have never had a problem with my guests as I vet them seriously. Moreover, I find that these guests pour money into our local economy. By regulating the industry, Knoxvillians will be less likely to rent their home, thereby attracting less visitors to Knoxville who will not invest in the local economy.

In addition, I have questions in how it will be regulated and enforced.

Please reconsider having any involvement in the industry. There are homeowners that are having positive effects on their neighborhood and would be negatively affected by these regulations.

Thanks,
Nolan Wildfire

Sent from my iPhone

Jesse Mayshark

From: Pete Jantsch <pjantsch@gmail.com>
Sent: Wednesday, October 19, 2016 10:12 AM
To: STRS
Subject: Public Comments re: STR

Hi,

I am writing to express my views on the proposed city ordinances regarding short-term rentals. I recognize the problems associated with STRs, and think that most of the proposed regulations regarding permits, hotel tax, and inspections are reasonable. However, I do not agree with limiting STRs to owner-occupied properties only.

There are a number of different kinds of people who want to list properties on AirBNB. For myself, I lease and live in a large house close to downtown, and rent the entire house out to families and guests for UT football weekends. This is a maximum of 7 weekends, or 14 days per year. The rest of the time I live there with my roommates. We provide our guests with a comfortable place for the weekend, which is a tremendously better experience than staying in a hotel and booking three separate rooms. In return, they have been respectful to neighbors and to our personal property. Our landlord loves it, both because we give him a cut of the profits and because we use some of the money to clean and maintain the property.

Ours is not the sort of listing that drives up rent, or causes major disturbances in neighborhoods, or is a nuisance to anyone. Yet, limiting STRs to owner-occupied properties only would not allow us to do this any longer. My suggestion would be some sort of minimum threshold, in terms of total number of days rented-out, for the STR ordinances to apply.

Thanks,

Peter Jantsch
pjantsch@gmail.com

Jesse Mayshark

From: Susie Stackle <sstackle@aol.com>
Sent: Wednesday, October 19, 2016 12:28 PM
To: STRS
Subject: Public Comments

My name is Mary Stackle and my husband and I own two units that were purchased specifically for Airbnb rentals. These units are located in a multi-family residential building in the Fort Sanders area. We have not listed our units for rent as of yet, but have stayed in units in the same building with Airbnb. We have never experienced a problem whatsoever.

While I am willing to purchase Business License, pay any required fees to the City for operations, and submit taxes as required, we are requesting that the Ordinance not include Multi-family units. Our building is carefully monitored by the HOA. We have cameras, smoke detectors, etc. We do not plan on listing our units for rent until after the UT football season.

Warm Regards,
Mary Stackle
John Stackle
Stackle Rentals, LLC

Jesse Mayshark

From: Mark Nylander <mark.nylander@gmail.com>
Sent: Wednesday, October 19, 2016 12:34 PM
To: STRS
Subject: Public Comments

Public Comment regarding the proposed City of Knoxville Short Term Rental (SRT) code:

I agree that the annual \$150 fee for the proposed permit is reasonable, but it should be pro-rated.

Homeowners offering STRs are more akin to Uber drivers than innkeepers. Many short-term rentals are available on infrequent and possibly non-recurring basis and a business license could have implications for insurance, tax and other purposes. Therefore a business license should **not** be required.

Keeping with the spirit of short-term rentals, STR permits provided by the proposed code should **not** cover non-residential zones. The purpose of the code should be short-term rentals of owner-occupied dwellings, where the owner is the primary resident of the property. Any other designation would open loopholes that could be abused by commercial entities. Also, the maximum number of concurrent guests on any given property should be limited (to, say, 4 guests at a time, which would cover 96% of visits). This would prevent apartment buildings from being operated as de facto hotels.

Jesse Mayshark

From: Bill Hahnemann <whahnemann@aol.com>
Sent: Wednesday, October 19, 2016 4:56 PM
To: STRS
Subject: Public Comments

As a resident of the Island Home neighborhood I would like to voice my agreement with the resident/owner approach for regulating Airbnb entities in our communities.

Bill Hahnemann
2110 Spence Place
865.548.9382

Sent from my iPad

Jesse Mayshark

From: monopoly man <steemitmonopolyman@gmail.com>
Sent: Wednesday, October 19, 2016 11:25 PM
To: STRS
Subject: STR: If Hotels Can Do It... Land Leases, Building Leases, and Commercial Zoning

Dear City,

Many hotels operate out of a land lease, or sometimes, even out of a leased building.

If hotels can acquire their own licensing/permitting even if they are a part of a land lease or a leased building, Airbnbs should also be able to acquire licensing/permitting if they too are a part of a land lease or leased building that is zoned commercial without having to rely on the building owner to acquire the permit.

Do building owners have to acquire a liquor license if they are a lessor to a bar? Of course not.

Do building owners have to acquire a business license for each tenant they have? Of course not.

Once Airbnbs are in the commercial zone, they should be allowed, and permitted, to lease property just like any other hotel, motel, retail, or restaurant business.

Thank you for your consideration.

John

Jesse Mayshark

From: nina leki <ninanetchic@gmail.com>
Sent: Thursday, October 20, 2016 9:23 AM
To: STRS
Subject: Public Comments

Hello,

I would like to comment on the regulation of short-term rentals, particularly in established neighborhoods. I would prefer no such re-zoning at all but if such zoning ends up being permitted, I believe it is extremely important to require the property owner to be living on-site during the entire short-term rental period. My greatest fear, if such provision is not included, is that properties will be bought up by entities who do not live in the neighborhoods and that those properties will be used essentially as motels, creating parades of strangers in communities that previously were coherent.

I have heard that Asheville provides a reasonable model for the regulation of these short-term rentals and I hope and trust that Knoxville will take its lead from cities that have had experience with them.

Thank you for the opportunity to comment.

Ilona Leki
2023 Island Home Blvd
Knoxville

Jesse Mayshark

From: Brad Owens <owensb89@gmail.com>
Sent: Thursday, October 20, 2016 10:25 AM
To: STRS
Subject: Public Comments

Hi,

I am from Knoxville but am currently in Saint Louis for graduate school. When my wife and I travel back and visit we like having the option available to stay at an air bnb. We have always heard good things about it and have enjoyed it. As far as the safety issues are concerned, I have never heard of any serious issues before. And if there really are a few instances, i think it needs to be asked whether or not they were outlier issues and extreme cases that couldnt be regulated. Im all about safety, but this is no issue for the government to handle. It sounds like normal economics at work in a free market, but now hotels and the government want to put taxes and regulations on it. This seems like an issue that ought to be handled on a local level. And I can't help but think the government is seriously overstepping their bounds with this. The more the government controls the less free our country becomes. This is a serious matter. I think the market needs to remain free of governmental regulations, and this will only help build and rejuvenate our economy.

Jesse Mayshark

From: Mike Rodocker <mikerodocker@gmail.com>
Sent: Monday, October 24, 2016 11:18 AM
To: STRS
Subject: STR feedback

I want to thank you for bringing this issue up and trying to get ahead of changes that could dramatically impact our residential neighborhoods. I was at the meeting in Fourth and Gill the other night and voiced my concern but I wanted to provide written feedback for the record.

For the last 10 years I have been a resident of Island Home Park. I have also lived in Fourth and Gill, Downtown, and South Haven. Professionally both my wife and myself are Realtors who own a small real estate firm (First Neighborhoods Realty) that specializes in selling single family homes in our historic neighborhoods. We believe strongly that our neighborhood's sense of community is its greatest asset and have spent years promoting that as the main reason to live in Knoxville's historic neighborhoods. It is absolutely a factor in the popularity and values of homes in these neighborhoods.

While the City probably hears about STRs on a daily basis this is an issue that is just beginning to be on the residents minds in our neighborhoods. While 200 units available on a daily basis means that virtually everyone close to downtown has at least one STR unit in their neighborhood, the vast majority of folks are not living directly next to an STR at this time. Because of that I was a little taken back that the City is framing this issue in a way that assumes the we are going to make this legal in some fashion. Or that the neighborhoods want this because there have not been any significant complaints thus far. I would have felt better about this if you all had come to the neighborhoods from a place of explaining that this was going to be a growing issue and that you wanted to get our input on if this was something we wanted to allow at all in our neighborhoods. I'm sure you hear from on a regular basis from the more proactive Airbnb hosts but they are acting outside City zoning ordinances and therefore can not speak for the neighborhoods. It is also important to remember that while there are many parties who want to profit from STRs the law abiding citizens in our neighborhoods are the only party who are being asked to take on negative effects of STRs. We are the ones being asked change our ordinances in a way that provide a significant challenge for us and virtually no up side to those who do not wish to short term lease their homes.

If this is going to be allowed I think the only way to protect the neighbors who bought their homes under zoning ordinances that guaranteed they would be living next to people they had time to get to know is to take an approach similar to Asheville, NC. That is to say that we only allow people to do this if the owner of the property is present for the duration of the rental, less than 50% of the home is being leased out, and the structure is not being partitioned off in a way to create an isolated living quarters. This ensures that STRs are limited to true guests of the primary owner and keeps oversight of activity on the property with someone who is a long term resident and invested in community. I do not think that simply limiting STR rights to resident owners who may or may not be around during the rental is enough to protect our communities. The degree to which that approach will degrade the sense of community in our neighborhoods is only limited by how successful we are at creating a city worth visiting. I want residents to be able to get behind making Knoxville a place we are proud of and want to share with as many people as possible. But if we allow the tourist industry to become the enemy of the neighborhoods we will end up a divided city.

Thank you for your efforts.

Mike Rodocker
2140 Island Home Blvd.
Knoxville, TN 37920

Jesse Mayshark

From: Krista Wiegand <krista.wiegand@gmail.com>
Sent: Monday, October 24, 2016 4:31 PM
To: STRS
Subject: short term rentals

Hello,

I would like to provide support for the option of short term rentals in Knoxville, with government regulation. My husband and I have used Airbnb quite a lot ourselves and the people who use this service, along with Homeaway and similar ones, are accountable due to reviews, security deposits, and the fact that they want to be in a home where there are house rules instead of staying at a hotel. We have heard people complaining about loss of community in historic neighborhoods or "strangers" coming and going, etc., and this could be true for houses that are used exclusively or mainly for STR. However, we strongly support the STR of homes where the owners have a primary residence and oppose STR for houses that are owned only for the purpose of STR as investments. The whole concept of Airbnb, etc. is to share a home of your own with a community of like minded people for affordable prices. We also support the idea of limiting the STR to less than something like a third of the year at the most. We have rented our house during football games, where demand for hotels is beyond availability, and have had great success with respectful visitors. We have the ability to give visitors a review so if they were troublesome, they would get negative reviews and be unable to use the STR sites again to rent a house.

Please allow the use of STR in Knoxville, but add regulation and taxation.

Thank you,

Krista Wiegand

Jesse Mayshark

From: J.R. Candlish <j.r.candlish@gmail.com>
Sent: Tuesday, October 25, 2016 3:53 PM
To: STRS
Subject: My Thoughts on Short Term Rentals

Hello:

Below are some questions and concerns as an outcome of the public STR meeting last week:

1. We are a City approved Bed and Breakfast (The Glenwood Inn) off East Glenwood Ave. My wife and I went through appropriate process and paid a substantial fee to the City for the approval. The referenced "Permit" that is being proposed indicates an annual fee to obtain/maintain. Since The Glenwood Inn is a legitimate Bed and Breakfast, can this annual permit be waived for our particular situation? It does not seem applicable to us since we are already City approved for our B&B. As we understand, there are only a few of us within the City limits.
2. Safety inspections were mentioned. What will be the frequency of said inspections and what will be the guidelines to be used? Our house is a permanent residence and not a hotel/motel. We recently renovated our basement space and our home was renovated in 2006. All inspections passed according to code (building, electrical, plumbing). It seems like a waste of tax payer money to be spent on inspecting all STRs.
3. Regulating tax collection will be difficult. How will this be enforced with the constant flux of newly listed STRs and those that decide to no long use their home as a STR? How will you track the frequency of bookings without cooperation of STR services (VRBO, Airbnb, etc)?
4. Will there be any returned benefits from the City for paying occupancy taxes/inner city taxes? Hotels often get recognition and advertised for conferences/events that come to the area. In fact, there are Knoxville articles that state this exactly (e.g., "Tourism purposes" - <http://archive.knoxnews.com/news/local/knoxville-eyes-taxes-regulations-for-airbnb-rentals-391d5bbb-a661-0aa5-e053-0100007f6eff-389341791.html>). If the whole idea is to "level the playing field", then will the taxes we pay will be going to such purposes rather than a "general fund" to be used at the City's discretion (i.e., new parking meters, more city employees to conduct STR safety inspections, pensions, etc.). This is a hot topic and we should all know where our tax money is going.

