

Derrick Tokos

From: Sherri Marineau
Sent: Friday, February 16, 2018 11:38 AM
To: Derrick Tokos
Subject: Norm Ferber Request for VRD AC Meeting

Derrick,

Norm Ferber just came to the counter with a couple of requests for the next VRD AC meeting:

- 1) He would like to know how many fines and penalties there were for VRDs since 2012.
- 2) He would like to know the amount of room taxes collected from VRDs.

I told Norm that I would give you the requests. Let me know what you need me to do to accommodate.

Thanks!

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Vacation Rental Complaints

Complaint Date	Endorsement #	Address	Owner	Notes	Resolution
11/14/2012	014	811 SW 12th St	A. L. Werder Living Trust	Letter from attorney for Crow's Nest Condominium objecting to VRDs being allowed in residential neighborhoods. Wanted them limited to commercial zones.	Letter added to record.
2/25/2016	044	5053 Agate Way	Steve & Buffi Hurley (Vacasa)	Advertising VRD for an occupancy of 13 when they were endorsed for 12.	1st violation letter sent to owners and managers to change advertisement. Resolved.
1/16/2013	045	1156 SW Mark St	Glenn & Lori Stockton	Advertising VRD for an occupancy over the 10 they were endorsed for.	Letter sent to owners to change advertisement. Resolved.
11/4/2012	048	171 NW 73rd Ct	Jerry Burger	Advertising VRD for an occupancy of 16 when they were endorsed for 10. Advertising an access trail that crosses over private property.	Email to owner to rectify the issue. Resolved.
4/5/2013	048	171 NW 73rd Ct	Jerry Burger	Trash cans being left out and 8 cars being parked overnight.	Email from owner to complainants addressing issues.
8/6/2014	048	171 NW 73rd Ct	Jerry Burger	Trash cans being left out.	Email from owner to complainants addressing issues.
9/3/2014	048	171 NW 73rd Ct	Jerry Burger	Trash cans being left out.	Email from owner to complainants addressing issues.
9/21/2015	048	171 NW 73rd Ct	Jerry Burger	Advertising VRD for an occupancy of 15 when they were endorsed for 10. Complaint on garbage bins being left out.	Comm Service Officer called to enforce.
1/16/2017	048	171 NW 73rd Ct	Jerry Burger	Request for VRD agreement for related issues	Agreement supplied.
4/17/2017	048	171 NW 73rd Ct	Jerry Burger	Advertising VRD for an occupancy of 15 when they were endorsed for 10. Complaint on garbage bins being left out.	CSO called to enforce.
5/5/2017	048	171 NW 73rd Ct	Jerry Burger	Advertising VRD for an occupancy of 15 when they were endorsed for 10. Failure to pay transient taxes.	Warning letter sent to owner.

Complaint Date	Endorsement #	Address	Owner	Notes	Resolution
7/6/2017	048	171 NW 73rd Ct	Jerry Burger	Operating a business without a license. Advertising a VRD without an endorsement. Failure to pay transient taxes.	Certified letter sent to owner with citation and court date. Owner fixed all listed issues.
2/22/2013	051	255 NW Cliff St	James & Lana Wetherill	Advertising VRD for an occupancy of 10 when they were endorsed for 8. No parking.	Email to complainants to review codes. Letter to owner to confirm occupancy of 8. Resolved.
2/22/2013	052	257 NW Cliff St	James & Lana Wetherill	Advertising VRD for an occupancy of 10 when they were endorsed for 8. No parking.	Email to complainants to review codes. Letter to owner to confirm occupancy of 8. Resolved.
2/28/2013	053	1245 NW Spring St	James & Lana Wetherill	Excessive cars parked on the street in front of neighbor's house.	Formal complaint submitted. Email response to complainants to contact CSO with issues.
9/16/2013	056	11 NW 42nd St Unit B	NW Property Holding	Renters trespassing on adjoining properties.	Request for action by owners. Barrier and signage added to resolve issue.
9/16/2013	057	11 NW 42nd St Unit A	NW Property Holding	Renters trespassing on adjoining properties.	Request for action by owners. Barrier and signage added to resolve issue.
8/4/2013	066	28 NW High St	Blakeslee Properties	Parking complaint	Letter added to record.
3/14/2017	083	507 NW Alpine St #207	Kent & Lori Roberts (OR Beach Vac Rentals)	Advertising VRD for an occupancy of 5 when they were endorsed for 4	Notified managers of error. Advertising changed to correct occupancy.
12/19/2016	104	3914 NW Cherokee Ln	Linda Neigebauer	Violation complaint for lack of 3 off-road parking spaces; lack of signs for off-street parking; and request for parking diagram from owner.	Owner resolved issues.
3/3/2017	104	3914 NW Cherokee Ln	Linda Neigebauer	Advertising VRD for an occupancy over what they were endorsed for.	Warning letter sent to owner.
3/20/2017	104	3914 NW Cherokee Ln	Linda Neigebauer	Violation complaint for lack of 3 off-road parking spaces; lack of signs for off-street parking; and request for parking diagram from owner.	Owner was notified and resolved the issue.
1/29/2014	109	628 SE 5th St	Montey Roberts (Vacasa)	Complaint on insufficient parking.	Owner showed that there was room for the endorsed number of off-street parking.

