MINUTES
SHORT TERM RENTAL (STR)
TASK FORCE MEETING
NOVEMBER 5, 2019 – 2:00 PM
CITY HALL BOARDROOM

1. CALL TO ORDER:

The Short-Term Rental (STR) Task Force met in regular session with the following members and City staff present:

2. ROLL CALL:

Members Present	**Staff Present**
Jeff Marken	City Manager Lance Johnson
Bruce Craul	City Clerk Rey Bailey
Ken Wampler	Code Compliance Manager Joey Forgione
Marcie Bell	Community Dev. Director Louis Zunguze
Patti Brown	Code Compliance Officer William Morales
Shaun Hickey	Land Use Attorney Kimberly Kopp

3. Approval of Minutes: October 29 , 2019

The City Clerk will amend the minutes correcting identified discrepancies and bring the minutes back for approval at the next meeting.

4. New Business

A) Presentation: Waste Management, Inc.

Mr. Jake Alderfer, a representative of Waste Management, Inc., stated he is available to answer questions and discuss the valet service his company provides.

Ms. Brown asked if Waste Management picks up garbage bags laying beside trash receptacles.

Mr. Alderfer replied they do not pick up bags placed outside the trash can during the normal twice a week pick-up.

Ms. Brown suggests they include a verbiage in the ordinance that prohibits placing trash bags outside the trash receptacle. It is creating a big problem and it is the main source of the rat problems they are currently having at Crystal Beach and Holiday Isle. She also stated they need more trash cans based on the Garbology 101 study that they used last time. She also asked that this issue be discussed at the upcoming Council Visioning Session.

Mr. Forgione noted that the ordinance already requires all trash to be placed inside the trash receptacle; otherwise, it would be a violation. They will be issuing a citation or a Notice of Violation to property owners and providing a courtesy copy to property managers.

Mr. Ken Wampler moved that whenever they reference a rental management company, they are also referencing a rental agent. Motion was seconded by Mr. Shaun Hickey and passed 6-0.

Mr. Alderfer reported a 43% participation rate in the Friday in season trash pick-up for the entire City of Destin; which is a low number.

According to Mr. Craul, if there was 80% occupancy rate, 37% of the people did not put their trash out in time.

Ms. Bell stated that it could also mean rental houses are waiting until Saturday, which is a turnover day, to put out their trash.

Mr. Craul remarked that guests do not always read materials they receive from the unit or they do not listen to the people when they check in. Also, very few rental managers/agents issue a reminder to their tenants to put out the trash on Thursday.

According to Mr. Alderfer, they are currently discussing pricing for special valet service with Holiday Isle, where two of their people will be going through with a golf cart and pulling each can to the curbside for pick-up.

Ms. Bell noted that the problem is the entire membership of Holiday Isle is being forced to participate when not everybody needs the service.

Mr. Alderfer stated they may be able to settle for 50% participation.

Mr. Craul mentioned that Waste Management is already offering an in season valet service of $100 a month.

Mr. Alderfer noted that the $100 per month valet service, for a period of 3 months at a time, is only for Saturdays. They are currently discussing adding a Tuesday and Friday service with Holiday Isle.

Ms. Brown inquired as to the difference between the price for regular trash pick-up versus the valet service for Tuesday, Friday and Saturday.

Mr. Alderfer replied that the price for regular pick up is $21.46 per month. The Tuesday and Friday valet pick up, which is currently being discussed, is about $17.38 per month per household. They charge $100 a month for valet service on Saturdays in 3-month increments.

According to Mr. Craul, the 50% of the people that do not put their trash out on Friday could really benefit from the extra valet service where they would have somebody put the trash out for them. It would solve their Saturday problem to a certain extent.

Mr. Wampler asked if they could adjust the Saturday pick-up to a later time because any time before noon is of little value to the majority of the houses.

Mr. Alderfer stated they could probably adjust the pick-up time to noon to 5 PM at the latest. They can complete the entire route in 5 hours, or less if they put out additional trucks. He would need to check which is viable under the contract.

Mr. Craul stated that noon to 5 PM would work much better as they would stand a better chance of picking up more trash.

Mr. Craul asked if it would be possible for Waste Management to prepare a report showing who did not put out the trash.

According to Mr. Alderfer, they would not be able to provide that information because of Privacy Act. They could only provide a percentage.

Ms. Brown stated that a lot of people do not read the ordinances and therefore unaware of the rules such as not to pile trash outside the trash receptacle. There should be a packet given to people at registration that provides these rules.

Mr. Forgione pointed out that the short-term rental application includes an "Acknowledgments" section that the rental owner or agent has to sign affirming they have been informed and has the knowledge of rental policies contained in the City of Destin Code of Ordinances. By signing the document, the rental owner or agent is also affirming that all the information stated in the registration application is complete, true and correct, and that all the standards, conditions and referenced regulations provided in the document have been read, understood and agreed to. Mr. Forgione suggests the Task Force review this section and add or change some of the language as appropriate.

Mr. Craul suggests adding a language in the City of Destin information flyer that has been provided stating that trash should not be placed outside the trash can.

Mr. Forgione noted that the flyer already includes the language, "*All trash must be placed inside garbage receptacles*."

There was a suggestion to add the trash pick-up days, to include the recycle day, in the flyer. The information in the flyer currently reads, *"Garbage containers shall not be placed curbside prior to 12 p.m. the day before pick-up."*

Mr. Forgione commented that with enough participation in the extra valet service on Tuesdays and Fridays, they may not have much of a problem with trash on Saturdays; especially if the trash pick-up hours are changed from noon to 5 PM.