As a Bed and Breakfast in Knoxville, we obviously love this city. We appreciate the open dialog the City has invited as this process moves forward, and urge the City and MPC to consider a fair and practical solution to what is being proposed.

Thanks,

J. R. Candlish

Jesse Mayshark

From: Jennifer Corum <jennifer@cherokeeporcelain.com>
Sent: Tuesday, October 25, 2016 6:41 PM
To: STRS
Subject: Public Comments re: short-term rentals

Hello all at the City of Knoxville!

I'm a homeowner in the 4th and Gill neighborhood, and there are two Airbnb-listed properties on my street, and many more besides that in my neighborhood.

I have yet to see any wild parties or shenanigans from these properties, so I'd say they're doing a decent job of vetting their clients. However, that may not always be the case.

I am concerned about rentals happening without the homeowner present, thanks to a situation that a friend of mine is dealing with, where a woman bought the house next door to her with the apparent intention of consistently renting the whole house on Airbnb. The new owner has not yet lived in that house herself. That lack of interest in the welfare of their budding community has been irritating her neighbors.

So, I believe that future licensees for short-term rentals should be present when their properties are rented, or if not present (as in the case of professors on sabbatical), their agents should not be professional property managers --- they should be unpaid agents (friends, family).

Also, I agree with the one-property-per-person idea, to help keep it resident-operated.

As for the paying of fees to the city, I disagree with the argument by some that that would be a hardship, because they'd be making on average only \$3,700.00 per year. They need to take it seriously and be licensed. And pay hotel taxes, since it's hard enough for hotels to stay booked year-round.

Thank you for the opportunity to share our views.
What a great city we live in!

Jennifer Corum
713 Deery Street
Knoxville, TN 37917

Jesse Mayshark

From: Suzanne Buice <suzannebuice@gmail.com>
Sent: Tuesday, October 25, 2016 7:06 PM
To: STRS
Subject: airbnb, short term rentals

I would like to see the end of short term rentals in residential neighborhoods, except by owners in their primary residence.

I have one house that is airbnb only within a short walking distance of my home. I've been told that two more houses will be airbnb only as soon as renovations are complete. I am alarmed for the very reasons I hear others list: the lack of neighbors contributing to the neighborhood in those houses, the number of strangers living in the neighborhood, and the way that rental rates and real estate prices will increase because of the airbnb houses. These houses are zoned residential .

I have no objection to owners renting out parts of all of their primary residence. Unless it causes a problem.

Thank you,
Suzanne Buice
3234 Garden Drive,
Knoxville TN 37918

Jesse Mayshark

From: Tina Gilreath <tinagilreath@icloud.com>
Sent: Tuesday, October 25, 2016 8:50 PM
To: STRS
Subject: My Thoughts on Short Term Rentals

We own property and have some of it on STR. I certainly do not feel the government should interfere in whether a person chooses to put their own property on STR or LTR. This should be a choice left to the property owner. You get bad renters in both cases and more often than not it is in LTR. I do not understand why it is so hard to get negligent and obnoxious LTR renters out and yet government wants to get involved in STR. As with so many things with today's government they need to become more involved in the really serious issues of today instead of worrying about issues that are not nearly as concerning.

Thank you for reading my concerns with this current issue.
Tina Gilreath

Sent from my iPhone

Jesse Mayshark

From: Ken Gilreath <KGilreath@aanadjusters.com>
Sent: Wednesday, October 26, 2016 10:14 AM
To: STRS
Cc: Misty Bingham 411
Subject: STRS opinion for consideration

Reference STR in Knoxville

I would like to take this opportunity to weigh in on STRS in Knoxville. We own and have owed STR properties for the past 11 years as well as LTR properties for more than 30 years. I have been in some type of rental for the last 35 years as well as owned several properties in and around Knoxville, Knox County, Sevier and Jefferson County. I can give you more than 30 years of experience in these type of rentals.

It is true that with the growing promotion of Air B&B, Homeaway, and other online rental services the STR will grow. Please consider the following as I include the pros and cons from my opinion.

If allowed in existing residential areas

When you consider that the STR will be vacant a considerable amount of time since it is STR; unlike LTR where a neighbor may turn out to be a bad neighbor for life. At the least a STR will be gone in a few days and with complaints to the landlord should not return. This is a case by case basis.

LTR means that someone rents the property long term. They have the freedom to enjoy the entire premises as long as they pay their rent. This can mean having guest that as a neighbor you may not care for and that means that even with complaints the property owner/landlord cannot evict or at least for some time.

Usually properties are better kept for STR since it requires a certain amount of appeal to rent. If rented long term the renter has more control of the appeal, condition, quest etc than STR. STR requires that the landlord/owner keep a closer eye on the property since it does have renters in and out in a few days requiring cleaning, maintenance etc.

LTR- could mean you get a good neighbor and friend next door. We all hope that happens but there is no guarantee just as there is no guarantee for renters at STR. Either way this needs to be handled on a case by case basis.

My opinion of STR

I am not sure why this has become an issue or why City Government is spending time and money on something that has existing ordinances and laws that will govern issues that may arise. I do agree that it may be a grey area and personally I would like to see STR be allowed same as LTR.

Obviously you can get good and bad renters in STR or LTR. In the same way you can get bad landlords. In my opinion this cannot be policed in a catch all zoning or ordinance. We live in a city that host better than 102,000 for a single ballgame. I would think STR is needed. We as a city have an opportunity to grow as other cities or we can be staunch getting the same frame of mind as a lot of dying cities.

I hope that City Leaders will make the right decision.

Ken Gilreath
865-388-7737

Jesse Mayshark

From: Lindsay F <lindsayf@aanadjusters.com>
Sent: Wednesday, October 26, 2016 10:19 AM
To: STRS
Subject: My Thoughts on Short Term Rentals

To whom it may concern,

I don't understand why people (government) have to go and mess with things that aren't an issue! What's the issue with rentals being done how they are right now?? Is their true harm? Did you look at the "pro's"? This change would affect my family and a large part of our income that pays our bills so that we don't have to be on welfare and living off the government. We pay taxes, we don't bother anyone or do/sell drugs. We're productive Christians of this community and are harming no one! Why doesn't the city/county just focus on the bad stuff that needs to be changed around here like the drug epidemics or the fact our court systems are not "justice"!! I am **TOTALLY AGAINST** this change! I hope my voice is heard for once as part of a large family that has rental properties all over this area, including Knox, Straw Plains, South Knox, Pigeon Forge, and Gatlinburg!! We have repeat customers that come here and love what we do and the homes we rent. Especially people coming in for business, football games, UT athletic events, community events, as well as people visiting family members that are very sick or on hospice that would rather not stay in a hotel or hospital room. Their comfort is priority and would be yours too if it were you or your family member. This whole idea you all have is a waste of time. This brings in money to our city as well. Its a no brainer!!! Also, my family has a 159 acre working farm in Straw Plains area and we are there sometimes and at our "main home" sometimes. We have to stretch ourselves everywhere cause we also own a lake house in Dandridge! How do we stay in one of our many rentals as a full time resident? Why would we want to? We shouldn't have someone else make that decision for us!
God Bless!

Sincerely,

Lindsay Pratt-Flynn

Marketing/Account Manager
Associated Adjusters Network, Inc.
637 E. Gov. John Sevier Hwy.
Knoxville, TN. 37920
865-573-7923
865-314-4679 (cell)

Jesse Mayshark

From: bradm <bradm@claims411.com>
Sent: Wednesday, October 26, 2016 12:01 PM
To: STRS
Subject: Short Term Rentals - Thoughts on New Regulations

I was not aware of the meeting on October 18 until today, otherwise, I would have been there with several people I know who do short term rentals. Knoxville wants to remove the uncertainty in this industry and collect taxes. If the city is going to do that, they should also remove all regulations possible to ensure this industry grows.

STR's do much more good than harm (0.1% complaint rate). At minimum, the local government should stay out of it. Preferably, Knoxville will enable this by:

- 1. Remove the 30 day minimum rental requirement for residential areas.**
- 2. If you must so that you can collect taxes, give out permits freely. Let HOA's determine where this should be prohibited rather than the government.**

If you receive any substantial complaints, come back later and address specific issues rather than issuing blanket regulations that will strangle this new industry in Knoxville.

Per the information given, there were approximately 8,000 known guests who used an STR in Knoxville over the past year (I would guess this is actually higher). It also states there were only 8 complaints. That is a complaint rate of 0.1% (or even less if we assume there are actually more instances of this than reported).

Based on the people I know, these people are made up of several groups, like the ones below:

1. Entrepreneurs who are making the best of the resources they have to supplement their income.
2. Homeowners who are struggling in the current financial environment, and using programs like these to supplement their income and rely on that income just to get by.
3. People who have had to move older relatives into medical facilities temporarily, and are relying on the income to pay their house payment.
4. Citizens who have lost a relative, where no one currently occupies the home but they have not been able to sell the property yet.
5. Individuals who temporarily live in other areas for work (such as military personnel), who use STR's to supplement their income or help pay for a house they aren't able to occupy full time at no fault of their own.

Knoxville is trying to fix a problem that virtually doesn't exist (0.1% complaint rate). In the process, you will force many people to:

- A) Foreclose on their homes, unable to make the payment.
- B) Sell houses of older relatives who have temporarily moved into assisted living homes or rehabilitation centers but cannot afford to keep their house.
- C) Foreclose on their home, sell their home, or endure financial hardship while they are making lower salaries during temporary deployments for the Military.

Keep in mind STR's are generally self regulating. Prior renters won't return to a place that is unsafe or has poor accommodations, and new renter's won't use a place that has bad reviews.

This appears to be nothing more than an effort to tax people who are already paying property taxes, sales taxes, and all the other State, Federal, and Local taxes we pay. If the city wants to collect more taxes, do whatever is possible to relieve citizens of both uncertainty AND regulation.

Thanks,

Brad McCurry

Jesse Mayshark

From: Doug Jones <djones@aanadjusters.com>
Sent: Wednesday, October 26, 2016 4:42 PM
To: STRS
Subject: My Thoughts on Short Term Rentals

Dear Sirs,

I understand your working on implementing a new program short term rentals. I think this would be a big injustice to property owners, investors, and to the visitors who use these short term rentals as vacation homes who visit and spend money and pay taxes on other services. I am not sure why the City of Knoxville would become involved other than as another stream of income. I request that the City of Knoxville leave these properties zone as residential since that is what they are. I guess the next thing is the VOL Navy will be taxed for docking on the river on Saturday afternoons for Volunteer Football. Knoxville is driving all their business out of town and without some foresight from Investors the Tennessee Smokies might still be lost to our neighbors up the road. This was on an previous administration but wasn't treated as a business transaction. Maybe the City of Knoxville should stay on focus on the core goverment.

Sincerely,

A concerned lifetime resident.

Jesse Mayshark

From: Tim Parker <tparker1025@gmail.com>
Sent: Thursday, October 27, 2016 11:55 AM
To: STRS
Subject: Air bnb in Knoxville

Hello

My name is Tim Parker. My wife, Missy, and I have been in the 4th and Gill neighborhood since January 1986. We have raised 3 children in the neighborhood.

