



Department of

**CITY PLANNING**

# Short-Term Rental Overview

# Purpose

The City of Atlanta Short-Term Rental Ordinance, Ordinance No. 20-O-1656, established a legal process whereby residents may be authorized to rent or allow their tenant to rent, their primary residence to short-term visitors, called “home-sharing.”

Short-term rental owners should be held accountable for setting expectations of the community standards for the public safety and general welfare of the City of Atlanta.

Atlanta desires to strengthen and perpetuate the identity and other benefits neighbors derive from being members of their specific communities.



# Current Legislative Requirements

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The Short-Term Rental Ordinance (Ordinance No. 20-O-1656) requires agents or hosts, who wish to engage in short-term rentals, to apply for a license with the City and post their City of Atlanta short-term rental license (STRL) on all advertisements. Hosts must adhere to all requirements and use the online portal to apply.



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# Short-Term Rental Metrics

# SHORT-TERM RENTAL LICENSES APPLICATIONS

since March 1, 2022

1,722

received\*

1,713

reviewed

226

denied

1,115

issued

372

revisions required

7

revoked

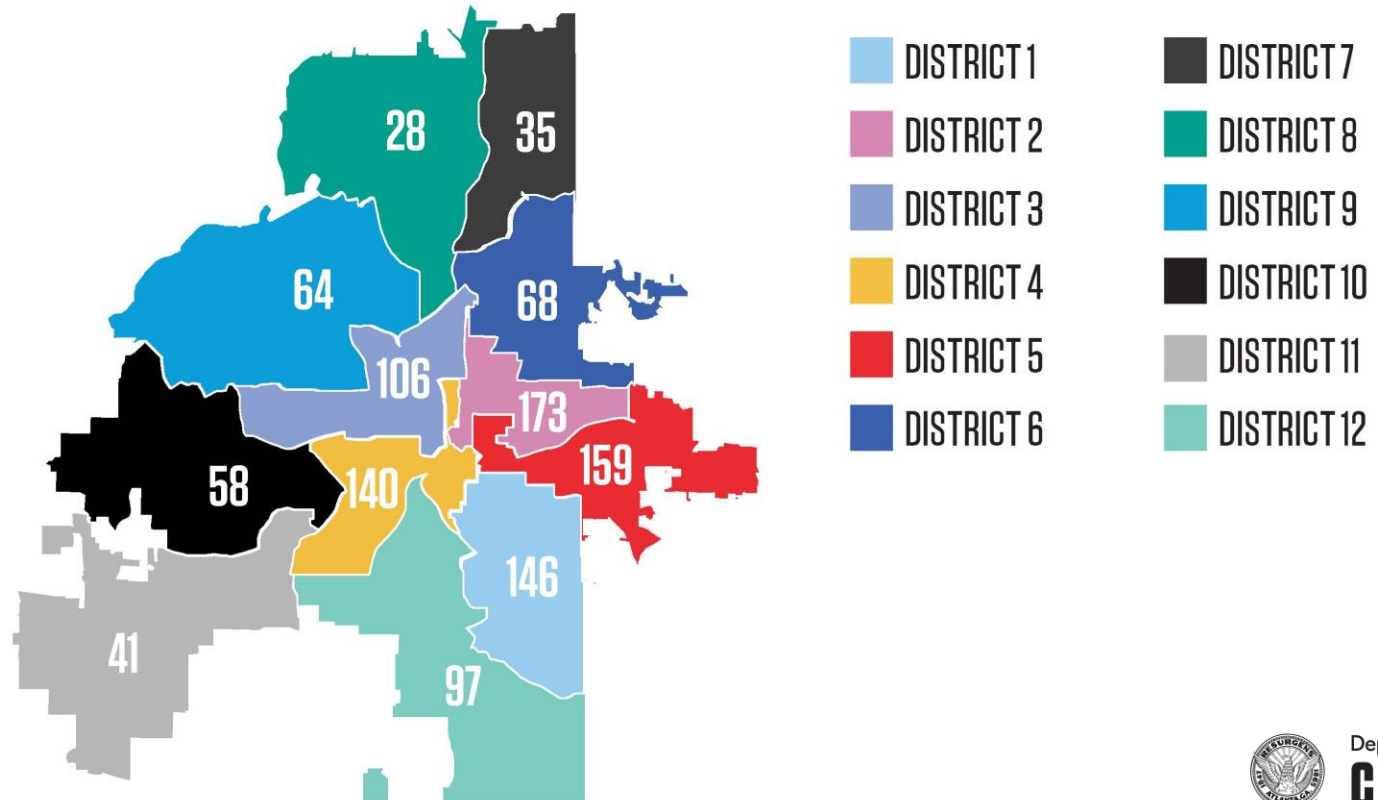
2

pending review

\*Applications received may not reflect the number reviewed due to the order of receipt, SLAs, revisions, and other delays

