



Short-Term Rentals Update

Tuesday, March 4, 2025

General Government and Planning Committee





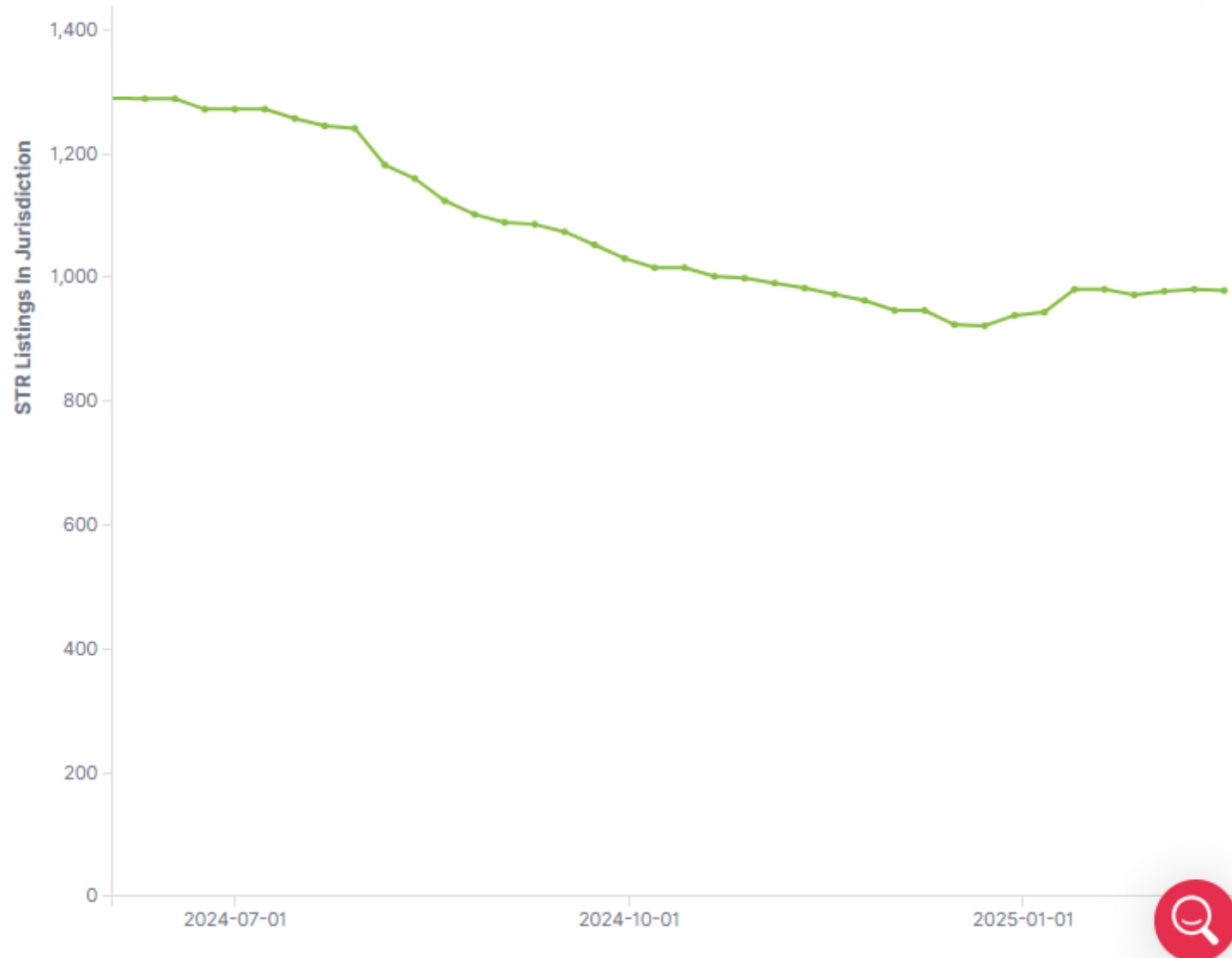
Short-Term Rental Ordinance and Policy Timeline

- Short-Term Rental (STR) Ordinance passed July 11, 2023.
 - There was a 6-month grace period for STR Operators to register existing units.
- In January 2024, the Division of Revenue began identification, investigation and enforcement of non-compliant operators.
 - An RFP was issued for short-term rental compliance and Granicus was selected.
- The Compliance Hotline was launched in late 2024.
- The Short-Term Rental Ordinance was amended December 5, 2024.
- On January 31, 2025, all short-term rental licensees were required to renew their special fees license.





STR Compliance





STR Compliance

- 979 Current Listings
 - 1290 when software went live
- 16 total citations issued
 - 14 unlicensed violations; 2 nuisance violations
 - One \$1,000 citation successfully appealed
 - \$7,000 outstanding
 - \$4750 of citations paid
- 4 properties are up for citation currently
- 78 properties recently identified and have received an initial notice





STR Renewals

- Short-term rentals are a regulated license that must be renewed annually by January 31st.
- Failure to renew results in revocation of the license with the Division of Revenue and zoning compliance.
- Extra steps were taken to notify operators of the renewal:
 - 2 letters to the mailing address for the licensee.
 - Requested outreach from AirBnB to licensees.
 - Direct outreach (phone or email) by Division of Revenue staff.
- Mail delays from January 2025 winter storms:
 - Revenue was still receiving renewal packets sent before the January 31, 2025 deadline as late as February 21, 2025.