Complaint Date	Endorsement #	Address	Owner	Notes	Resolution
6/16/2017	114	556 NW 56th St	Richard Zhao & Jianhua Pang	Email questioning occupancy and if unit had VRD Endorsement and Bus Lic. Complaint on parking and noise violations.	Department response to complainant with review of endorsement and bus lic. Complainant given contact information for CSO and instructed to contact owner when issues arise.
11/12/2016	116	457 NW 56th St	John Mace	Multiple complaints by Pam McElroy (456 NW 56th St) of excessive parking on the public right-of-way to Community Service Officer and Victor Mettle.	CSO called to enforce.
6/16/2017	116	457 NW 56th St	John Mace	Email questioning occupancy and if unit had VRD Endorsement and Bus Lic. Complaint on parking and noise violations.	Department response to complainant with review of endorsement and bus lic. Complainant given contact information for CSO and instructed to contact owner when issues arise.
10/4/2017	116	457 NW 56th St	John Mace	Complaint on converting garage designated for VRD parking into kitchen or living quarters	Building Official investigation of unpermitted work. Complainant delivered copies of photos of converted garage.
7/31/2014	123	128 NW 73rd Ct	Fred & Patty Stanwood	Advertising VRD for an occupancy of 10 when they were endorsed for 8.	Owner changed advertising. Resolved.
9/9/2014	141	626 NW 54th Ct	Newport Oceanfront Estate, LLC (Vacasa)	Advertising VRD for an occupancy of 9 when they were endorsed for 8	Owner changed advertising. Resolved.
5/31/2016	148	745 NW Lee St	Clare Hanley (Vacasa)	Complaint about excessive cars in the neighborhood and renters with dogs that bark and poop.	Complainant given owner and management's contact information to address issues.
12/15/2014	152	328 NE San-Bay-O Circle	Barbara Castle/Gregg Merrill (Vacasa)	Formal letter opposing vacation rental in residential area.	Written letter from Director explaining adopted requirements for VRDs and because the unit was in compliance, the endorsement was issued.

Complaint Date	Endorsement #	Address	Owner	Notes	Resolution
3/30/2016	170	1431 NW Spring St	Matt Sottile dba The Whalespout (Vacasa)	Submitted application stating there was no shared access. It was determined that there was and owner did not have consent from other owners.	Notified that their Bus Lic & Endorsement would be revoked if no action taken. Vacasa terminated their management of unit.
6/6/2016	172	748 NW Lee St	Omar Jaff (Vacasa)	Complaint about excessive cars in the neighborhood and renters with dogs that bark and poop.	Complainant given owner and management's contact information to address issues.
3/21/2017	193	688 NE 20th Pl	William & Kassi Sedgwick (Vacasa)	Complaint opposing a vacation rental on their street and not being notified before endorsement was issued.	Written email from Director explaining adopted requirements for VRDs and it being a non-discretionary procedure where if in compliance, endorsements are issued.
6/16/2017	208	555 NW 56th St	Rob & Leslie Hildebrand	Email questioning occupancy and if unit had VRD Endorsement and Bus Lic. Complaint on parking and noise violations.	Department response to complainant and review of endorsement and bus lic. Contact information given for CSO and instructed to contact owner when issues arise.
1/3/2018	N/A	2634 SW Brant Street	Sharon Tattersall	Anonymous complaint about a vacation rental operating without a VRD Endorsement.	Owner notified on Aug, Sept and Oct about operating w/o license. Notified on 1/3/18 if no application submitted by 1/19/18 the City would issue a citation and summons with up to \$500 penalty per day after the 19th. Submitted application for VRD endorsement and business license.

Police Department Vacation Rental Complaints October 2015-October 2017

Street Address & Business Name	Type of Disturbance	Complaint Date
129 SW Dolphin St Unit 129 "Nye Beach Townhomes"	Noise complaint	2/26/2016
129 SW Dolphin St Unit 133 "Nye Beach Townhomes"	Noise complaint	2/26/2016
129 SW Dolphin St Unit 137 "Nye Beach Townhomes"	Noise complaint	2/26/2016
129 SW Dolphin St Unit 139 "Nye Beach Townhomes"	Noise complaint	2/26/2016
135 SW Coast St	Parking issue. Vehicle parked the wrong way	8/15/2017
171 NW 73rd Ct	Illegal parking, ordinance violation	10/19/15, 6/11/17, & 7/6/17
258 NW Coast St "The Overlook"	Illegal parking	11/28/15 & 4/14/16
33 SW Elizabeth St	Parking issue. Parked at yellow curb.	5/10/2017
39 SW Elizabeth St	Parking issue	5/24/2017
416 NW 58th St "John Ross Vacation Rental"	Parking complaint but legally parked	1/26/2016
435 NW 58th St "The Beach House at Yaquina Head"	Noise complaint. Nothing found. Parking complaint.	4/11/16 & 12/25/16
457 NW 56th St "Lightkeepers LLC"	Excessive parking. 7 vehicles using rental property. 5 vehicles used for camping.	11/10/16 & 10/7/17
4920 NW Woody Way	Noise complaint	8/5/2016
507 NW Alpine St Unit 207 "Surf & Sand Condo"	Noise complaints.	1/23/2016
626 NW 3rd St "Nye Beach Getaway"	Loud music in parking garage.	3/17/2016
688 NE 20th Pl "The Agate House"	Parking issue	7/18/2017
701 NW Coast St #101 "Haven by the Sea"	Suspect Vehicle	5/21/2017
732 NW 2nd Ct "The Little Mermaid"	Parking issue	5/28/16 & 11/11/16
890 SE Bay Blvd #205 "OR Bayfront Condo @"	Parking issue	10/7/2015
890 SE Bay Blvd #314 "The Landing at Newport"	Parking issue	10/21/2017
927 SW 11th St "Dreamy Day Stay"	Noise complaint	3/29/2017