

Short-Term Rentals Frequently Asked Questions

1. What is a short-term rental (STR)?

A short-term rental (STR) is the rental of a dwelling or a portion thereof, by the owner to another person or group of persons for occupancy, dwelling, lodging or sleeping purposes for a period of less than thirty (30) consecutive calendar days.

2. Are STRs allowed in Burbank?

STRs are not allowed in Burbank because they are not listed as a permitted use in the City's Zoning Code.

3. What is staff proposing for STRs?

Staff is proposing to regulate and allow STRs to operate in Burbank. The summary of staff's proposal is posted below these questions.

4. If City Council approves an STR regulatory program allowing STRs, what does this mean for those currently operating STRs?

- Anyone operating an STR who is not a primary resident of the dwelling unit they are renting out must cease operations.
- Anyone who is a primary resident of the dwelling unit they are renting out must apply for a business license with the City. To obtain the business license, the host must meet the eligibility requirements outlined below, and must meet the requirements outlined in the proposed regulations, such as obtaining general liability insurance and having working smoke and carbon monoxide detectors.
- Staff anticipates a four-month implementation timeline for this ordinance. Staff will use this time to identify and reach out to STR users to onboard them into the program.
- Once they receive a business license, a host will need to regularly submit transient occupancy tax (TOT) to the City. This is the City's hotel tax, which is paid by guests staying in Burbank. Guests at STRs would pay TOT to the hosts, who would act as a pass through to the City.
- The City will begin enforcing these regulations. Hosts not registered with the City will be subject to fines (see below), and hosts who are registered with the City but violate noise, trash, or parking regulations will also be subject to fines.

5. What are the eligibility requirements if approved?

Hosts must be the primary residents of the dwelling units they are renting out. Hosts may rent out their properties in the residential zones of Burbank (R-1 through R-4). Renters may become hosts if they have written permission from their landlord. Accessory dwelling units (ADU) are not permitted to be used as STRs, as ADUs were prohibited from being used as STRs by the City Council in 2020.

6. How are STRs currently enforced?

STRs are presently enforced through complaints. Once a complaint is submitted, staff will investigate the complaint via internet research and reach out the homeowner to resolve the issue. Staff resolved the complaints received but cannot identify any other STRs operating in Burbank due to technical and staff resources constraints.

7. How will the City enforce these proposed rules?

The City plans a multifaceted approach to enforcing the proposed regulations that moves the City from reactive enforcement to more proactive enforcement. If approved by City Council, staff plans to hire a third-party contractor to identify and register STRs. The third-party contractor has the technical ability and software to identify all operating STRs in a municipality. Staff will work with the third-party contractor to reach out to identified STRs and onboard them into the City's proposed business license system. This process will take a few months. Any STR operating outside of the City's business license system will be subject to fines.

Second, the City's proposed enforcement mechanisms also include new fines specifically for STR violations. They are listed below, along with provisions for suspension and revocation. Staff is also planning to hire additional staff to manage the third-party contractor and to provide additional code enforcement resources. The additional staff resources will also regularly interface with the Police Department to ensure that noise issues or disturbances of the peace committed at STRs are properly enforced through the STR fine system.

	PROPOSED REGULATIONS
STR Regulation	<ul style="list-style-type: none">• Hosts may rent their dwelling unit in whole or in part
Zones	<ul style="list-style-type: none">• Residential (R-1, R-1-H, R2, R3 and R4)
Eligible Units	<ul style="list-style-type: none">• Single-family home• Multi-family (apartments, condos, townhomes, etc.)• Use of Accessory Dwelling Unit's as STR is prohibited
Proposed Regulations	<ul style="list-style-type: none">• Primary residence required (Permanent residence for at least 8 months out of the year)• Hosted and unhosted stays allowed• Host must identify if they will be unhosted or hosted through application process• Host or host's agent must be available on-site and respond within 1 hour• A host can have a maximum of 120 days of bookings per fiscal year• Occupancy Limit: Limit 2 adults per bedroom plus 2; no more than 16 people at any given time

	<ul style="list-style-type: none"> • 1 on-site parking spaces for studio/one bedroom; 2 on-site parking spaces for two or more bedrooms
Business License Requirements	<ul style="list-style-type: none"> • Fee (Complex): <ul style="list-style-type: none"> ○ Fee for Annual License: \$286.45 ○ Fee for Application/Permit: \$201.85 • Limit: No more than 600 business licenses at any given time
Host Operating Requirements	<ul style="list-style-type: none"> • Quiet hours: 10 PM to 7 AM • No visible signs or advertisements on property • No events (weddings, banquets, etc.) • STR must be provided with smoke and carbon monoxide alarms, fire extinguishers • Must maintain general liability coverage
Fines	<ul style="list-style-type: none"> • \$1,500 - First Violation • \$3,000 - Second Violation within any one-year period • \$5,000 - Third Violation and any subsequent violation within any one-year period

8. How can I share my opinion/feedback with City Council?

You can email citycouncil@burbankca.gov.

All 5 City Council members will receive your email. You can also call during the City Council meeting and share your feedback. The phone dial number will be provided during City Council meeting.

You can also contact Nick Burant at nburant@burbankca.gov and Karen Pan kpan@burbankca.gov.