## LICENSES ISSUED BY COUNCIL DISTRICT

since March 1, 2022





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# Short-Term Rental Enforcement

# Enforcement

## Atlanta Police Department

01

Atlanta Police Department (APD) is responsible for the enforcement of violations at STR units that have an active STRL.

02

APD shall maintain a record of all violations of City code occurring at or relating to a short-term rental unit.

03

When a short-term rental agent has accumulated three violations for the same property, the city shall revoke any pending licenses and reject all applications for that particular property for a period of 12 consecutive months.



# Enforcement

## Department of City Planning

01

If a STRL has not been obtained, violations will be enforced by Zoning Enforcement.

02

A correction notice will be issued to STR operators that are not in compliance. If operations continue after issuance of the correction notice, a citation will be issued.

03

Hosting platforms are also required to provide information to aid in the enforcement and removal of illegal listings.

04

Submit complaints to [CodeBustersDCP@AtlantaGA.GOV](mailto:CodeBustersDCP@AtlantaGA.GOV) or [STR@AtlantaGA.GOV](mailto:STR@AtlantaGA.GOV).

05

Granicus Address Identification and Host Compliance software.





govService

# Host Compliance

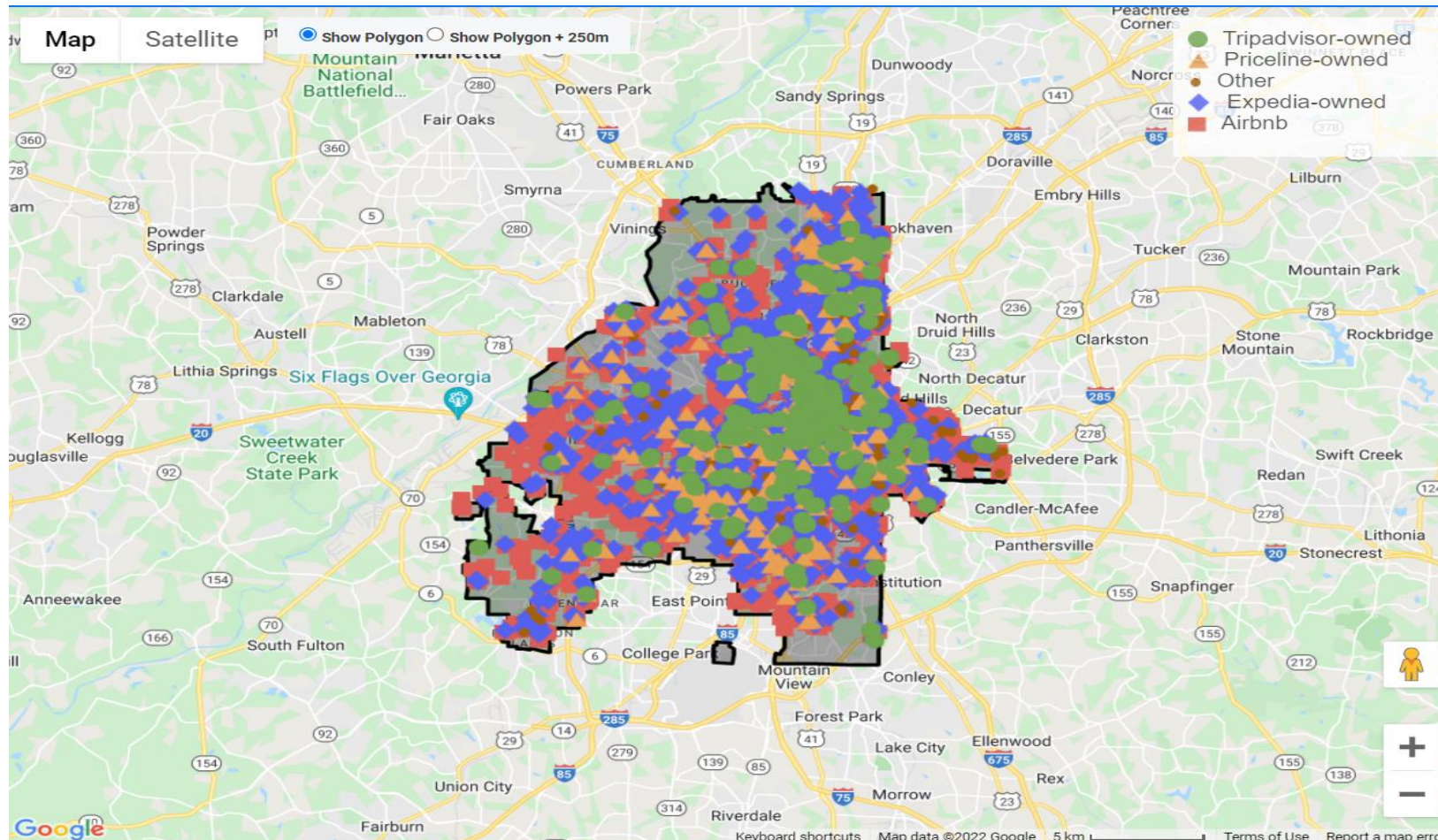
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Atlanta