We have seen great change in our 30 years. We have always been excited to see another home get renovated and returned to single family, owner occupied housing. Some of the homes in 4th and Gill were built as duplexes and will/should remain that way.

So many other homes were turned into weekly or monthly rentals over the years. Some of these were done so by the owner (who would still live in the house) to make ends meet in the 40's through the 60's. But that turned into owners looking at turning a dollar and not caring about the house or who was living there. I have seen some terrible living conditions throughout my time in 4th and Gill.

As a neighborhood we have worked and invested time and money and hard labor to bring 4th and Gill back to life. And now the landlord types who only care about making money want to start turning out properties back into daily, weekend, weekly, or monthly rentals again.

My wife and I and many of my neighbors have talked about this since we attended the 10/18 meeting at our church, Central United Methodist. We want our neighborhood to continue in the direction it is going. We have more young couples (like us way back when) buying homes and raising children who attend schools in the zone. With sidewalks and front porches we are neighbors that look after each other and spend time with each other.

If Airbnb homes are owned and occupied by the owner, and are limited to only 1 bedroom that can be rented, I would be okay with that.

Do not be fooled by any 4th and Gill (or any other) landlord who says they are "stewards of the homes in 4th and Gill." That is pure bs. They only want to collect rent and put it in their pocket and not back into the house.

Please consider talking to groups of neighbors if you can. We love 4th and Gill and like the way it is now for the most part. Let's not let it go backwards to more rental properties. Let's move forward to owner occupied housing.

Thank you.

Tim Parker
1025 Luttrell St.
865-382-6154

--

Tim Parker
H 865-637-3623
1025 Luttrell St.
Knoxville, TN 37917
tparker1025@gmail.com

Jesse Mayshark

From: Bob Schell <rjschell@fuse.net>
Sent: Thursday, October 27, 2016 7:31 PM
To: STRS
Subject: My Thoughts on Short Term Rentals

My thoughts on STR. If a home owner takes care of their property and makes sure the people that are renting the house, there is know problem with them renting the house. You never know what the circumstances are and if the owner wants to rent their house, there should be know restrictions. That is my opinion.

Thanks, Bob Schell

Jesse Mayshark

From: Dylan <dylan.robinson20@yahoo.com>
Sent: Friday, October 28, 2016 12:05 PM
To: STRS
Subject: Airbnb

Hello,

First, I would just like to say thank you for asking the public for input. I have a few issues with the possible legislation and would like to share them. My biggest issue with Knoxville trying to regulate airbnbs is the plan to limit owners to only use their own home as STRs. I believe that if I own 3 houses and want to live in one and use the other 2 as airbnbs I should have the right to do that. I should be able to use my private property (within reason obviously) for whatever I wish because it belongs to me, not the government. Here are some other thoughts I have on the issue...

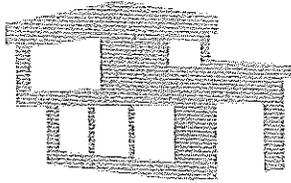
- 1) Short term rentals are a blessing to those who visit our city. My wife and I used an airbnb on our honeymoon in Charleston South Carolina and it was a huge blessing to us. It gave us an option other than a hotel room that made our trip special. If there had been a regulation that only owner occupied properties could be used as airbnbs then that option wouldn't have worked for us. I want those who visit our great city to have that same option.
- 2) Short term rentals are a blessing to those who host them. Short term rentals provide a huge financial blessing to those who run them especially for families with lower income. My wife and I make less than 50k annually combined and have been considering starting an Airbnb to help support our family. We hoped to lease an apartment close to campus that UT students' visiting family members could stay in. This regulation could really hurt families like mine that are trying to be creative in providing for their needs.
- 3) Is safety really the issue? There have been very few complaints concerning short term rentals, and most of those have to do with noise level or parking issues. The article stated that the city is concerned with safety in the neighborhoods, but it seems like there hasn't been any problems. It seems like someone is spreading the fear of if this is safe or not (with no reason relating to safety) for some other reason. It honestly sounds like hotels are trying to stop

their competition. I understand wanting to tax them like a hotel but to regulate them so heavily is very unfair.

4) Does the government have the right to protect one industry by crushing another one? "The goal is to protect residential neighborhoods and the existing long-term rental market..." Bill Lyons, Knoxville's chief policy officer and deputy to Mayor Madeline Rogero. Let me get this straight. So the government now has the right to shut down one market (STR) because they want to protect another market (LTR)? This seems like a slippery slope to me, and I believe the government is overstepping their bounds by using their power to control which types of markets are successful.

Conclusion. So if STRs are a blessing to those who stay in them and to those who host them, and if there hasn't been any problems with safety, what are the "issues" that need to be regulated? What problem is really trying to be fixed? I understand the need to collect taxes, but I believe to tell people that they can't use their properties as STRs infringes on our rights to private property.

Dylan Robinson



Mackenzie Gustafson
Secretary/Treasurer

October 27, 2016

VIA ELECTRONIC MAIL

Mr. Peter Ahrens
Plans Review and Inspections Director
City of Knoxville
400 Main St., Suite 505
Knoxville, Tennessee 37902

RE: Potential forthcoming Short-Term Rental Regulations

Director Ahrens,

Thank you for affording me the opportunity to provide comment on the potential regulatory action the City of Knoxville ("the City") may take regarding short term rental properties ("STRs"). My husband and I own a small real estate investment business that owns and operates two STRs adjacent to the University of Tennessee's campus in Knoxville. First, I would like to unequivocally state that we do not oppose the city providing some regulatory oversight of STRs. What we do oppose, however, is any regulation that would ban or otherwise prohibit our operation as a non-owner-occupied STR.

For a little background on how we got started in this endeavor, we both attended the University of Tennessee for our undergraduate education and have been UT season ticket holders since we graduated. Even with our team's performance over the last decade, we've made it back to almost every home game. Football season is the perfect way for us to come back to a city we love and to reconnect with friends who have also moved to other parts of the county.

For the first few years after graduation, we were able to stay with friends when we came in town for games. Unfortunately, those friends moved and we were left with trying to figure out where we would stay when we came into town for football games. Hotels close to campus were outrageously expensive and since we were fresh out of school, they were outside of our budget. Additionally, in a pre-Uber world, we felt that staying in a more affordable hotel somewhere that was not within walking distance to campus would have been irresponsible after a day of tailgating. Fortunately, my husband is a real estate agent and he found a unit in a condo complex close to campus that was

extremely affordable. In fact, the yearly carrying cost of owning that condo was less than what we would pay to stay every home game weekend at a hotel of similar proximity. The unit was run down, but we purchased it, renovated it ourselves, and when it was done we had a nice little place for us to stay in when we came back for games.

A few seasons went by and we were introduced to the concept of Airbnb. I had always hated that we had this perfectly good place in Knoxville that literally was only being used for 16-20 days out of the year. My husband began to look into what it would take for us to rent our unit on Airbnb and monetize an asset that otherwise was sitting vacant.

It was extremely important to us that we did this the right way. We spoke with an attorney who helped us set up a company to provide personal liability protection. We researched local regulations and ensured STRs were allowed by the HOA. We purchased insurance that expressly provided coverage for STR units and offered \$1M in coverage. We obtained business licenses to pay business and hotel occupancy taxes. We registered with the Tennessee Department of Revenue in order to pay state and local sales taxes. We hired a person in Knoxville who would clean and maintain the unit as well as be our point-person should a guest need something during a stay. Finally, we finished preparing the unit and got ready to host our first guest.

Since that time, not once have we had a single complaint from the building manager or the HOA. We have hosted hundreds of guests and have maintained an Airbnb "Superhost" status for the entire time we have been hosts. In July of this year we had the opportunity to purchase another unit in the same building. We often times have friends who need a place to stay during games as well. We purchased the unit and completely renovated the unit because it was in extremely bad condition. The intent with improving the property as much as we did was so that we could rent this one too on Airbnb when not in personal use. Had we known we may be regulated out of our ability to rent our property to people on a short term basis, we might not have spent the money to improve the property, or may not have purchased it at all.

As I said earlier, we have absolutely no problem with complying with some form of regulation. In fact, I believe we already voluntarily do most of what you might be considering. From the information on your [website](#), you acknowledge that the City has only had 8 complaints in the past two years. I respectfully request that you consider whether that small number of complaints rises to an appropriate level of concern to warrant an out-right ban, city wide. That seems much too heavy handed, in my opinion.

Might I suggest that a more reasonable approach would be to create a permitting requirement for hosts and create some sort of grievance procedure for neighbors? That way neighbors could report issues to the city and the city could give permit holders some sort of due process to deal with such complaints. I would venture to say, that would take care of the most offending properties.

If the city *were* to choose to move forward with a ban on non-owner-occupied short term rental units, I would implore you to consider only doing so in areas that are zoned single-family Residential – or R-1, as I think the Knoxville Code defines it. Specifying the zoning in which the ban applies would dramatically help keep the law clear and hopefully allay any constitutionally-vague concerns that other ordinances in the State have run into in the courts. For example, if the ordinance were to

Mr. Peter Ahrens
October 27, 2016
Page | 3

read as vaguely as the website language reads (i.e. “City staff believes that in residential zones, STRs should be allowed only for resident-owner property”), then it could imply that only owner-occupied units could be allowed in any zone in which a residential use is a permitted use – effectively prohibiting us from renting our properties.

Our properties are in a multi-family building and are zoned FD-CU-5 in the “Cumberland Avenue District” – at least, that is as far as I can tell because the zoning code is extremely hard to understand. My understanding is that this zoning code permits residential, public, commercial and industrial uses. One of those permitted commercial uses [in § 4.2.5.E.3.g of the Cumberland Avenue District plan] is “Overnight Lodging – Hotels and Motels.” If a ban is something the city were to move forward with, and if the city does indeed view the operation of STRs as a commercial use, then I would hope that logic would dictate that it only be fair to *at least* permit non-owner-occupied units to operate anywhere that “Overnight Lodging” is otherwise a permitted use.

As I said earlier, my husband and I have tried extremely hard to operate our units correctly. We take great pride in the 5-star service we provide to our guests. If you were only to read our reviews, you would see we work hard to provide a safe, convenient and inexpensive place to stay when they are in town – basically, providing them everything we were trying to provide ourselves when we purchased our first unit.

We have truly tried to do everything we could to operate our STRs responsibly and legally. Please don’t shut us down simply because 8 people complained in an area not even zoned the same way as our properties are. Since commencing operation in October of 2015 we have paid \$566.57 in hotel occupancy taxes (returns attached). We have also paid hundreds of dollars more in sales and use taxes to the State which comes back to the City in part. While that may not seem like a lot of money that the City may lose if you prohibit our operation, I ask you to also consider the money spent by our guests in Knoxville – especially in and around the Strip, where businesses are hurting right now. Almost every guest we host asks us what to do in town or where the best places are to grab a bite to eat or get a drink. These people are spending money in the downtown Knoxville district and, without Airbnb as an option available to them, might otherwise not have been able to afford the exorbitant hotel prices downtown and might have chosen to pay a comparable price on the outskirts of town.

I respectfully ask you to take a reasonable, measured approach to your regulation of STRs in Knoxville and that you continue to allow us to operate in your community. Thank you very much for your time and consideration.

Sincerely,



Mackenzie Gustafson

CITY OF KNOXVILLE
BUSINESS TAX DIVISION

COPY ORIGINAL

IMPORTANT

To avoid penalty and interest, this return and the necessary payment must be filed by the 20th of the month following collection.



P. O. Box 1028
Knoxville, TN 37901-1028
(865) 215-2083

FOR OFFICE USE ONLY

Check # _____
Completed By _____

HOTEL OCCUPANCY PRIVILEGE TAX

Account Number 55160 Reporting Period (Calendar Month) October 2015
Business Name GOP, LLC
Address 1700 W. Clinch Ave. #205
Knoxville, TN 37916

Phone Number (615) 812-9424

Total Number Rooms Available 1

IMPORTANT
Taxpayer must file return even if no tax is due to the City of Knoxville.

