



AUSTINCODE
DEPARTMENT

Short-Term Rentals

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CURRENT REGULATIONS



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The rental of a dwelling
for less than 30
consecutive days.



3 Types of STRs in
Austin



Owner must obtain a
license prior to
advertising and/or
operating

TYPE I: SINGLE-FAMILY



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Owner occupied

**Permitted Use in all
Residential Zoning
Districts**



No density caps

TYPE 2: SINGLE-FAMILY



- Non-Owner-occupied
- Permitted Use in some commercial districts
- Not permitted in Residential Districts
- Existing Type 2 licenses can still be renewed
- Density caps
 - 3% maximum of single-family detached units per census tract
 - Cannot be within 1000ft of another Type 2 STR



TYPE 3: MULTI-FAMILY



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- Owner-occupied or Non-Owner-occupied
- Permitted Use in all Residential Districts
- Density caps:
 - 3% maximum of property (and each building) in Non-Commercial Zoning
 - 25% maximum of property (and each building) in Commercial Zoning

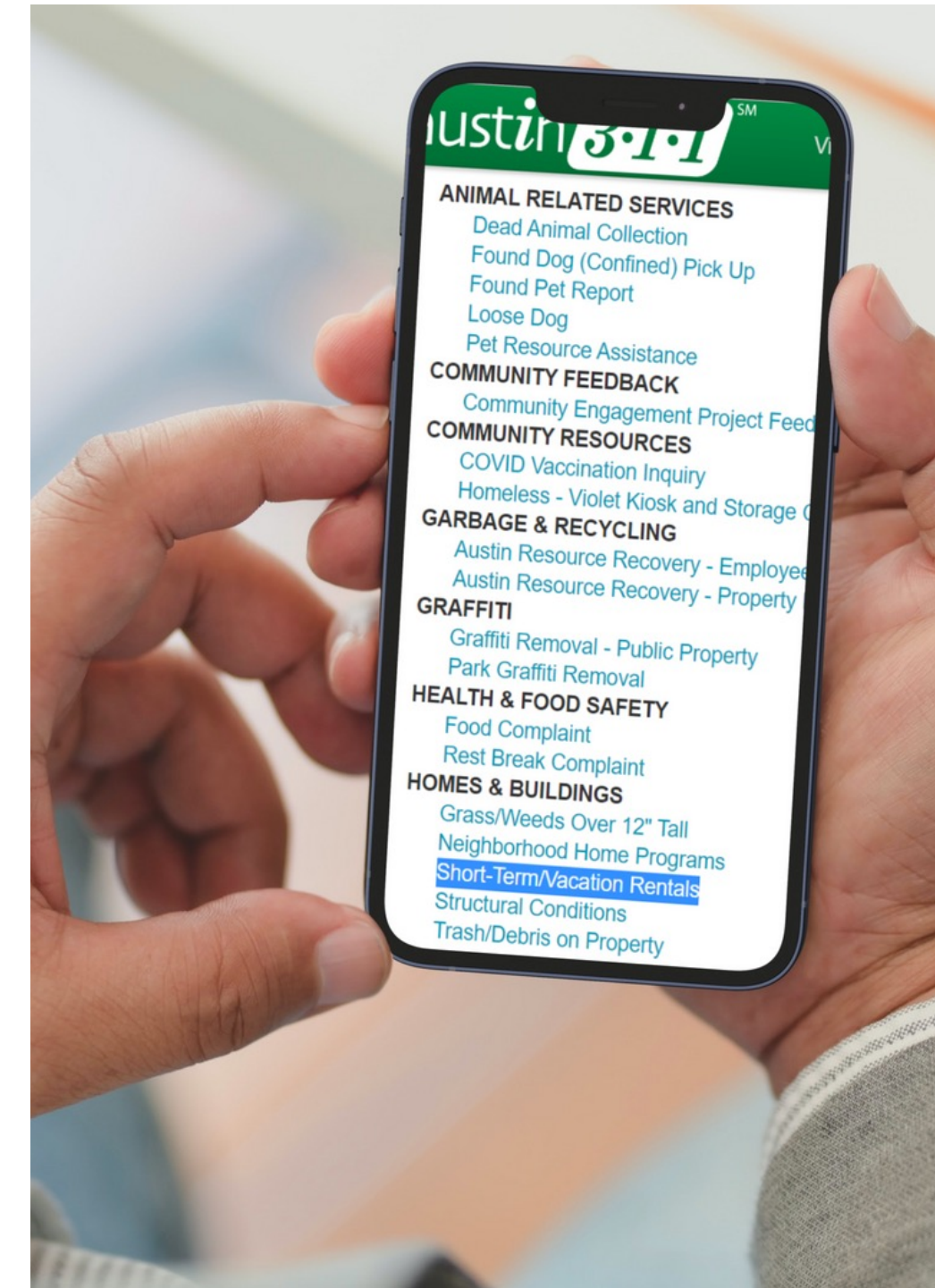


311 COMPLAINT PROCESS



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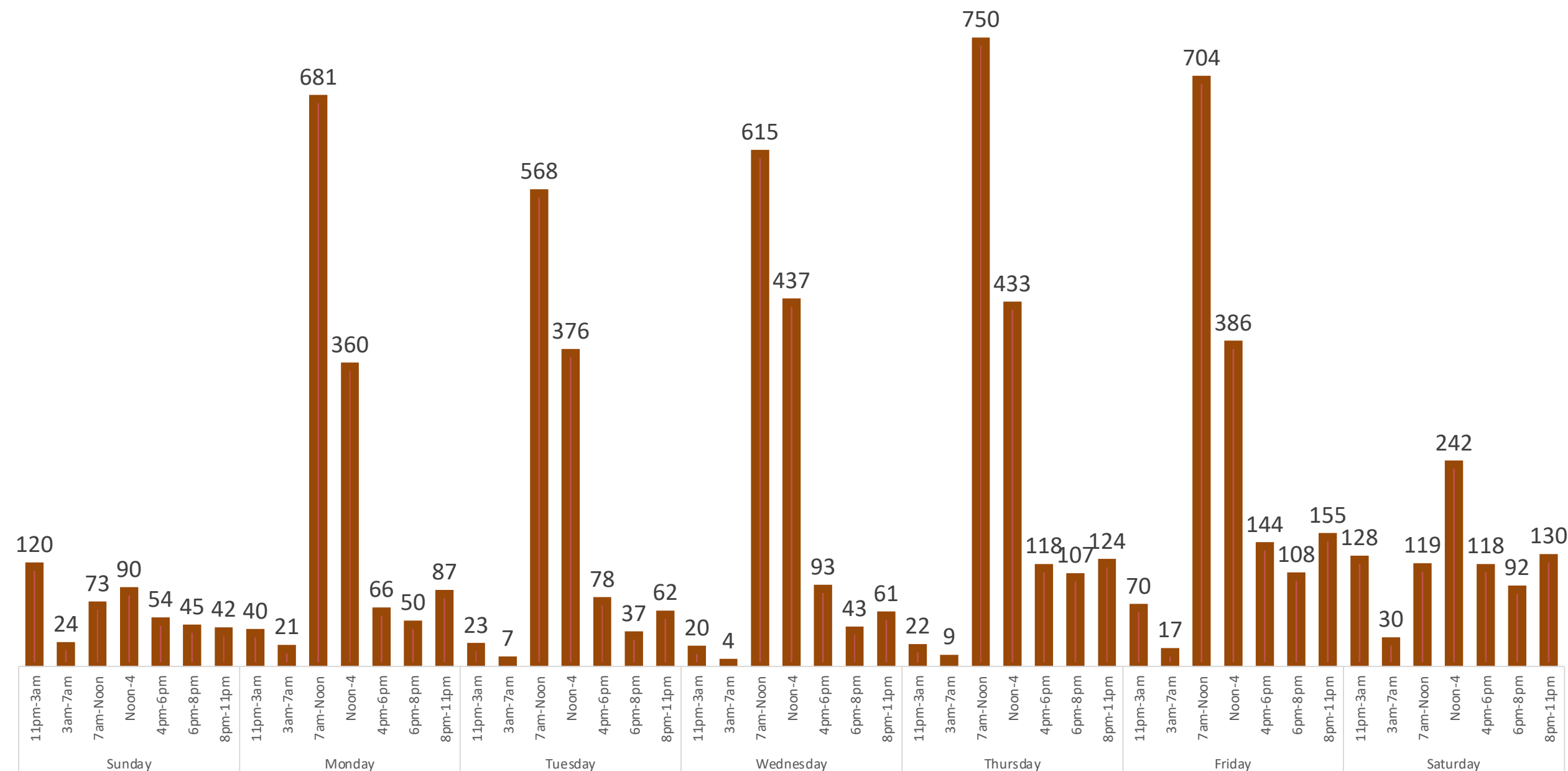
- ✓ A (SR) Service Request is generated by 311
- ✓ A (CC) Code Complaint case is created in AMANDA
- ✓ The CC case is given a priority response level
- ✓ The CC case is auto assigned to the area inspector.
- ✓ 311 (SR) Service Request is closed.