STR Renewals

- Renewal is \$200/year for the first STR unit. Additional \$100/year per additional unit
 - 438 initial properties – \$87,600
 - 274 additional properties – \$27,400
 - 712 total properties
 - Total \$115,000 in revenue from renewals





STR Hotline

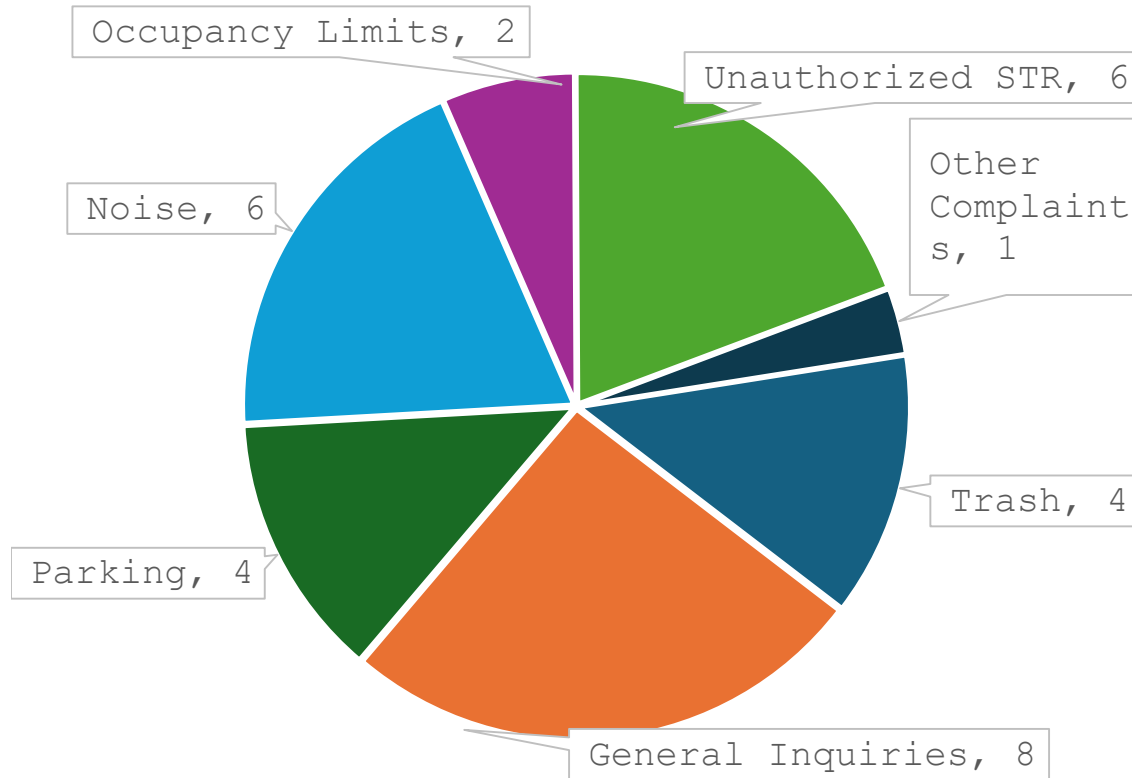
- The hotline is a 24/7 phone line. Answered through a call center connected to the Granicus Host Compliance software.
- Complaints may be submitted through an online form.
 - Pictures and videos can be uploaded to help support the complaint.
- The hotline provides the ability to automatically alert the emergency contact of the property and the non-emergency number for the Lexington Police Department if requested by the complainant.





Hotline Calls

Number of STR Hotline Calls



- Total valid calls – 31 calls *November 14 – Present*
 - Trash – 4 calls
 - General Inquiries – 8 calls
 - Parking – 4 calls
 - Noise – 6 calls
 - Occupancy Limits – 2 calls
 - Unauthorized STR – 6 calls
 - Other Complaints – 1 call
- *Disclaimer: Valid calls do not mean that complaints were substantiated, only that they warranted investigation.*





STR Hotline



You got a new Short-term Rental Hotline call!

This is the 1st report for this address.

We wanted to let you know that we just received a new call on the Short-term Rental Hotline. You'll find the details below.

[Listen to call recording](#)

Call Details

Call ID
0b740ea390a24eaa0d2ab0d52db8d02
Call Time 30/01/2025 02:42:09 PM (America/New_York)
Caller Name [REDACTED]
Caller's Callback # [REDACTED]
Property's Contact Person Called None
Property's Contact Person's # None

Reported Issue Details

Reported Address Lexington, Kentucky
Reported Issue Details general: Trying to pay short term rental via online process and need to know what his business account number is.
Permit/Registration # None

Please check the hotline listing, evidence may have been uploaded for the Tip/Complaint.





STR Hotline

6
Calls in the Past 30 Days

45
Total Calls All Time





STR Hotline

Call 859-710-9048

Or visit

<https://secure.hostcompliance.com/lexington-fayette-urban-county-ky/complaints/type>



Questions?



LEXINGTON