Computation of Tax

1. Gross Consideration for Occupancy of Rooms
(Item J on reverse)
2. Deductions for Non-Transient Residents
(Item I on reverse)
3. Taxable Rents: *Line 1 minus Line 2*
4. Tax Due: *3% of Line 3*
5. 2 % Accounting Fee Deduction: *2% of Line 4*
(Item C on reverse)
6. Interest & Penalty
 - a. Interest: *12% Per Annum*
Days Delinquent _____ X .000329 X Line 4
 - b. Penalty: *1% Per Month or Fraction Thereof*
 - c. Total:
7. TOTAL TAX DUE *Lines 4 minus 5 plus 6c.*

1.	\$	<u>575.00</u>	
2.	\$ (<u>0.00</u>)
3.	\$	<u>575.00</u>	(Subtotal)
4.	\$	<u>17.25</u>	
5.	\$ (<u>0.35</u>)
6c.	\$	<u>0.00</u>	
7.	\$	<u>16.91</u>	

I certify under penalty of perjury that this return, including any accompanying schedule or statements, has been examined by me and is to the best of my knowledge and belief a true and complete return, made in good faith, for the reporting period stated.

Signed [Signature]

Title President Date 11/10/2015
(Owner, Pres., Partner or Authorized Representative)

Make check payable to:
The City of Knoxville.

CITY OF KNOXVILLE
BUSINESS TAX DIVISION

ORIGINAL COPY

IMPORTANT

To avoid penalty and interest, this return and the necessary payment must be filed by the 20th of the month following collection.



P. O. Box 1028
Knoxville, TN 37901-1028
(865) 215-2083

FOR OFFICE USE ONLY

Check # _____
Completed By _____

HOTEL OCCUPANCY PRIVILEGE TAX

Account Number 55160 Reporting Period (Calendar Month) November 2015
Business Name GOP, LLC
Address 1700 W. Clinch Ave. #205
Knoxville, TN 37916

Phone Number (615) 812-9424

Total Number Rooms Available 1

IMPORTANT
Taxpayer must file return even if no tax is due to the City of Knoxville.

Computation of Tax

1. Gross Consideration for Occupancy of Rooms
(Item J on reverse)
2. Deductions for Non-Transient Residents
(Item I on reverse)
3. Taxable Rents: *Line 1 minus Line 2*
4. Tax Due: *3% of Line 3*
5. 2 % Accounting Fee Deduction: *2% of Line 4*
(Item C on reverse)
6. Interest & Penalty
 - a. Interest: *12% Per Annum*
Days Delinquent _____ X .000329 X Line 4
 - b. Penalty: *1% Per Month or Fraction Thereof*
 - c. Total:
7. TOTAL TAX DUE *Lines 4 minus 5 plus 6c.*

1.	\$	<u>1,465.00</u>	
2.	\$ (<u>0.00</u>)
3.	\$	<u>1,465.00</u>	(Subtotal)
4.	\$	<u>4,395.00</u>	
5.	\$ (<u>0.88</u>)
6c.	\$	<u>0.00</u>	
7.	\$	<u>43.07</u>	

I certify under penalty of perjury that this return, including any accompanying schedule or statements, has been examined by me and is to the best of my knowledge and belief a true and complete return, made in good faith, for the reporting period stated.

Signed [Signature]

Make check payable to:
The City of Knoxville.

Title President Date 12/1/2015
(Owner, Pres., Partner or Authorized Representative)

CITY OF KNOXVILLE
BUSINESS TAX DIVISION

ORIGINAL COPY

IMPORTANT

To avoid penalty and interest, this return and the necessary payment must be filed by the 20th of the month following collection.



P. O. Box 1028
Knoxville, TN 37901-1028
(865) 215-2083

FOR OFFICE USE ONLY

Check # _____
Completed By _____

HOTEL OCCUPANCY PRIVILEGE TAX

Account Number 55160 Reporting Period (Calendar Month) December 2015
Business Name GOP, LLC
Address 1700 W. Clinch Ave. #205
Knoxville, TN 37916

Phone Number (615) 812-9424

Total Number Rooms Available 1

IMPORTANT
Taxpayer must file return even if no tax is due to the City of Knoxville.

Computation of Tax

1. Gross Consideration for Occupancy of Rooms
(Item J on reverse)
2. Deductions for Non-Transient Residents
(Item I on reverse)
3. Taxable Rents: *Line 1 minus Line 2*
4. Tax Due: *3% of Line 3*
5. 2 % Accounting Fee Deduction: *2% of Line 4*
(Item C on reverse)
6. Interest & Penalty
 - a. Interest: *12% Per Annum*
Days Delinquent _____ X .000329 X Line 4
 - b. Penalty: *1% Per Month or Fraction Thereof*
 - c. Total:
7. TOTAL TAX DUE *Lines 4 minus 5 plus 6c.*

1.	\$	<u>1,882.00</u>	
2.	\$ (<u> </u>	
3.	\$	<u>1,882.00</u>	(Subtotal)
4.	\$	<u>56.46</u>	
5.	\$ (<u>1.13</u>	
6c.	\$	<u>0</u>	
7.	\$	<u>55.33</u>	

I certify under penalty of perjury that this return, including any accompanying schedule or statements, has been examined by me and is to the best of my knowledge and belief a true and complete return, made in good faith, for the reporting period stated.

Signed

Title President Date 1/8/2016
(Owner, Pres., Partner or Authorized Representative)

Make check payable to:
The City of Knoxville.

CITY OF KNOXVILLE
BUSINESS TAX DIVISION

ORIGINAL COPY

IMPORTANT

To avoid penalty and interest, this return and the necessary payment must be filed by the 20th of the month following collection.



P. O. Box 1028
Knoxville, TN 37901-1028
(865) 215-2083

FOR OFFICE USE ONLY

Check # _____
Completed By _____

HOTEL OCCUPANCY PRIVILEGE TAX

Account Number 55160 Reporting Period (Calendar Month) January 2016
Business Name GOP, LLC
Address 1700 W. Clinch Ave. #205
Knoxville, TN 37916

Phone Number (615) 812-9424

Total Number Rooms Available 1

IMPORTANT
Taxpayer must file return even if no tax is due to the City of Knoxville.

Computation of Tax

1. Gross Consideration for Occupancy of Rooms <i>(Item J on reverse)</i>	1.	\$ <u>1,651.00</u>	
2. Deductions for Non-Transient Residents <i>(Item I on reverse)</i>	2.	\$ (<u> </u>)	
3. Taxable Rents: <i>Line 1 minus Line 2</i>	3.	\$ <u>1,651.00</u>	<i>(Subtotal)</i>
4. Tax Due: <i>3% of Line 3</i>	4.	\$ <u>49.53</u>	
5. 2 % Accounting Fee Deduction: <i>2% of Line 4</i> <i>(Item C on reverse)</i>	5.	\$ (<u>0.99</u>)	
6. Interest & Penalty			
a. Interest: <i>12% Per Annum</i> # Days Delinquent _____ X <u>.000329</u> X Line 4	6a.	\$ _____	
b. Penalty: <i>1% Per Month or Fraction Thereof</i>	6b.	\$ _____	
c. Total:	6c.	\$ <u>0</u>	
7. TOTAL TAX DUE <i>Lines 4 minus 5 plus 6c.</i>	7.	\$ <u>48.54</u>	

I certify under penalty of perjury that this return, including any accompanying schedule or statements, has been examined by me and is to the best of my knowledge and belief a true and complete return, made in good faith, for the reporting period stated.

Signed *[Signature]*

Make check payable to:
The City of Knoxville.

Title President Date 2/12/2016
(Owner, Pres., Partner or Authorized Representative)

CITY OF KNOXVILLE
BUSINESS TAX DIVISION

ORIGINAL COPY

IMPORTANT

To avoid penalty and interest, this return and the necessary payment must be filed by the 20th of the month following collection.



P. O. Box 1028
Knoxville, TN 37901-1028
(865) 215-2083

FOR OFFICE USE ONLY

Check # _____
Completed By _____

HOTEL OCCUPANCY PRIVILEGE TAX

Account Number 55160 Reporting Period (Calendar Month) February 2016
Business Name GOP, LLC
Address 1700 W. Clinch Ave. #205
Knoxville, TN 37916

Phone Number (615) 812-9424

Total Number Rooms Available 1

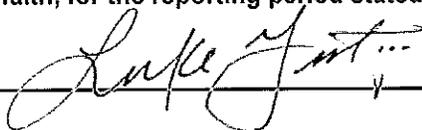
IMPORTANT
Taxpayer must file return even if no tax is due to the City of Knoxville.

Computation of Tax

1. Gross Consideration for Occupancy of Rooms
(Item J on reverse)
2. Deductions for Non-Transient Residents
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3. Taxable Rents: *Line 1 minus Line 2*
4. Tax Due: *3% of Line 3*
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(Item C on reverse)
6. Interest & Penalty
 - a. Interest: *12% Per Annum*
Days Delinquent _____ X .000329 X Line 4
 - b. Penalty: *1% Per Month or Fraction Thereof*
 - c. Total:
7. TOTAL TAX DUE *Lines 4 minus 5 plus 6c.*

1.	\$	<u>1,558.00</u>	
2.	\$ (<u> </u>)
3.	\$	<u>1,558.00</u>	<i>(Subtotal)</i>
4.	\$	<u>46.74</u>	
5.	\$ (<u>0.93</u>)
6c.	\$	<u> </u>	
7.	\$	<u>45.81</u>	

I certify under penalty of perjury that this return, including any accompanying schedule or statements, has been examined by me and is to the best of my knowledge and belief a true and complete return, made in good faith, for the reporting period stated.

Signed 

Make check payable to:
The City of Knoxville.

Title President Date 3/15/16
(Owner, Pres., Partner or Authorized Representative)

CITY OF KNOXVILLE
BUSINESS TAX DIVISION

ORIGINAL COPY

IMPORTANT

To avoid penalty and interest, this return and the necessary payment must be filed by the 20th of the month following collection.



P. O. Box 1028
Knoxville, TN 37901-1028
(865) 215-2083

FOR OFFICE USE ONLY

Check # _____
Completed By _____

HOTEL OCCUPANCY PRIVILEGE TAX

Account Number 55160 Reporting Period (Calendar Month) March 2016
Business Name GOP, LLC
Address 1700 W. Clinch Ave. #205
Knoxville, TN 37916

Phone Number (615) 812-9424

Total Number Rooms Available 1

IMPORTANT
Taxpayer must file return even if no tax is due to the City of Knoxville.

Computation of Tax

1. Gross Consideration for Occupancy of Rooms
(Item J on reverse)
2. Deductions for Non-Transient Residents
(Item I on reverse)
3. Taxable Rents: *Line 1 minus Line 2*
4. Tax Due: *3% of Line 3*
5. 2 % Accounting Fee Deduction: *2% of Line 4*
(Item C on reverse)
6. Interest & Penalty
 - a. Interest: *12% Per Annum*
Days Delinquent _____ X .000329 X Line 4
 - b. Penalty: *1% Per Month or Fraction Thereof*
 - c. Total:
7. TOTAL TAX DUE *Lines 4 minus 5 plus 6c.*

1.	\$	<u>1,709.00</u>	
2.	\$ (<u>0.00</u>)
3.	\$	<u>1,709.00</u>	(Subtotal)
4.	\$	<u>51.27</u>	
5.	\$ (<u>1.03</u>)
6c.	\$	<u>0.00</u>	
7.	\$	<u>50.24</u>	

I certify under penalty of perjury that this return, including any accompanying schedule or statements, has been examined by me and is to the best of my knowledge and belief a true and complete return, made in good faith, for the reporting period stated.

Signed [Signature]

Make check payable to:
The City of Knoxville.