Complaint Data



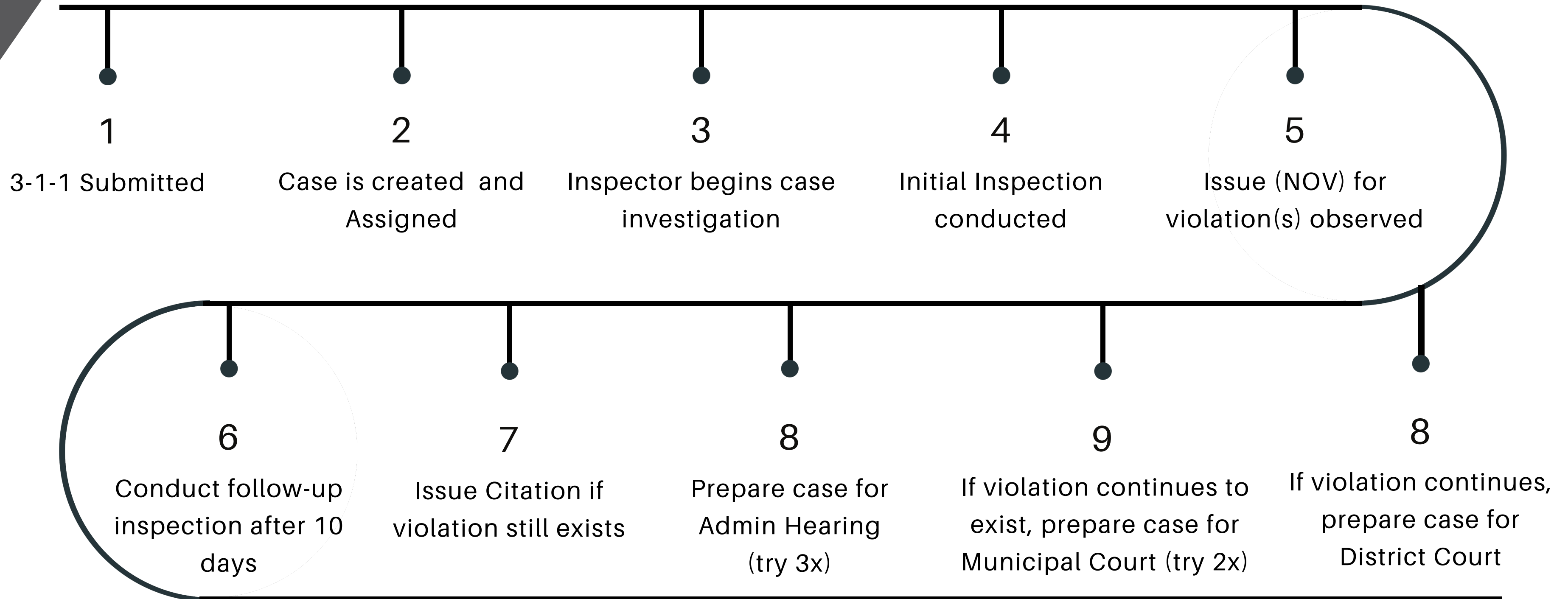
STR Cases from 1/2019 to 9/2022
split by Day of Week (11pm to 10:59:59pm)
then by Timeframe



85% of complaints are received during staff hours.