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...and in Atlanta we have identified 10,852 listings, representing 8,794 unique rental units\*

### Short-term rentals in Atlanta as of Feb 2023



\* Granicus Host Compliance's pricing is based on the count of listings and rental units that would need to be analyzed and monitored for compliance. In terms of listings, this number is 11,067 as we will expand our search area by several hundred yards beyond the borders of Atlanta to capture all relevant listings. Source: Granicus Host Compliance Proprietary Data

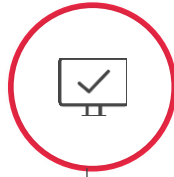
# govService **Host Compliance**

Workflow | Approvals

Compliance Monitoring



Permitting & Registration



Tax Collection



24/7 Hotline



Rental Activity Monitoring



Consulting Services




**Address Identification**

Communications

 Resident

 Visitor

 Business

Data & Analytics | Professional Services

# govService **Host Compliance**



Address Identification

Automated monitoring of 70+ STR websites and online dashboard with complete address information and screenshots of all identifiable short-term rentals.



Compliance Monitoring

Ongoing monitoring of STRs for zoning and permit compliance coupled with systematic outreach to illegal short-term rental operators.



Permitting & Registration

Online forms and back-end systems to streamline the registration process and capture required documentation, signatures and payments electronically.



Tax Collection

Make tax reporting and collection easy for hosts and staff to submit and review online.



24/7 Hotline

Make it easy for neighbors to report, prove, and resolve non-emergency short-term rental related problems in real-time, any day, at any hour.



Rental Activity Monitoring

Estimate occupancy or rental revenue for each property and identify audit candidates who are under-reporting on taxes or exceeding occupancy regulations.