Title President Date 4/5/2016
(Owner, Pres., Partner or Authorized Representative)

CITY OF KNOXVILLE
BUSINESS TAX DIVISION

COPY ORIGINAL

IMPORTANT

To avoid penalty and interest, this return and the necessary payment must be filed by the 20th of the month following collection.



P. O. Box 1028
Knoxville, TN 37901-1028
(865) 215-2083

FOR OFFICE USE ONLY

Check # _____
Completed By _____

HOTEL OCCUPANCY PRIVILEGE TAX

Account Number 55160 Reporting Period (Calendar Month) April 2016
Business Name GOP, LLC
Address 1700 W. Clinch Ave. #205
Knoxville, TN 37916

Phone Number (615) 812-9424

Total Number Rooms Available 1

IMPORTANT
Taxpayer must file return even if no tax is due to the City of Knoxville.

Computation of Tax

1. Gross Consideration for Occupancy of Rooms
(Item J on reverse)
2. Deductions for Non-Transient Residents
(Item I on reverse)
3. Taxable Rents: *Line 1 minus Line 2*
4. Tax Due: *3% of Line 3*
5. 2 % Accounting Fee Deduction: *2% of Line 4*
(Item C on reverse)
6. Interest & Penalty
 - a. Interest: *12% Per Annum*
Days Delinquent _____ X .000329 X Line 4
 - b. Penalty: *1% Per Month or Fraction Thereof*
 - c. Total:
7. TOTAL TAX DUE *Lines 4 minus 5 plus 6c.*

1.	\$	<u>1,811.00</u>	
2.	\$	<u>(0.00)</u>	
3.	\$	<u>1,811.00</u>	(Subtotal)
4.	\$	<u>54.33</u>	
5.	\$	<u>(1.09)</u>	
6c.	\$	<u>0.00</u>	
7.	\$	<u>53.24</u>	

I certify under penalty of perjury that this return, including any accompanying schedule or statements, has been examined by me and is to the best of my knowledge and belief a true and complete return, made in good faith, for the reporting period stated.

Signed [Signature]

Make check payable to:
The City of Knoxville.

Title President Date 5/13/16
(Owner, Pres., Partner or Authorized Representative)

CITY OF KNOXVILLE
BUSINESS TAX DIVISION

COPY ORIGINAL

IMPORTANT

To avoid penalty and interest, this return and the necessary payment must be filed by the 20th of the month following collection.



P. O. Box 1028
Knoxville, TN 37901-1028
(865) 215-2083

FOR OFFICE USE ONLY

Check # _____
Completed By _____

HOTEL OCCUPANCY PRIVILEGE TAX

Account Number 55160 Reporting Period (Calendar Month) May 2016
Business Name GOP, LLC
Address 1700 W. Clinch Ave. #205
Knoxville, TN 37916

Phone Number (615) 812-9424

Total Number Rooms Available 1

IMPORTANT
Taxpayer must file return even if no tax is due to the City of Knoxville.

Computation of Tax

1. Gross Consideration for Occupancy of Rooms
(Item J on reverse)
2. Deductions for Non-Transient Residents
(Item I on reverse)
3. Taxable Rents: *Line 1 minus Line 2*
4. Tax Due: *3% of Line 3*
5. 2 % Accounting Fee Deduction: *2% of Line 4*
(Item C on reverse)
6. Interest & Penalty
 - a. Interest: *12% Per Annum*
Days Delinquent _____ X .000329 X Line 4
 - b. Penalty: *1% Per Month or Fraction Thereof*
 - c. Total:
7. TOTAL TAX DUE *Lines 4 minus 5 plus 6c.*

1.	\$	<u>1,600.00</u>	
2.	\$ (<u>0.00</u>)
3.	\$	<u>1,600.00</u>	(Subtotal)
4.	\$	<u>48.00</u>	
5.	\$ (<u>0.96</u>)
6c.	\$	<u>0.00</u>	
7.	\$	<u>47.04</u>	

I certify under penalty of perjury that this return, including any accompanying schedule or statements, has been examined by me and is to the best of my knowledge and belief a true and complete return, made in good faith, for the reporting period stated.

Signed [Signature]

Make check payable to:
The City of Knoxville.

Title President Date 6/10/16
(Owner, Pres., Partner or Authorized Representative)

CITY OF KNOXVILLE
BUSINESS TAX DIVISION

COPY

IMPORTANT

To avoid penalty and interest, this return and the necessary payment must be filed by the 20th of the month following collection.



P. O. Box 1028
Knoxville, TN 37901-1028
(865) 215-2083

FOR OFFICE USE ONLY

Check # _____
Completed By _____

HOTEL OCCUPANCY PRIVILEGE TAX

Account Number 55160 Reporting Period (Calendar Month) June 2016
Business Name GOP, LLC
Address 1700 W. Clinch Ave. #205
Knoxville, TN 37916

Phone Number (615) 812-9424

Total Number Rooms Available 1

IMPORTANT
Taxpayer must file return even if no tax is due to the City of Knoxville.

Computation of Tax

- 1. Gross Consideration for Occupancy of Rooms
(Item J on reverse)
- 2. Deductions for Non-Transient Residents
(Item I on reverse)
- 3. Taxable Rents: *Line 1 minus Line 2*
- 4. Tax Due: *3% of Line 3*
- 5. 2% Accounting Fee Deduction: *2% of Line 4*
(Item C on reverse)
- 6. Interest & Penalty
 - a. Interest: *12% Per Annum*
Days Delinquent _____ X .000329 X Line 4
 - b. Penalty: *1% Per Month or Fraction Thereof*
 - c. Total:
- 7. TOTAL TAX DUE *Lines 4 minus 5 plus 6c.*

1.	\$	<u>1,733.00</u>	
2.	\$ (<u>0.00</u>)
3.	\$	<u>1,733.00</u>	(Subtotal)
4.	\$	<u>51.99</u>	
5.	\$ (<u>1.04</u>)
6c.	\$	<u>0.00</u>	
7.	\$	<u>50.95</u>	

I certify under penalty of perjury that this return, including any accompanying schedule or statements, has been examined by me and is to the best of my knowledge and belief a true and complete return, made in good faith, for the reporting period stated.

Signed *[Signature]*

Make check payable to:
The City of Knoxville.

Title President Date 7/6/2016
(Owner, Pres., Partner or Authorized Representative)

CITY OF KNOXVILLE
BUSINESS TAX DIVISION

COPY ORIGINAL

IMPORTANT

To avoid penalty and interest, this return and the necessary payment must be filed by the 20th of the month following collection.



P. O. Box 1028
Knoxville, TN 37901-1028
(865) 215-2083

FOR OFFICE USE ONLY

Check # _____
Completed By _____

HOTEL OCCUPANCY PRIVILEGE TAX

Account Number 55160 Reporting Period (Calendar Month) July 2016
Business Name GOP, LLC
Address 1700 W. Clinch Ave. #205
Knoxville, TN 37916

Phone Number (615) 812-9424

Total Number Rooms Available 1

IMPORTANT
Taxpayer must file return even if no tax is due to the City of Knoxville.

Computation of Tax

1. Gross Consideration for Occupancy of Rooms
(Item J on reverse)
2. Deductions for Non-Transient Residents
(Item I on reverse)
3. Taxable Rents: *Line 1 minus Line 2*
4. Tax Due: *3% of Line 3*
5. 2 % Accounting Fee Deduction: *2% of Line 4*
(Item C on reverse)
6. Interest & Penalty
 - a. Interest: *12% Per Annum*
Days Delinquent _____ X .000329 X Line 4
 - b. Penalty: *1% Per Month or Fraction Thereof*
 - c. Total:
7. TOTAL TAX DUE *Lines 4 minus 5 plus 6c.*

1.	\$	<u>1,938.00</u>	
2.	\$ (<u>0.00</u>)
3.	\$	<u>1,938.00</u>	(Subtotal)
4.	\$	<u>58.14</u>	
5.	\$ (<u>1.16</u>)
6c.	\$	<u>0.00</u>	
7.	\$	<u>56.98</u>	

I certify under penalty of perjury that this return, including any accompanying schedule or statements, has been examined by me and is to the best of my knowledge and belief a true and complete return, made in good faith, for the reporting period stated.

Signed [Signature]

Title President Date 8/3/2016
(Owner, Pres., Partner or Authorized Representative)

Make check payable to:
The City of Knoxville.

CITY OF KNOXVILLE
BUSINESS TAX DIVISION

ORIGINAL COPY

IMPORTANT

To avoid penalty and interest, this return and the necessary payment must be filed by the 20th of the month following collection.



P. O. Box 1028
Knoxville, TN 37901-1028
(865) 215-2083

FOR OFFICE USE ONLY

Check # _____
Completed By _____

HOTEL OCCUPANCY PRIVILEGE TAX

Account Number 55160 Reporting Period (Calendar Month) August 2016
Business Name GOP, LLC Phone Number (615) 812-9424
Address 1700 W. Clinch Ave. #205
Knoxville, TN 37916

Total Number Rooms Available 1

IMPORTANT
Taxpayer must file return even if no tax is due to the City of Knoxville.

Computation of Tax

1. Gross Consideration for Occupancy of Rooms <i>(Item J on reverse)</i>	1. \$ <u>1,885.00</u>	
2. Deductions for Non-Transient Residents <i>(Item I on reverse)</i>	2. \$ (<u>0.00</u>)	
3. Taxable Rents: <i>Line 1 minus Line 2</i>	3. \$ <u>1,885.00</u>	<i>(Subtotal)</i>
4. Tax Due: <i>3% of Line 3</i>	4. \$ <u>56.55</u>	
5. 2 % Accounting Fee Deduction: <i>2% of Line 4</i> <i>(Item C on reverse)</i>	5. \$ (<u>1.13</u>)	
6. Interest & Penalty		
a. Interest: <i>12% Per Annum</i>	6a. \$ <u>0.00</u>	
# Days Delinquent _____ X .000329 X Line 4		
b. Penalty: <i>1% Per Month or Fraction Thereof</i>	6b. \$ <u>0.00</u>	
c. Total:	6c. \$ <u>0.00</u>	
7. TOTAL TAX DUE <i>Lines 4 minus 5 plus 6c.</i>	7. \$ <u>55.42</u>	

I certify under penalty of perjury that this return, including any accompanying schedule or statements, has been examined by me and is to the best of my knowledge and belief a true and complete return, made in good faith, for the reporting period stated.

Signed [Signature]

Make check payable to:
The City of Knoxville.

Title President Date 9/12/2016
(Owner, Pres., Partner or Authorized Representative)

**CITY OF KNOXVILLE
BUSINESS TAX DIVISION**

ORIGINAL

IMPORTANT

To avoid penalty and interest, this return and the necessary payment must be filed by the 20th of the month following collection.



P. O. Box 1028
Knoxville, TN 37901-1028
(865) 215-2083

FOR OFFICE USE ONLY

Check # _____
Completed By _____

HOTEL OCCUPANCY PRIVILEGE TAX

Account Number 55160 Reporting Period (Calendar Month) September 2016
 Business Name GOP, LLC
 Address 1700 W. Clinch Ave. #205 & #613
Knoxville, TN 37916

Phone Number (615) 812-9424

Total Number Rooms Available 2

IMPORTANT
Taxpayer must file return even if no tax is due to the City of Knoxville.

