

# Memorandum



CITY OF DALLAS

DATE November 22, 2019

TO Honorable Mayor and Members of the City Council

SUBJECT **Short-Term Rental Registration**

Earlier this month, the City Controller's Office (CCO) launched MUNIRevs, a new online portal for short-term rental (STR) owners to register their property and pay hotel occupancy taxes. To encourage registration, CCO is mailing letters to potential STR properties identified by our vendor.

As a reminder, a short-term rental is any residential property or part of a property rented for 30 days or less. This includes homes or other units, such as a garage apartment or backyard cottage, listed for rent on Airbnb, VRBO, HomeAway, and similar websites.

In addition to mailing letters, CCO and Public Affairs and Outreach are coordinating a 30-day social media campaign beginning today to let residents know they need to register their property, as well as provide tips for being a good neighbor. Examples of these materials are attached, and we are working with your staffs to provide the digital files if you wish to share this content through your own channels.

Please let me or City Controller Sheri Kowalski know if you have any questions.

A handwritten signature in blue ink that reads "M. Elizabeth Reich".

M. Elizabeth Reich  
Chief Financial Officer

[Attachments]

c: T.C. Broadnax, City Manager  
Chris Caso, City Attorney (Interim)  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizer Tolbert, Chief of Staff to the City Manager  
Majed A. Al-Ghafry, Assistant City Manager

Jon Fortune, Assistant City Manager  
Joey Zapata, Assistant City Manager  
Nadia Chandler Hardy, Assistant City Manager  
Michael Mendoza, Chief of Economic Development and Neighborhood Services  
Laila Aleqresh, Chief Innovation Officer  
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion  
Directors and Assistant Directors



# HELPFUL TIPS

## for Operating a Short-Term Rental

Managing a short-term rental is hard work and having unneighborly guests can make the process even harder. Keep complaints to a minimum by setting clear expectations with your guests and responding to issues quickly if they arise.

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Did you know the top three complaints the City receives about short-term rentals are noise, parking issues and trash?

### NOISE



Keep the noise level down. Set clear quiet times in your agreements and post them in a visible area inside the property.

### INTRODUCTIONS



Introduce yourself to your neighbors. Tell them you are a registered short-term rental owner. Offer a way for them to contact you if they see disruptive behavior.

### TRASH



Know when you can place trash and/or recycling bins out for pickup and bring them back inside afterward. Make sure approved containers are clearly marked for guests and placed in a specific location on site. If the location has a commercial trash receptacle, make sure guests are aware of this.

### PARKING



The size of your home and occupancy limit determines the number of vehicles that can park on the property. Know the local HOA/condo rules (if available) and other City parking requirements. Set a vehicle limit or offer other parking alternatives. Vehicles shouldn't block sidewalks, driveways or other rights-of-way.

### YOUR RESPONSIBILITY



If a situation arises and you need to remove your guest, protect yourself as an owner:

- Make sure you or a responsible contact can get to the property quickly.
- Set clear policies and/or fees so you have a recourse if guests fail to follow the rules of the property.
- Always have a contract that outlines clear expectations upon guest arrival. A signed agreement goes a long way toward protecting your rights.
- Post rules in the home as a secondary reminder. Refer to the **Be a Good Neighbor** guide as a tool.

Remember, we want our neighborhoods to stay safe, enjoyable and beautiful for all residents and visitors to Dallas. Let's work together by encouraging all guests to treat your home and our city as their own.

# Be a GOOD NEIGHBOR

Being a short-term renter also means being a good neighbor! Help us keep our community **safe, enjoyable and beautiful.**

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### RECYCLING & GARBAGE

Exposed garbage is unsightly and may attract wildlife. Throw all trash away in the designated containers. If smoking is allowed on the property, extinguish and cool cigarette butts before throwing them away in an appropriate container. Recycle any metal, paper and plastic products in the provided recycling bin in your STR.



### PARKING

Only park in the space(s) provided. Be careful not to block your neighbors' driveways or mailboxes. Sharing the street is essential. Don't leave cars parked on the street for more than 24 hours at a time.




### NOISE

Keep music and other noises to an appropriate level, especially after 10 p.m. Keep outdoor lights pointed away from neighbors' homes and remember to turn them off before you leave.



### PETS

Dogs must always be on a leash when outside. Pick up and dispose of any pet waste. Be mindful of your neighbors and minimize loud or excessive barking and other noises.



### GUESTS

Please keep the number of guests to \_\_\_\_\_ or fewer.

## HELPFUL LOCAL NUMBERS

Fire, Police and Ambulance  
9-1-1

City of Dallas  
For non-emergency City services, call 3-1-1  
dallascityhall.com

Contact your property owner: \_\_\_\_\_



Is your home on Airbnb, VRBO, HomeAway, or similar websites? You're required to register your property with the City of Dallas.  
Go to [dallas.munirevs.com](http://dallas.munirevs.com) to register today!

**RENTING OUT YOUR HOME FOR THE WEEKEND?**  
*That's a short-term rental. Don't forget to register it!*



Are you renting out your property for the holidays? That's a short-term rental and must be registered with the City.  
Register your property today at [dallas.munirevs.com](http://dallas.munirevs.com)

**RENTING OUT YOUR HOME FOR THE HOLIDAYS?**  
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