Mon: 7am to 6pm
Tues: 7am to 6pm
Wed: 7am to 6pm
Thurs: 7am to 11pm
Fri: 7am to 11pm
Sat: noon to 11pm

ENFORCEMENT PROCESS



FREQUENT COMPLAINT LOCATIONS



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PREEMPTIVE EDUCATION



INTERNAL POLICY

Locations with repeated complaints are monitored regardless of whether a new complaint has been received



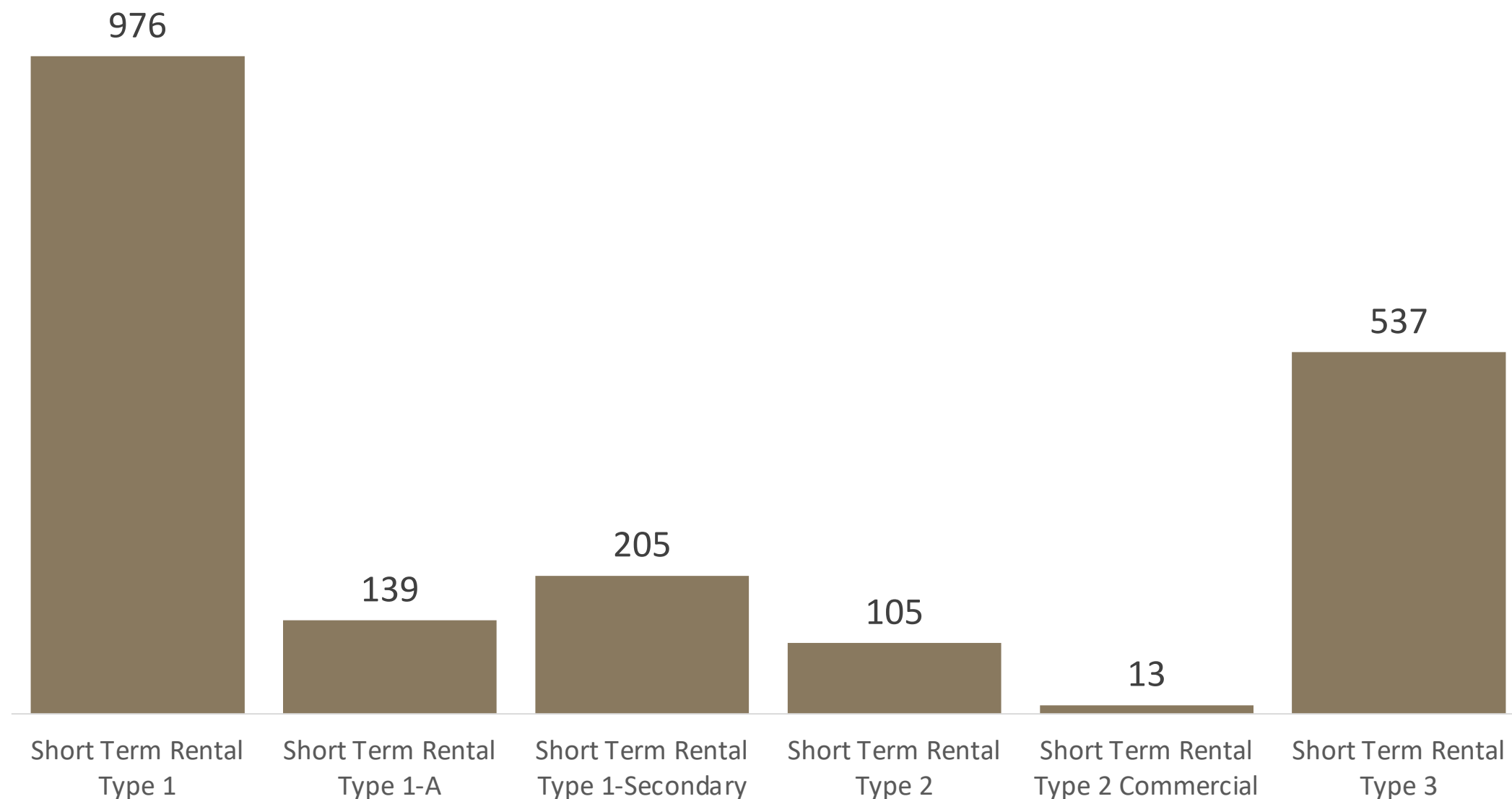
TENANT CONTACT

Attempt to make contact with tenants during the day to make them aware of regulations, including sound ordinances