According to Ms. Bell, that may not be completely true because they still have to rely on the tenants to place the trash in the trash cans. They may not be willing to throw away leftover food on Thursday and may decide to hold out until the Saturday pick-up.

Mr. Craul commented that most people forget trash days; and that his earlier suggestion was to have a valet service, not necessarily with Waste Management, that would take the trash out to the curbside on Thursday for the Friday pick-up.

According to Mr. Hickey, it is not reasonable to mandate all rental management/agent/owner to contract for a valet service. They should only encourage them to use that service.

Ms. Brown suggests mandating the habitual offenders to participate in the valet service.

Mr. Forgione asked if the City's Special Magistrate can make that determination at a hearing.

The Land Use Attorney stated that the Special Magistrate can make that determination if they put it in the code; but she would need to look into how the Waste Management contract is set up. She also stated that if they just start adding habitual offenders to the list to receive the valet service, they may not meet the 50% threshold for participation Mr. Alderfer mentioned earlier.

Mr. Wampler noted there are other companies, not just Waste Management, that offer the valet service.

According to Ms. Bell, the valet service may not work for the Holiday Isle Homeowners' Association because they have more condominium units that belong to the homeowners' association than they have homes and town homes.

At this time, Mr. Forgione asked the members of the Task Force to refer to the "Acknowledgments" section of the short-term rental registration. He suggests adding a language stating that "*Responsible party will ensure they contact their guests every Monday and Thursday evening to remind them of trash pick-ups the following day"* and add the dates and times for the trash pick-ups. They should also add that responsible party should adhere to the ordinance that requires they contract for valet service on Saturdays.

Mr. Craul suggests adding that statement to item #7 of the "Acknowledgments."

Ms. Bell asked that they bold and capitalize the word "No" under item #7 and have the subject matter in each of the item bolded and underlined, such as the word "Sign" in item #1 and "Phone number" for the responsible party in item #2, to make the document much clearer for the people who have to sign it.

Mr. Forgione also recommends having the rental properties place the City's information flyer in their rental homes.

Ms. Brown suggests adding the riptide information in the flyer, similar to the sample she previously provided.

Ms. Bell requests they bold and capitalize the word "*not*" within the statement in the flyer that reads "*Garbage containers shall not be placed curbside prior to 12 p.m. the day before pickup.*"

Mr. Shaun Hickey moved that they add the following language under "Acknowledgment": "*The rental management/agent will contact their guests the day prior to trash pick-up and advise them of the time they have to get the trash out*"; and that they contract with a third party for valet service on Saturdays. Ms. Patti Brown provided a second to the motion, which passes 6-0.

Ms. Brown noted that in reference to item #2 about the phone number for the responsible party, there is at least one rental home in her street that the phone is answered by somebody in Miami; and that according to this person there was no other person to contact. She stated that the City needs to make sure there is a responsible party that resides in the local area that is able to respond in person to complaints or emergencies within a certain period of time.

Mr. Marken stated that educational is important. He recommends adding a language that the renter will be informed they are not to exceed occupancy.

Mr. Jeff Marken moved to amend item #9 under "Acknowledgments" to read: "*The renter will be informed by the Responsible Party of applicable City and homeowners association laws and rules concerning noise, vehicle parking limit, household garbage pick-up days, common area usage, and occupancy limit as approved by the City.* Mr. Bruce Craul provided a second to the motion, which passes 6-0.

Ms. Bell stated that the language in item #9 should also be applied to item #10.

Ms. Marcie Bell moved to amend item #10 under "Acknowledgments" to read: "*The property owner is aware of applicable City and homeowners association laws and rules concerning noise, vehicle parking limit, household garbage pick-up days, common area usage, and occupancy limit as approved by the City.* Mr. Bruce Craul provided a second to the motion, which passes 6-0.

Ms. Bell asked if the City has the authority to revoke an application after so many fines have been levied on the property.

According to the Land Use Attorney, they could include that language in the ordinance; but it would be up to the Council to consider telling somebody they can no longer rent their property because it could end up in court.

Mr. Wampler commented that this issue could have been addressed in the Business Tax Receipt.

5. PUBLIC COMMENTS

Mr. Bill Reddington stated he does not understand why the Task Force is considering by-passing the management companies. He continued that when an owner that lives in another state hires a management company, that company should be responsible for dealing with the problem and not the owner. He also stated that the City, through all its applications, has everyone's email address and telephone numbers. They could set up some type of bio-contact list and send automatic emails to everybody on that list. They could send out an email or text to everybody on Monday and Thursday nights reminding them of garbage pick-ups.

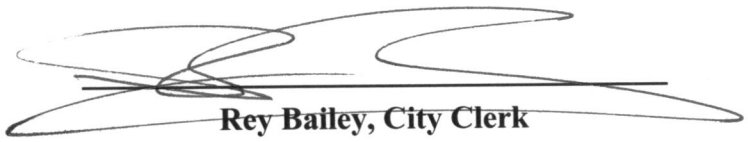
Ms. Brown argues that a lot of the management companies are not doing their job. The reason they have a rat problem at Crystal Beach is because of all the trash sitting out on the streets. She added that she owns an apartment building in Los Angeles, and that she will get on her management company if she is notified there is a problem.

Mr. Forgione noted that by State statutes, they have to go after the property owner. However, they send a courtesy copy of the violation to the management company or agent.

6. **NEXT MEETING DATE:** Tuesday, November 12, 2019, 2:00 PM, City Hall

7. **ADJOURNMENT**

Having no further business at this time, the meeting was adjourned at 3:45 PM.



Rey Bailey, City Clerk