



Short Term Rental (STR) Overview

Agenda

Introductions

City Overview

Navigating the Web

NSD Response

Police Response

Introductions

Community Action Officer Melissa Jones
Neighborhood Specialist Ashley Sermano



City of Phoenix



City Overview

Short Term Vacation Rental Ordinance adopted in 2020

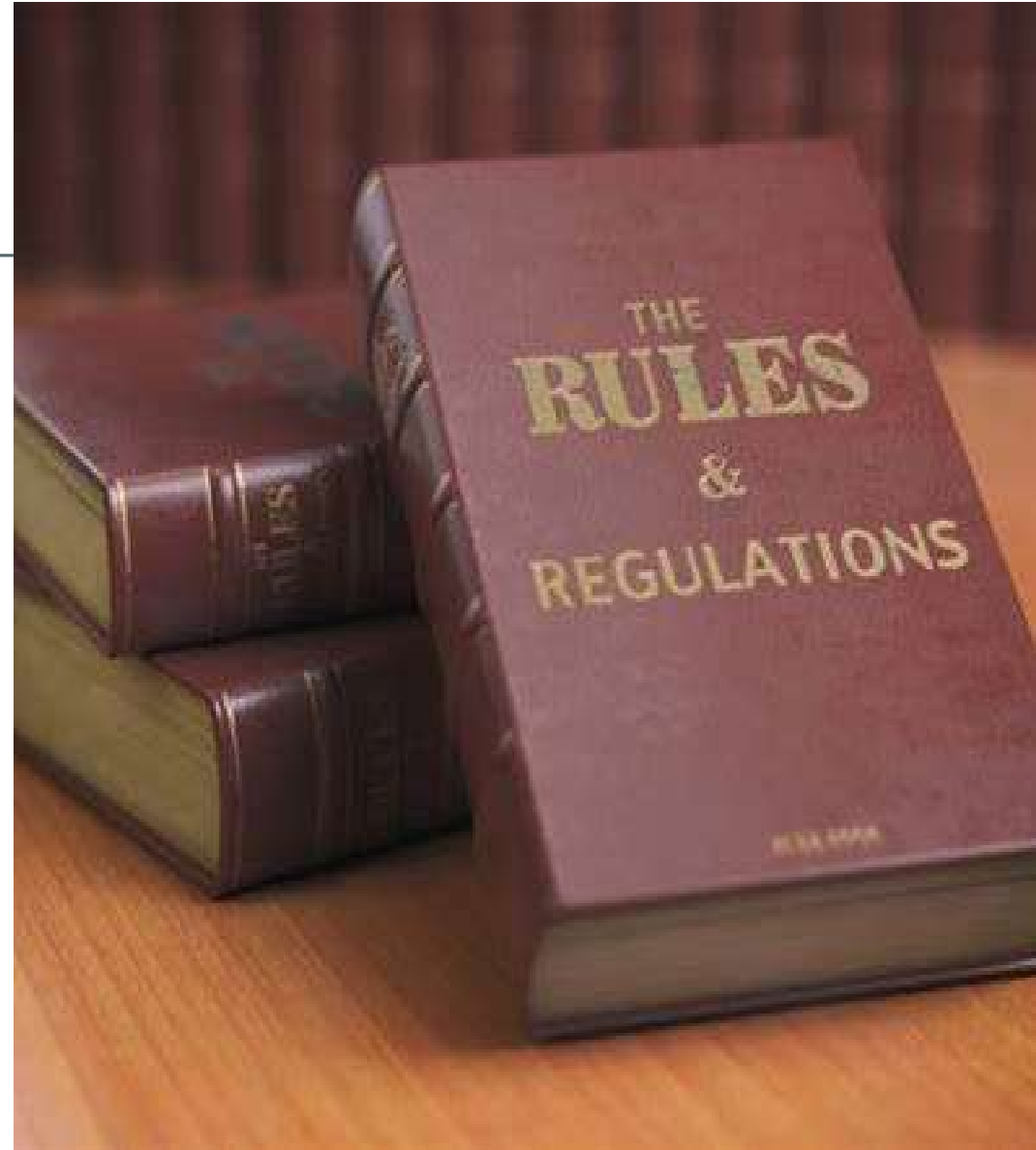
G6653 Relating to Short Term Rentals

G6674 Relating to Police Response and Fines

ARS 9-500.39 Regulation

ARS 42-5076 Online Lodging Marketplace

8/05/20XX



Search...