Active STR Licenses



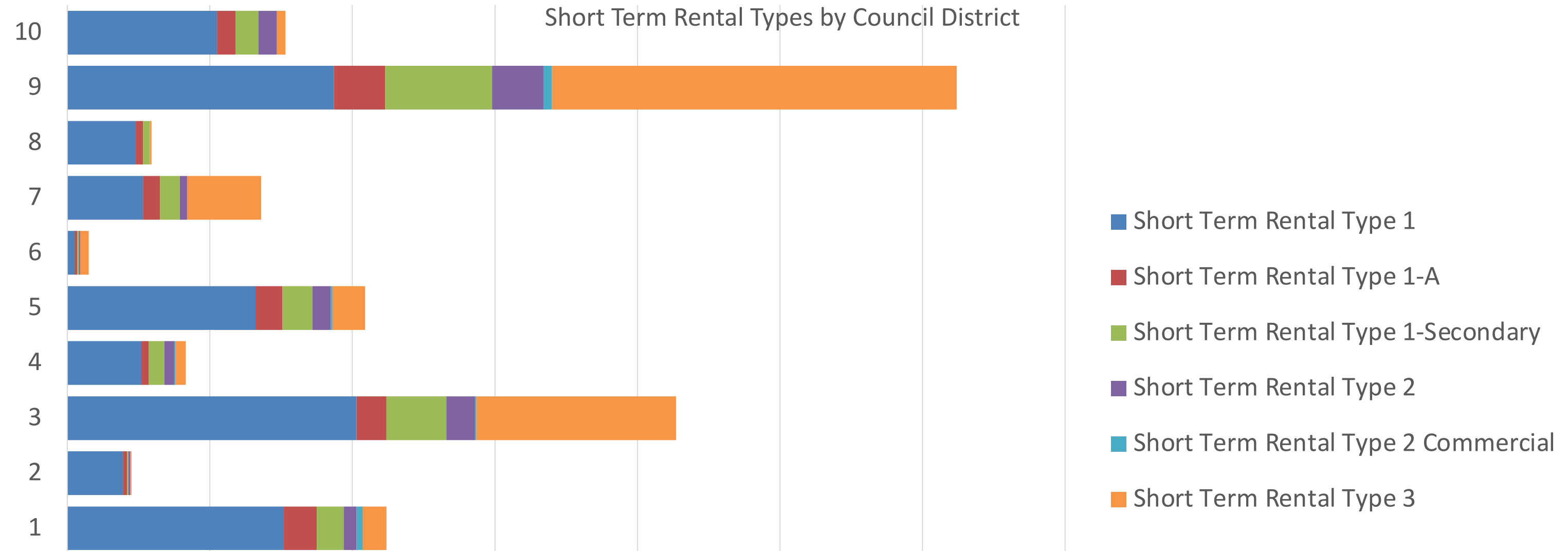
Short Term Rental Licenses by Type



There are 1975 active STR licenses.

We estimate that there are approximately **11,000 STR** advertisements within the City of Austin.

Active STR Licenses



	1	2	3	4	5	6	7	8	9	10
Short Term Rental Type 1	152	39	203	52	132	5	53	48	187	105
Short Term Rental Type 1-A	23	3	21	5	19	2	12	5	36	13
Short Term Rental Type 1-Secondary	19	1	42	11	21	1	14	5	75	16
Short Term Rental Type 2	9	1	20	7	13	1	5		36	13
Short Term Rental Type 2 Commercial	4		1	1	1				6	
Short Term Rental Type 3	17	1	140	7	23	6	52	1	284	6

ENFORCEMENT CHALLENGES



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Tenant contact

Proving operation requires having direct contact with a tenant, tenant must admit to booking a stay for less than 30 days

City Regulations (Sound)

Unsafe situation for inspectors, no authority to address the source of the noise

Advertisement & Location

Proving advertising requires determining the location of the property being advertised

Platforms

All actions are against the property owner-not the hosting platforms