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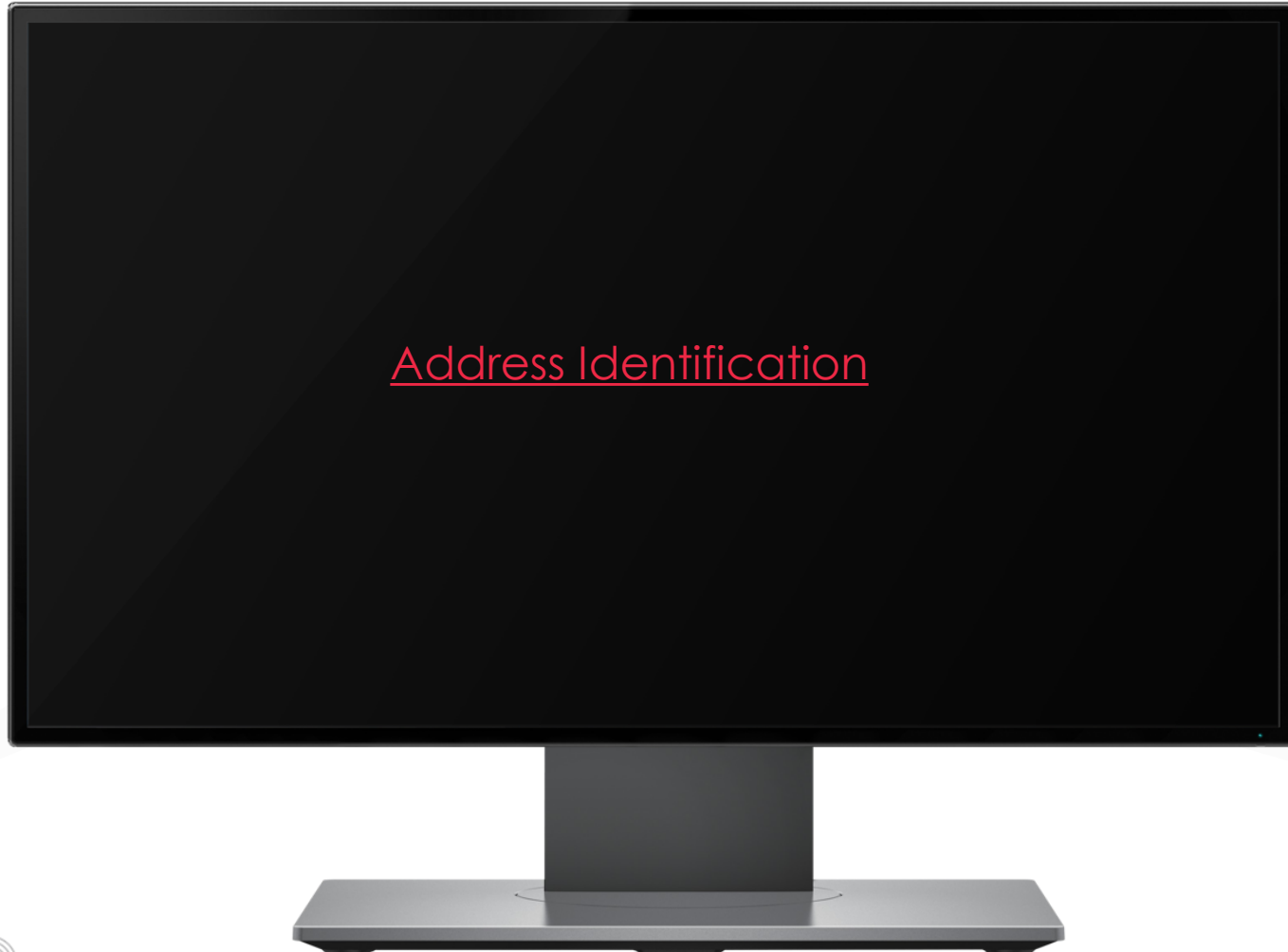
# Address Identification

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# Address Identification



VIDEO  
DEMONSTRATION

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# Compliance Monitoring

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# Compliance Monitoring



Compliance Monitoring/Letters

VIDEO  
DEMONSTRATION





# APPEALS PROCESS



The COO has designated the Commissioner of the Department of City Planning as the designee for appeals. All inquiries regarding your appeal should be directed to the Commissioner of the Department of City Planning office at (404) 330-6070.

- Customer submits an Application for Appeal of a Denied Short-term Rental License document to STR-appeal@atlantaga.gov.

*(Email will go live on the STR enforcement date)*

- Customer will receive a response stating that their appeal was received.
- The Commissioner of the Department of City Planning will provide a response to the applicant regarding their appeal within 30 days.
- All request for a hearing is made to the Department of City Planning within at least five (5) days after receipt of the notice of appeal. Hearing will be scheduled within five (5) business days after receipt of the request for a hearing.
- The Commissioner of the Department of City Planning shall issue a written determination within one (1) business day thereafter, which determination shall affirm or reverse the original decision.