Computation of Tax

1. Gross Consideration for Occupancy of Rooms
(Item J on reverse)
2. Deductions for Non-Transient Residents
(Item I on reverse)
3. Taxable Rents: *Line 1 minus Line 2*
4. Tax Due: *3% of Line 3*
5. 2 % Accounting Fee Deduction: *2% of Line 4*
(Item C on reverse)
6. Interest & Penalty
 - a. Interest: *12% Per Annum*
Days Delinquent _____ X .000329 X Line 4
 - b. Penalty: *1% Per Month or Fraction Thereof*
 - c. Total:
7. TOTAL TAX DUE *Lines 4 minus 5 plus 6c.*

1.	\$	<u>1,464.00</u>	
2.	\$	<u>(0.00)</u>	
3.	\$	<u>1,464.00</u>	<i>(Subtotal)</i>
4.	\$	<u>43.92</u>	
5.	\$	<u>(0.88)</u>	
6a.	\$	<u>0.00</u>	
6b.	\$	<u>0.00</u>	
6c.	\$	<u>0.00</u>	
7.	\$	<u>43.04</u>	

I certify under penalty of perjury that this return, including any accompanying schedule or statements, has been examined by me and is to the best of my knowledge and belief a true and complete return, made in good faith, for the reporting period stated.

Signed

**Make check payable to:
The City of Knoxville.**

Title President Date 9/30/2016
(Owner, Pres., Partner or Authorized Representative)

Jesse Mayshark

From: Nancy S Campbell <eancampbell@gmail.com>
Sent: Sunday, October 30, 2016 1:58 PM
To: STRS
Subject: Comment

I attended the public meeting in 4th and Gill about short term rentals in Knoxville recently.

I support regulation of the apparently growing trend. In fact, I think they should not be allowed in R1 zoning, even though rentals are now taking place all over the city

If short term rentals are allowed in Knoxville, all of the steps mentioned at the public meeting should be enacted: owner resident property only, business permit, yearly short term rental permit, submission of floor plans and parking plans, insurance, and safety items (i.e. smoke detectors).

I do not agree with these parts:

I do not understand a limit of 12. That is too many people.

I do not understand the proposal of an "agent" if the owner resident is not present. Does the agent need to be present? Is the agent representing the renter, the homeowner, the neighbors, or for the convenience of the city, as suggested at the meeting. If this can not be described in a way that benefits everyone involved, (especially the neighborhood and the neighbors), then I do not support rentals without the homeowner present.

Those inspirational, self-congratulatory stories of hosts representing the city and advocating for the neighborhood were laughably one-sided and did not acknowledge the damage any short term rental inflicts on the fabric of a neighborhood. Thank goodness there is not one next door to me.

Nancy S Campbell
2200 Island Home Blvd.

Jesse Mayshark

From: Kelly Scott <kelly@iluvmassage.net>
Sent: Sunday, October 30, 2016 9:39 PM
To: STRS
Subject: Airbnb

Hi,
I am a big fan of Airbnb, due to the nature of the affordable, range of prices, variety of hosting, and so much safer for a single woman to travel. It is like having someone "having your back", while staying with them. The Airbnb host knows your itinerary, and general plans, so it is very comforting to know when travelling alone.

I have hosted before as well and really like meeting people from all over the world, and sharing part of the community with the guest. My suggestions for shopping, dining and events, like the farmers market are "where the locals go", and spending money with the smaller businesses opposed to the corporate chains they are often directed too by the general information on the iPhones.

I hope Airbnb will continue to be a part of Knoxville community, it really encourages the host to keep their home clean and make improvements in order to attract guest.

It helps by creating jobs, such as cleaning service, yard services etc.

Airbnb is great for people visiting for long periods, such as professors teaching a semester at UT

Families visiting hospitals receiving treatments

Foreign relations improve when International travelers stay with a Airbnb host

Families visiting their children attending Universities

Makes traveling more exciting, safer, cheaper and less expensive, thus encouraging more travel.

Creates competitive market for Bed and Breakfast who are often too expensive and Hotels that are impersonal.

These are just a few examples of my experience as a host of Airbnb as well as a traveler staying with other Airbnb host.

thank you for your consideration,

Kelly Scott
865-919-6020



Dragonfly Thai Yoga Studio

Kelly Scott

865-919-6020

www.iluvmassage.net

Jesse Mayshark

From: Cindy Latham <lathamcd@me.com>
Sent: Sunday, October 30, 2016 11:01 PM
To: STRS
Subject: Short Term Rental input from resident

I attended the city meeting, concerning short-term rentals, on October 18. I currently own a home in the Edgewood Park neighborhood, that is next to a house that is rented via Airbnb as an entire house rental. Below is a list of suggestions and concerns that I have.

Suggestions:

- 1) Have a limit on the number of short-term rentals in an area
Without a limit there will be no way to control any negative impacts of short-term rentals that might arise.
- 2) Don't allow entire house rentals.
 - As someone who lives in an affordable/low-income neighborhood, I see this being a problem. It already is in many other cities.
 - I don't see how having an agent solves anything. If I have a problem, I have to wait until a week day to call the city. They will then give the name of the owner or agent. This doesn't make me feel better about living next to an entire house rental.
- 3) Require neighbor buy-in for any entire house rental.
 - If any of the neighbors next door or across the street don't agree to having an entire house short term rental, then it shouldn't be allowed.
- 4) Meet with every neighborhood association in Knoxville before writing the ordinance. Since the city encouraged the formation of neighborhood associations and neighborhood watches several years ago, you have an obligation to get their feedback.

Concerns I have:

- 1) What happens if I have to move and sell my house? Will my property value decline when potential buyers can see that my neighbor rents her entire house on Airbnb? I believe it will, because no one wants to buy a house next to this.
- 2) During the meeting on October 18, the tone of the presenter and other city officials was very pro Airbnb. For those of us who attended, that actually have concerns about short-term rentals, we didn't leave having much faith that our concerns would ever be taken seriously. You might want to consider that before any future meetings.
- 3) It seems that many short-term rental owners are realtors. Does the city take large contributions from the Association of Realtors, and will this affect how the ordinance is written?

Thank you for accepting feedback from the public. As you can see I concerns, and I really hope you take them into consideration. I work in Oak Ridge in a high-tech field. I chose to buy my house in my neighborhood even though it requires at 45 minute commute to work. I appreciate change and welcome change. I also don't believe that all change is good, especially if it goes unchecked. This is how I feel about short-term rentals. Just because Nashville handles their

short-term rentals in a particular way, doesn't mean that Knoxville has to follow suit. I'd like to see this city be visionary instead of consistently reactionary.

Thanks,

Cindy Latham
2629 Barton St.

Jesse Mayshark

From: Jake Cronin <jake.cronin@aol.com>
Sent: Monday, October 31, 2016 11:58 AM
To: STRS
Subject: Air bnb

Hello,

Thank you for the opportunity to allow the public to pitch in their thoughts on short term rentals.

I would first like to express my disapproval of this legislation to limit short term rentals to only being in owners main residents.

First, this subject matter is important to me because of the importance short term rentals have had to people closest to me. My father-in-law is a teacher and a pastor and has struggled to get by because of the low pay that those positions hold. He turned to another methods of making money by buying property and using them for short term rentals. This has been a huge means of income for him, and has helped him support his family, and put food on the table for his wife and 4 kids. Therefore, I think limiting this type of business endeavor is not helpful for those trying who are working hard to make enough money to support their family.

Second, I have stayed in short term rentals all throughout the world. I have traveled extensively, and often use air bnb. This is a fantastic way to see a different part of a city. It is nice to come back to an apartment or home instead of a hotel room. It really changes the traveling experience. I think to have this same thing in Knoxville can bring tourism and help give an experience to our city that hotels cannot offer.

I hope you will consider these things above and not change the rules to limit short term rentals to only primary residences

Thank you,

Jake Cronin
Sent from my iPhone

Short Term Rental (STR) Comments from KAAR

The Knoxville Area Association of REALTORS (KAAR) is the local trade association for Realtors across 12 counties, including Knox, in East Tennessee. KAAR advocates for the protection of private property rights at the city and county levels of government by proactively working with local elected and appointed officials to promote the enactment of new, reasonable real estate related regulations and to improve or repeal overly burdensome existing regulations.

The comments below are tailored for the City of Knoxville from STR guidelines researched from the National Association of REALTORS and many of its state and local member associations. These comments seek to balance the property rights of those who want to run STRs and those who live around STRs, while maintaining the property values and character of different zoning districts and meeting the revenue and regulations needs of the City of Knoxville.

Registration Fees:

KAAR recommends a registration fee not to exceed \$150 for the initial registration of a STR and subsequent STR registration renewals at a much lower fee not to exceed \$50.

Application Process:

STR applications should not be too complex to deter compliance and at least the renewal process should be available to be completed online and/or by mail. Site/parking plan should not be required to be professionally drawn or accurate to scale, but should be permitted to be drawn out by the property owner.

Business License:

If a business license is required as part of the STR application, KAAR recommends it be used only to assist with the collection of occupancy taxes, and not as a basis to change the property's appraisal category from residential to commercial.

Property Tax Appraisal:

KAAR strongly recommends that in no way should the appraisal category of a residential property (especially SFR and 1-4 multi-family buildings) be changed from residential to commercial. Such a change has severe regulatory and compliance implications on the property owner's existing mortgage and home owners insurance (KAAR is working with mortgage professionals to assess the full effect of a STR on existing mortgage loans).

Proof of Home Owners Insurance & Mortgage Implications:

Proof of insurance should be required for STR registration and renewals. However, many current home owner insurance policies do not cover STR use of the property. KAAR is working with insurance professionals to ascertain the proper coverage for STR use of a property and the best way to notate that on proof of insurance for STR registration.

Natural Persons Limitation:

This is not a regulation KAAR recommends because it intrudes too far into private property rights by limiting the opportunities for a property owner to make choices in how their property is deeded. A property might be in a trust or be owned by an LLC or other business entity due to income and tax implications.

Taxation:

KAAR supports taxation of STRs at the same rate as the hotel/motel occupancy tax, and so long as the STR tax proceeds are designated for the same use as hotel/motel occupancy tax proceeds.

Different Zoning Districts:

KAAR supports the City of Knoxville's approach of regulating STRs differently in different zoning districts – and generally less restrictive in non-residential districts – in order to better preserve the different character of each of the districts.

Resident Owner Limitation:

KAAR supports this limitation in only residential zoned districts and if it is coupled with the Local Agent option, but with one caveat: there should be a variance/exception for resident owners who choose to leave the area for a designated period of time (ex: between 1-12 months). An exception should be made for any resident owner who is traveling for professional or personal reasons, so long as a local agent is named (ex: extended personal travel, contract

workers/soldiers/professors/etc traveling for work). *There is still the 'natural persons limitation' issue here as KAAR supports the ability of business entities to run a STR.

Geographic Caps or Permit Holder Caps:

In residential zones, KAAR recommends using a permit holder cap versus the resident owner limitation as it allows for business entities to hold title to a property used as a STR and helps maintain zoning district character and property values. Geographic caps might also be an option, but KAAR recommends not coupling permit holder caps and geographic caps as that would become too restrictive on private property use.

Owner/Occupant Must Reside On Premises Requirement:

KAAR does not support this requirement because it is too restrictive on the O/O use of their property, but instead recommends the Local Agent Requirement. Also, it leaves out the ability of business entities to run STRs. *O/O STRs should be an option for property owners, but the City of Knoxville should allow non O/O STRs and should regulate each differently (ex: Permit Holder Caps on non O/O STRs).

Local Agent Requirement:

KAAR strongly recommends use of this requirement as it eliminates the issue of natural persons vs business entities and adds flexibility for property owners to use their property as a STR whether or not they are an O/O.

Inspections:

If STR inspections are required at application, it should be for general safety, including the smoke detector requirement (or provide an affidavit form for STR owners to state that working smoke detectors are on site at certain locations). It should not be used to make the STR meet all commercial building codes hotels/motels/bed and breakfasts. KAAR recommends that STR be inspected in the same way long-term rentals are; i.e. do not over-inspect STR while under-inspecting long-term rentals.

Complaints and Revocation of STR Permit:

KAAR recommends a clear process for STR permit complaints, permit revocation, and reissuance of a revoked permit.