myPHX311

PHX Pay Online

Map It

Find Public Records



**2022 Electric
Light Parade**
Saturday,
December 3

Living in Phoenix

Doing Business in Phoenix

Mayor & City Council

City Services Bill

Police

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NEWS AND OTHER INFO

 PHX Newsroom

 Social Media

 Public Meetings

 Public Events

 Street Closures


 Request Map

 Open Data

 Solid Waste Services

 Bulk Trash Information

 Park Services

 Library Services

 Water Services

 Recycling Programs

 Crime Victim Services

 Building Inspections

 Neighborhood Services Programs

 Housing Programs

 Technical Requirements



I WANT TO

 View Job Opportunities


 Pay Online

 Review City Services Bill

 Submit Documents - City Services Bill

 Request Help - City Services Bill

 Request Trash, Recycle Container

 Start / Stop / Transfer Water or Trash

 Report Non-Emergency Crime

 Find Public Records

 Find Trash/Recycle Day

 Request A Roll-Off Rental

 Household Hazardous Waste Collection

 Request/Submit Utility Permit

 Request An Inspection

 Report Flight Path Noise

 Find/Apply For Permits

 Participate In City Council Meeting

 Register A Vacation Rental



TELL THE CITY ABOUT

 Weeds or Dead Plants

 Litter and Debris

 Inoperable Vehicles

 Potholes and Street Maintenance

 Water Leak

 Street Light Repair

 Traffic Signal Issues

 Non-Dust Proof Parking

 Graffiti

 Homeless Encampment

 Outside Storage

 Fence In Disrepair

 Abandoned Shopping Carts

 Unsecured Structures

 Non-Permitted Construction


















 ADA Requests on Public Streets

 Illegal Signs

 Property Violations



NEWS AND OTHER INFO

-  PHX Newsroom
-  Social Media
-  Public Meetings
-  Public Events
-  Street Closures
-  Request Map
-  Open Data
-  Solid Waste Services
-  Bulk Trash Information
-  Park Services
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-  Water Services
-  Recycling Programs
-  Crime Victim Services
-  Building Inspections
-  Neighborhood Services Programs
-  Housing Programs
-  Technical Requirements
















I WANT TO

-  View Job Opportunities
-  Pay Online
-  Review City Services Bill
-  Submit Documents - City Services Bill
-  Request Help - City Services Bill
-  Request Trash, Recycle Container
-  Start / Stop / Transfer Water or Trash
-  Report Non-Emergency Crime
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-  Household Hazardous Waste Collection
-  Request/Submit Utility Permit
-  Request An Inspection
-  Report Flight Path Noise
-  Find/Apply For Permits
-  Participate In City Council Meeting
-  Register A Vacation Rental



TELL THE CITY ABOUT

-  Weeds or Dead Plants
-  Litter and Debris
-  Inoperable Vehicles
-  Potholes and Street Maintenance
-  Water Leak
-  Street Light Repair
-  Traffic Signal Issues
-  Non-Dust Proof Parking
-  Graffiti
-  Homeless Encampment
-  Outside Storage
-  Fence In Disrepair
-  Abandoned Shopping Carts
-  Unsecured Structures
-  Non-Permitted Construction
-  ADA Requests on Public Streets
-  Illegal Signs
-  Property Violations

Welcome to the Short-Term Vacation Rental Registration Page!

In 2019 the Arizona Legislature authorized municipalities to create provisions for short-term vacation rentals through the Arizona Revised Statutes [A.R.S. §9-500.39 Limits on regulation of vacation rentals and short-term rentals; state preemption; definitions](#). The City of Phoenix adopted the Short-Term Vacation Rental [Ordinance G-6653](#) in January 2020, to implement the law passed by the state Legislature.

The Short-Term Vacation Rental [Ordinance G-6653](#) **requires** owners of short-term or vacation rentals to register with the City and provide emergency and complaint contact information. The ordinance outlines vacation rental violations and reaffirms prohibited types of uses and introduces an enhanced penalty structure. This ordinance also adds a few new City Code Definitions.

Short-Term Vacation Rental Registration Process:

1. Select **Register a Short-Term Rental** below.
2. Print your **Registration Certificate** and display inside the vacation rental within 10 feet of the primary residence.
3. Update registration information within 10 days of any changes. To do so, login to your account and select *Edit Registration*. For additional information on the registration process, please reference the *Registrant's User Guide*.

Other Requirements:

- As the property owner or online lodging operator, you need to add the following statement to your vacation rental advertisement on the online lodging marketplace you have chosen (the platform you advertise on, which could be Airbnb, VRBO, etc.): *"This property cannot be used for purposes identified in the City of Phoenix Ordinance Section 10-195(c). The City of Phoenix short-term registration number for this property is _____"*. (Add the registration number, which can be found on your "Registration Certificate").
- As the online lodging operator, you must post a notice in a conspicuous place with a list of the prohibited uses, as listed in 10-195 (c), in the vacation rental (or use this [STANDARD NOTICE](#)).
- If you are an Online Lodging Operator (OLO), but not the property owner, then City of Phoenix Ordinance Section 10-196 (e) may be applicable to you. Please read [Ordinance G-6653](#) for details.
- Please be reminded that on March 4th, 2020, Phoenix City Council adopted [Ordinance G-6674](#) (Loud Party Ordinance), to address loud party noise issues in general and with short-term vacation rentals, in particular.

In Case of an Emergency:

- When requested by a police officer, the owner or owner's agent whose name appears on the vacation rental registration must be on the vacation rental premise, or be available over the phone or text, within 60 minutes after receiving the request. Failure to be on the premise, or be available over the phone or text, within 60 minutes is a violation.

For information or questions, please refer to [Ordinance G-6653](#), or contact: vacation.rental@phoenix.gov

[Register a Short-Term Rental](#)

[Short-Term Rental Violations and Concerns](#)

[Search Registered Short-Term Rentals](#)

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Register a Short-Term Rental

Short-Term Rental Violations and Concerns

Search Registered Short-Term Rentals



NEIGHBORHOOD SERVICES DEPARTMENT



City of Phoenix

Get Involved

Find or Form a Neighborhood Organization >

Volunteer >

Contact Your Neighborhood Specialist >

Report a Property Violation >

Report Graffiti >

Short Term Rental Violations and Concerns >

Who Are We?





What the Police See

- Types of Calls Associated with STRs
 - Loud Party / Loud Noise
 - Underage Liquor Consumption
 - Illegal Dumping



Police Response

- Current response varies from officer to officer
- Varies depending on crime observed
 - Loud Party Card
 - Sent to code enforcement
 - Fines



Police Response

- City Prosecutor partnership
- Abatement Process