# Proposed Legislative Requirements

*An overview of the amended Ordinance No. 23-O-1084, introduced by Councilmember Antonio Lewis*

Eliminate primary residence requirement

Every dwelling unit must have its own license. The STRL fee is \$150.

## Rules for Single Family Structures

- Single family and two family buildings or structures, including any accessory structures may be located within 2,000 feet of another short-term rental.

## Rules for Multi-family Structures

- Single multi-family buildings or structures with three to twelve units shall not have more than 33% of its units used as short-term rentals.
- Single multi-family buildings or structures with thirteen or more units shall not have more than 15% of its units used as short-term rentals.

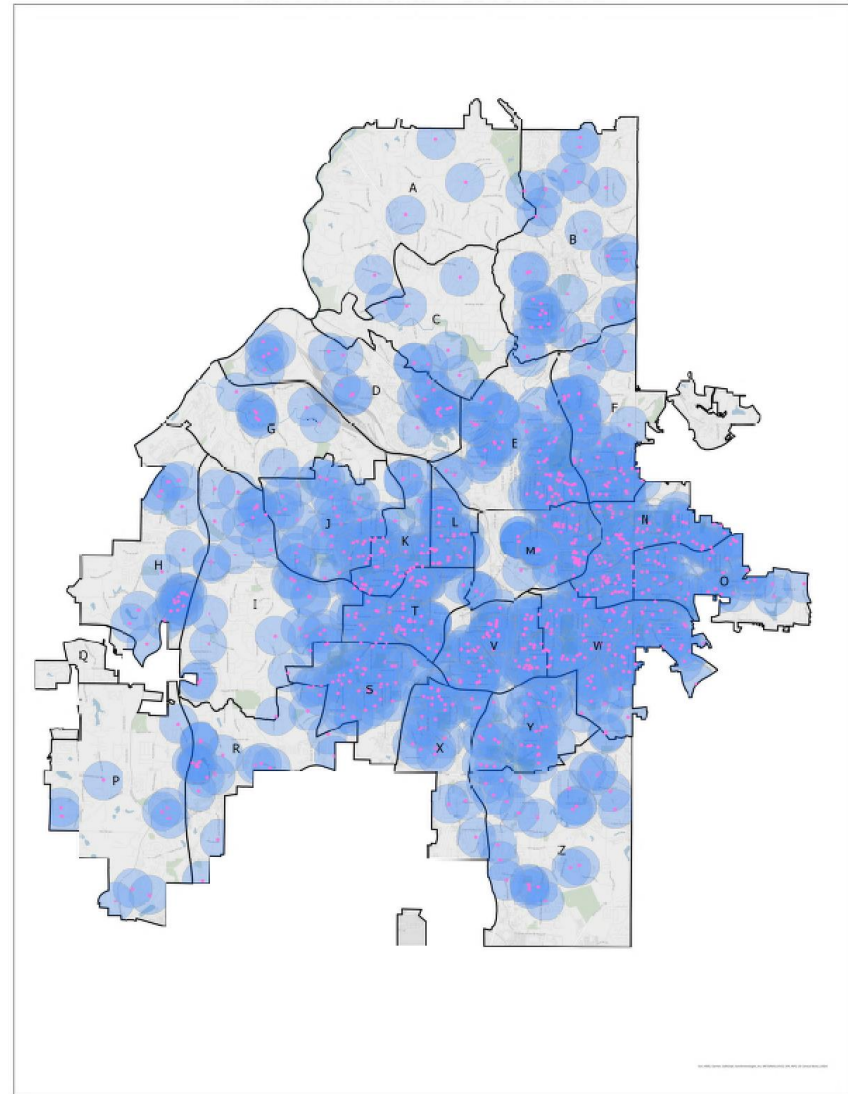
Multi-family buildings or structures (excluding condominiums) must obtain a short-term rental license.

Applications that do not include the necessary paperwork will be terminated after 180 days.



# Buffer Map

Short-Term Rental - 2000 ft Buffer



*Short-Term Rental*

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*Thank you*

— For your attention

[str@atlantaga.gov](mailto:str@atlantaga.gov)

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404-546-7990

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**DCP**