Jennifer Roche
Governmental Affairs Director
Knoxville Area Association of Realtors
jennifer@kaarmls.com

Jesse Mayshark

From: Andrew Randazzo <andrew@primemedicaltraining.com>
Sent: Monday, October 31, 2016 3:55 PM
To: STRS
Cc: Lynne Randazzo
Subject: AirBnB Regulation Thoughts

To whom it may concern;

My wife, Lynne, and I have an AirBnb business. I was unable to make the city council hearing a couple weeks ago due to a work conflict, but my wife did attend.

First of all, I want the city to know that we fully support the regulation of Airbnb, and we appreciate the due diligence you spent looking at how other cities handle this matter. As entrepreneurs of a few businesses, we understand the reasoning and impact it has on our economy.

My only concern is how the city plans on enforcing the regulation. I would be willing to pay double so that you could budget for someone to enforce the regulation on a monthly basis. There's several benefits which I see and you probably do as well, which include:

- Less liability on property and neighborhood values
- A better reputation for Knoxville to be known for having an awesome Airbnb community by having legitimate, professional and all-around nicer places to stay
- Less small-time operations that do not host regularly but undercut those of us who do it on a more regular basis.
- By limiting competition, we can increase our rates which brings more money to the city and allows us to make improvements to our listings which then boosts the Knoxville/Airbnb reputation

I propose the city enforce regulations by doing the following:

- Follow through on having Airbnb collect taxes
- Ask Airbnb to add a field upon registration of new hosts that requires they enter their city permit number. If the applicant does not enter a number, they will not be allowed to complete their registration.
- Once a month, the city should request a list from Airbnb of all hosts registered within the city limits. That list should then be compared against the city's own list of people who applied for permits. Any names on the Airbnb list that are not on your list should be fined for falsifying a permit number.

My proposal would take minimal administrative time. The monthly workflow would be as follows:

- Email Airbnb for their list of hosts
- Use and configure a spreadsheet that can compare Airbnb's list with the city's list and detect names that do not have duplicates
- Mail fines to these individuals
- I'm not sure if Airbnb will/can do this part; but if the individual does not pay the fine, apply for a permit, and update the permit number in Airbnb within 30 days, then Airbnb needs to be notified by the city to suspend their account

We are supportive and part of our support includes offering practical suggestions. I hope this will be considered seriously, and I look forward to seeing what the city plans to do.

Best,

Andrew Randazzo, NRP

CEO

11020 Kingston Pike, Suite 340 | Knoxville, TN 37934

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Jesse Mayshark

From: Michael Ryion <ryionelectric1@gmail.com>
Sent: Monday, October 31, 2016 8:39 PM
To: STRS
Subject: My Thoughts on Short Term Rentals

I believe any property owner should have the right to do what they pleased with her own property as long they do not bother others property owners or other people. If I want to rent one half of my house out for a few days a month why not?!?! To earn extra cash is the government going to knock on my door and handout extra money to me where I can pay my bills? We supposed to live in a free society I don't think America is all that free anymore. You have the government breathing down your neck telling you what you should do or can't do all the time I hate to say this but some other countries have more freedom then we do....

Jesse Mayshark

From: kristen faerber <kefaerber@hotmail.com>
Sent: Monday, October 31, 2016 9:56 PM
To: STRS
Subject: STR comments

Hello City of Knoxville,

Thank you for committing to this process of researching what works with short-term rentals in other cities and taking public input from our community. I think there are many benefits to this "sharing economy" being allowed and regulated. I'll shape my comments in accordance with your questions on your website, with some additional thoughts below.

1. I do believe that short-term rentals should be allowed in Knoxville. The advent of new ways for people to use resources they have to make a living or supplement their income (such as Uber or Airbnb) was not expected or accommodated in current regulations. But these tools are here to stay (or until some other version is conjured up) and it makes sense to create mechanisms for them to exist in a way that is safe for guests and the community and represents the interests of individual citizens and their neighborhoods and communities. For people who are or may become dependent on the income stream provided by short-term rentals, regulation allows some surety to their situation and incentive to manage their rentals in a properly respectful way.
2. It makes sense to permit short-term rentals and to have them inspected for basic safety, such as having smoke alarms installed. I imagine that a rental unit would get inspected upon the first application for permit. Once that inspection has passed and the permit issued, I imagine subsequent permit fees could be less costly. I don't think it would necessary to inspect every unit annually. If a cap on the number of rentals in a geographic area were considered, I think there would need to be a way for permits to turn over. Basically, if only 50 units were allowed in a given area, the first 50 people to get permitted would have a lock on the market, which would be unfair to people buying into that area or hoping to set up their rental later. I would hope any potential cap would require that existing permits expire after a given time so that others would have a shot at being part of the STR market as well. I hope that a cap is not implemented at this time. I imagine this could be a future option if a rising number of STRS in the Knoxville market proves to be detrimental to the character of some neighborhoods and would be considered at that time.
3. I would like to see STRS allowed in all zones, including residential zones. I agree that having them in resident-owner properties will help protect neighborhood character, increase the likelihood of responsible behavior on the part of both hosts and guests, and will provide some limitation on the total number of STRS. Many guests who travel to a new place would rather have the experience of what it is like to live there, rather than just stay in a hotel for the weekend. This is a tremendous part of the appeal to travelers who use sites like Airbnb. In their advertising they say "Wherever you go, don't just go there, live there. Even if it's just for one night." This is something people have experienced in a lot of cities and they are really interested in it. STRS need to be allowed in residential zones. And by giving a sense of what it is like to live somewhere, STRS can also help turn visiting travelers into future residents.
I think when considering areas other than residential zones, specifically downtown, it would be good to make an effort to prevent saturation of the market. I know the unit would still only be able to be rented out by the owner, but an owner is likely to be able to make more money renting a unit out as an STR rather than a long-

term rental. This has the potential to drive up the already high rental prices in downtown and this is an area of high demand for travelers, which will continue to push the market to create more STRS. And as Bill Lyons likes to say, "Downtown is everyone's neighborhood." It certainly is a neighborhood even though it is mixed use. I feel like downtown is the area most likely to suffer loss of community because of increased saturation of STRS. This is because it will likely have the highest demand for STRS and it already has a somewhat transient community since the majority of residences are already rental properties. Many people move in or out in a year making it difficult for a solid community to really establish itself. I would like to see the City do an assessment of the percentage of owner-occupied units in downtown vs the number of rental units already in existence (if it doesn't already have this data). And perhaps to also see how many rental units are owned by a given property owner. It might make sense for a property owner to have a cap within the downtown area - maybe an owner could have up to 4 STRS in the CBID, for example. Though I don't imagine they ever would do it, Dewhirst Properties LLC could convert the hundreds of apartments they have in downtown to STRS under what you are considering proposing. Or if not capping it that way, there might be a cap on the STRS as a percentage of the total downtown housing market. Again, not totally sure a cap is necessary, but I think downtown might be one area it would potentially make sense.

4. Enforcement is the tricky part. I don't really have much to propose. You could consider continuing to track complaints about particular properties. If a property has regular complaints, they might be subject to fees or higher rates when they renew their permit annually, or they might become ineligible to renew if complaints are excessive. Of course, this also sets up the possibility of neighbors lodging complaints without merit if they just don't like having a STR in their neighborhood.

A few other thoughts:

I think it is very valuable to people to be able to take advantage of these new ways to supplement or replace their income. After the Great Recession where so many people lost their jobs and their homes, it is easy to see that some flexibility and resiliency in the housing market is important and I think these STR opportunities allow more options for people to meet their needs. The housing market and "big business" don't really seem to be significantly under more control than they were in 2007-2008. There is always the possibility that such difficulty could happen again.

Another appealing aspect of STRS vs long-term rentals is that STRS are temporary. If somebody is temporarily out of work and needs more income, they can rent out a room in their house as an STR. It's not the same as taking in a roommate, which may or may not work out well. And though there is also the potential for STRS to not work out well, the situation is temporary. If a guest is loud or disrespectful or is somebody the host just can't get along with, they will be gone before long. A short-term bad situation is easier to tolerate than a long-term bad situation. And they don't have to always have another person in their dwelling, which would be the case if they got a roommate. STRS allow this income stream to be based on part-time scenarios. This is true regardless of whether the need is due to financial hardship or whether the host just wants to make a little extra money. Income from a STR might be just what a person needs to be able to make progress on saving for retirement, or to send their kids to college, or to take the vacation they've been dreaming of. It's a good opportunity for people to have and I support allowing STRS and regulating them in a way that best meets the needs of individuals and our communities.

Thanks for asking for my thoughts! Please let me know if you have any additional questions you'd like thoughts on or follow up.

Kristen Faerber

South Knoxville resident, Downtown property owner

Jesse Mayshark

From: Greater Knoxville Hospitality Association <gkha.info@gmail.com>
Sent: Tuesday, November 01, 2016 12:29 AM
To: Knoxville Mayor
Cc: STRS; William Lyons; Patricia Robledo; gkha.info@gmail.com; 'Fred Bullard'; 'Martha Axford'; lovertoncomfortknox@gmail.com; Tom Gaddis; Greg Adkins
Subject: Short Term Rentals

Mayor Rogero:

The Greater Knoxville Hospitality Association, it's board and membership, support the passage of a short term rental (STR) ordinance by the City of Knoxville.

Life safety issues are a paramount concern of our hotels and lodging properties. Without these regulations, the possibility of harm to guests is concerning. Requiring smoke detectors, ADA mandates, sprinklers, commercial liability insurance, 24 hours emergency contact information and other regulations will protect the safety of guests and the property. Requiring business licenses and permits will also protect the city from any unfortunate occurrences.

Leveling the playing field for hospitality businesses and those individuals who rent rooms and/or houses to overnight guests, will provide lost revenue from the collection of sales taxes. It will also provide for collection of occupancy taxes to help bolster the marketing efforts of Visit Knoxville to invite others to visit and spend money in Knoxville.

The state association, Tennessee Hospitality & Tourism Association, concurs and supports the passage of requirements and regulations for STR's. (see letter below).

We appreciate the efforts to address the increased growth of STR's, to protect the neighborhoods from commercial businesses and to safe guard the tax base of Knoxville. Ordinances to address STR's with common sense legislation is being prepared across the United States. We commend the City of Knoxville for recognizing the concern of its citizens and businesses and taking action.

Regards,

Jill
Jill Thompson
Executive Director
Greater Knoxville Hospitality Association
P. O. Box 239, Knoxville, TN 37901
o 865-342-9133 f 865-947-9888 c 865-567-6325
gkha.info@gmail.com

Facebook: Greater Knoxville Hospitality Association-GKHA

GKHA is a not for profit membership organization for hotels/lodging, restaurants, venues, attractions, service and suppliers of the hospitality and tourism industry - dedicated to enhance the economic, legislative and social interest of its members throughout the Greater Knoxville area.



To Whom It May Concern:

The Tennessee Hospitality & Tourism Association, along with the Greater Knoxville Hospitality Association, fully supports the passage of a short term rental (STR) ordinance by Knoxville.

Many cities across Tennessee and the United States have passed common sense legislation that equals the playing field for like-minded hospitality businesses that conduct the same commercial transactions as traditional hospitality properties when they rent rooms / houses overnight to guest's. While a recent Attorney General Opinion has ruled that short term rentals have to pay both sales and local occupancy taxes one of the most important provisions of any proposal is clear language which requires that owners of short-term rental properties collect and remit sales and occupancy taxes. The rapid growth of STR's has cost the Knoxville government thousands of dollars per year in lost occupancy taxes in recent years. Similar amounts are lost to the state and local government because of the non-payment of sales taxes. Nashville started to collect STR occupancy taxes and has now surpassed over \$2 million dollars collected annually that helps support tourism initiatives in the city.

Secondly, the requirements should provide some protection to our guests who choose these kinds of accommodations. Requiring a permit and / or business license that provides common sense safety measures such as 24 hour emergency contact information, commercial liability insurance, sprinklers, ADA regulation, enforcement mechanisms, and smoke & carbon monoxide detectors will protect guests from injuries occurring while staying in a short term rental. There should also be protections for neighborhoods who host such establishments. Neighbors who live by STR's should have notice of the establishments and the ability to lodge complaints against non-compliance. Knoxville should also be able to regulate which zoning districts they should be allowed in and limits on commercial activity in residential areas- a long time local government power.

The passage of an ordinance, will provide a framework for the operation of such STR's, which will help Knoxville toward using those funds in the future along with providing a reasonable framework for regulation, thereby protecting the tax base and Knoxville residents. We commend Knoxville for recognizing the growing problem, spending a great deal of time investigating a possible solution, meeting with the affected parties, and producing an ordinance which responds to everyone's concerns.

Greg Adkins
TnHTA President & CEO
(615) 385-9970
greg@tnhta.net



Jesse Mayshark

From: Jerry Caldwell <pirate99@gmail.com>
Sent: Tuesday, November 01, 2016 1:19 PM
To: STRS
Subject: Short term rentals

I'd like to express opposition to restrictions on a renter participating in short term rentals.

In my opinion, that is more appropriately a subject managed by landlord-tenant relationship than a city restriction. If there are issues, the property landlord is responsible for resolving conflict.

Respectfully,

Jerry Caldwell

Jesse Mayshark

From: Barbara Arnold <barbbarnold@gmail.com>
Sent: Tuesday, November 01, 2016 2:23 PM
To: STRS
Subject: short term rentals

I completely support regulation for short term rentals. I do not think it is appropriate for short term rentals to be in residential neighborhoods. At the least they should only be allowed to an owner occupied residence with the owner in attendance while it is being rented.

In my opinion short term rentals can have a damaging effect on the neighborhood. They by nature have no stake in the neighborhood. In areas where families reside this transitory nature is not what is desired. There are plenty of areas where we already have hotels, motels and rentals. Living in these areas is acknowledging you know what you are getting. Persons owning property in residential neighborhoods should expect to get what they have paid for in the sense of monies invested in their property as well as in time and commitment to the community. They should not expect a revolving door of people in and out of their neighborhood where a few people are making money at the expense of the community. This practice could erode the very fiber of the neighborhood.

Regards,

Barb Arnold, Island Home resident

Jesse Mayshark

From: Ginger Kielarowski <kfam502@comcast.net>
Sent: Tuesday, November 01, 2016 2:57 PM
To: STRS
Cc: Fire Street Lofts HOA BOD
Subject: Short Term Rentals

Dear City of Knoxville,

Thanks for taking public comment on the Short Term Rentals issue. I agree that short term rentals should require permits and be subject to regulation.

I think the city can do a better job on behalf of residential property owners in the CBID whose HOA bylaws restrict short term rentals. As I understand the proposed ordinance, the city will permit any property owner's unit as a short term rental regardless of the governing documents of the HOA. This will require unnecessary time and money on the HOA's part to take the owner with a city permit to court to enforce the HOA bylaws.

A better solution might be to require HOA's to submit their bylaws annually to the city if permits are not to be issued for the building. I am available to discuss this topic further if the city is interested.

Sincerely,

Ginger Kielarowski
Fire Street Lofts
Owner
CBID
Residents Committee Chair

Jesse Mayshark

From: Debbie Billings <debbie@graphiccreations.com>
Sent: Wednesday, November 02, 2016 9:55 AM
To: STRS
Subject: comment

I would like to see an avenue where this -

City staff believes that in residential zones, STRs should be allowed only for resident-owner property (i.e., only a resident-owner of the property could obtain an STR permit in residential zones).

could be appealed in special situations and potentially allow someone to STR a house they don't live in. An example would be someone who lives adjacent or next to an additional house that they own.

Thank you,

Debbie Billings, President & Co-Founder
Graphic Creations, Inc.
TN Certified Woman Owned Business

We moved! Our new address is:

**213 E. 4th Avenue
Knoxville, TN 37917
865-522-6221**

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Jesse Mayshark

From: Nathaniel Shelso <ndshelso@gmail.com>
Sent: Wednesday, November 02, 2016 11:02 AM
To: STRS
Subject: Short Term Rental Policy

After October 18ths meeting, I was mildly disheartened. The presentation started out discussing that each city has unique needs and problems with STRs when evaluating the policies of other cities. We didn't comprehensively discuss what the Knoxville's unique needs are, but presented a plan that seems to be entirely written for concerned homeowners of the 4th and Gill neighborhood.

No one discussed Mechanicsville (my home of 5 years), Lonsdale, West View, or North Hills-- areas that could have great benefits if non-owner-occupant STRs are legalized. STR legalization for non-occupants could help these neighborhoods bring investment to dilapidated and abandoned buildings.

I admit, STRs are not huge in the previously mentioned areas, but as noted last night, this is a growing industry, and it is only a matter of time before non-owner-occupant STRs would start to show up in these often lower income areas.

Let's not make a policy that supports a handful of the wealthiest neighborhoods in town. Instead let's make a policy that supports the entire city. I strongly encourage the future policy to allow for limits on non-owner-occupant STRs as opposed to a ban. I know that Nashville has a similar policy, and has some trouble with a few aspects of it, but let's learn from their mistakes and make a better policy. The easiest policy isn't always the best.

Thanks,
Nathaniel Shelso
(901) 484-3790

Jesse Mayshark

From: Shane Berrier <spber@comcast.net>
Sent: Thursday, November 03, 2016 11:38 PM
To: STRS
Cc: spber@comcast.net
Subject: Short-Term Rentals

As residential homeowners for 26 years, we agree that STRs should not be allowed in R1 A, E or SW 1.

A neighborhoods quality of life and their home value is most important to the homeowner. That is why they buy in an area. Values should remain at least stable and in reality- increase with the residential housing market.

The allowance for Airbnb should not be implemented by spot zoning but remain the same zoning as the area they are in, as highly restricted areas.

Only the real live-in resident-owner of the property per the deed, and neighbors know should be able to obtain a permit to rent a room in their house. This would stop the ability of a single owner of multiple properties from obtaining permits for other properties.

Effective tracking and strict permitting, occupancy tax collection, site plan, background checks insurance and regulation are manitory.

A 3% Cap on the number allowed in a neighborhood would also control abuse. Out of 60 houses, 2 would be allowed and monitored. Also a limit on days per year total allowed.

Airbnb home must provide and prove adequate parking on site for clients and homeowner. (Long term rentals have gotten away with parking in yards, block driveways, pretty much where they want. There must be dedicated parking on site

The annual fee of \$150 base as a minimum and a business license of \$15. However both seem low.

Any fee must be renewed each year and with any change in property ownership reaproved by permit and inspected

Denied permit if issues have occurred during the times the home is used as an Airbnb

Background check on the actual people to stay needs to be required, for the safety of neighbors and children that live in the neighborhood. Screening for sex offenders, prostitutes, and porn filming.

Bedroom count should be for a room that is an actual bedroom and not other rooms that are converted sole to be an Airbnb room.

A four-bedroom house with two occupants per bedroom max, minus the home owners private bedroom. This allows for 8 people to stay or four adults and four children

Sub-lenting needs to be illegal as there would have to be contracts between the owner and the specific people staying short term.

Short term should be 2 to 4 night's max. With a max STR use per year of 6 times a year.

Party pads are not tolerated in hotels. And well-run hotels have rules that must be followed or occupants can be vacated. Hostels are businesses and should follow hotel rules but hostels are not Airbnbs. A hostel will be located at the planned Baker Creek Sevier Heights Church, this is where party pads can go.

Absolute Enforcement can be through The Office of Neighborhoods (O of N) with two newly hired officers of the law (KPD). Knoxville did hire police to patrol parking downtown. Knoxville can hire two officers to work with the O of N. to handle complaints such as noise, trash and parking. The Office of Neighborhoods as an impartial third party would collect and keep data on both issues and positive feedback from both client and owner. Codes and Fire to check homes for safety and this documentation stay with the O of N too. Tracking of properties to insure cap limits are not exceeded.

New York tracks down illegal operations and fines hosts operating illegally and pay the taxes owed. Some cities limit rentals by traffic, health, sanitation and sex offenders. Nashville feels it is undue burden to neighbors having a 15 passenger van pull up to a house for a bachelorette party - noise and drinking, trash and parking.

Remember, this is residential property in neighborhoods not commercial. Investor-owned properties should not be allowed to participate

The point of an Airbnb is for an i-n my home -homeowner to offer certified guests welcome for a few days in Knoxville. No more. And the neighbors would respect that and expect enforcement. Then Airbnb are businesses infiltrating neighborhoods.

Patti and Shane Berrier
807 Phillips Ave
Knoxville, TN 37920

Jesse Mayshark

From: Fire Street Lofts HOA BOD <fslbod@gmail.com>
Sent: Saturday, November 05, 2016 9:52 PM
To: STRS
Cc: Ginger & Ray Kielrowski #502
Subject: Re: Short Term Rentals

Dear City of Knoxville,

If I might add my comments to the issue of Short Term Rentals.

As the owner of a downtown property I feel that it is the right of the HOA boards for each of these properties to decide if short term rentals, Air BnB, etc are allowable or not. This is our private property and we share the common areas of the building. We strive to be considerate of our neighbors and to build a strong community. We pay to maintain and care for the property and are also responsible for the safety and security of all of the owners in the building. Short term renters have no incentive to adhere to any of our standards of living. I can also tell you that, working for a hotel management group, the things we have seen from guests as far as destruction of our property and disregard for guests around them is unbelievable.

As an employee of a large hotel management group here in town, additionally my concerns are the enforcement by the city, county and state of the collection of city and county occupancy taxes and state sales tax. If you are going to allow private homeowner to compete with local hotels, they should be subject to the same rules, taxation, audit and enforcement.

These short term property owners should also be responsible for the same safety requirements. Brand standards for hotel mandate strict security precautions for hotel guests - I doubt it would be possible for the city to inspect and enforce the same standards hotels are held to. Further, if the city is not going to enforce, inspect and penalize these short term rentals for safety and health violations, then the city should be held liable for any damages incurred as a result of their negligence.

The city has foregone a large amount of taxes to encourage the development of downtown residential properties. These taxes foregone are made up for in the budget by the taxes downtown owners pay. As an owner and a taxpayer we should have the right to rule by majority and decide if short term rentals are allowed in our homes. If rules are written into the by-laws or amendments of the individual HOAs they should be respected by the city.

Thank you for your consideration.

Jacci Fletcher
Fire Street Lofts
Owner
Fire Street Lofts HOA Treasurer

On Tue, Nov 1, 2016 at 2:56 PM, Ginger Kielarowski <kfam502@comcast.net> wrote:
Dear City of Knoxville,

Thanks for taking public comment on the Short Term Rentals issue. I agree that short term rentals should

require permits and be subject to regulation.

I think the city can do a better job on behalf of residential property owners in the CBID whose HOA bylaws restrict short term rentals. As I understand the proposed ordinance, the city will permit any property owner's unit as a short term rental regardless of the governing documents of the HOA. This will require unnecessary time and money on the HOA's part to take the owner with a city permit to court to enforce the HOA bylaws.

A better solution might be to require HOA's to submit their bylaws annually to the city if permits are not to be issued for the building. I am available to discuss this topic further if the city is interested.

Sincerely,

Ginger Kielarowski
Fire Street Lofts
Owner
CBID
Residents Committee Chair

Jesse Mayshark

From: Robert Postel <rdpostel@icloud.com>
Sent: Monday, November 07, 2016 10:04 PM
To: STRS
Subject: Question about airbnb

I have a property under contract in a residential neighborhood that is a legal duplex of two buildings yet the City Tax records have it Zoned as Commercial. Now this has caused a problem with a normal loan but being a commercial property zoning how would you treat that as a airbnb or short term rental?

If it is commercial then having to live on premise I would think should not be required. I will be doing some improvements that make for a better presentation.

Your thoughts please as I am in this process right now of being stuck not being able to secure a residential loan so I need to figure out what I am able to do as the cost to finance is more under the commercial status.

Thank you,

Robert