

STR Specialist

(new FTE position)

- **Administers the Short-Term Rental (STR) program including but not limited to:**
 - Manages the **STR Support Email inbox and STR calls** (average over 100-200 emails a month) (4-5 hrs. daily)
 - Review and approve **new STR licenses** (average 15-20 applications a month) (average staff time no issues 1 hr./ with application issues with data 1-3 hrs.) (i.e. 9 out of 11 applications in May 2021 had issues to troubleshoot)
 - Application data changes and updates (i.e. Property is sold, Responsible Agent info., basic contact information)
 - Owner education on **STR business management** and **outreach** (occurs daily) (40% STR new licenses have rotated since April 2020 per the REIF data -same address but different owner/property manager) (occurs daily/monthly) (average over 6-8 hrs. a week)
 - Administers **Renewal** cycle with assistance from Housing Manager and Revenue Specialist (occurs annually April 1-30, but currently takes 3 months to complete)
 - Track **Complaint STR Hotline** and follow up with CSO officers on issues to resolve issues or contact homeowner (occurs daily/monthly) (i.e. 10-15 calls per month) (staff time varies)
- **Works closely with Revenue Specialist for process efficiency**
 - Reviewing **Tax Return** Monthly Filings through Host Compliance for accuracy to confirm revenue
 - Troubleshooting with owners and property managers on amended tax filing returns (occurs daily/monthly)
 - Owner **Education and Outreach** on Tax Remittance) (occurs daily/monthly) (case by case basis is at least 1 hr. call with follow up emails)
 - Correspondence with Tax filing reminders (occurs daily/monthly) (average 6-8 hrs. a week)
- **Program Compliance**
 - Establish proactive **STR compliance program** and revamp STR Licensing Ordinance to align
 - Ordinance **enforcement** for Licensing and Taxation Code
 - Non-Compliance **letter cycle** (quarterly) (i.e. last July 2020 130 letters (due to discrepancies due to issues in data) (in June 2021 35) (typically takes 30-60 days to complete)
 - **Violations** (i.e. continued to rent without an STR license or multiple complaints on a property) (Municipal Court)
 - Tax Filing Remittance issues and **Auditing**
- **Host Compliance Software**
 - Point person to **improve** current software & research **new** software



Housing Manager

(formerly Housing Coordinator)

- Supervises the **STR Specialist** position
- Assists in the **creation and implementation of housing strategies** to achieve the Town's **housing goals** contained in the yearly Town Council Strategic Plan, the Frisco Community Plan, the Strategic Housing Implementation Plan, and other guiding documents of the Town
- Administers the Town's **housing programs**, included but not limited to employee housing, and supports **new housing initiatives** as well as assists with **housing policy development**
- Manages currently Town of Frisco **owned rental properties** including the selection of tenants, preparation and execution of leases, arrangement of rent collection, enforcement of leases, and handling tenant issues. Oversees property management and maintenance including use of contractors or town staff. 17 Units: 13 occupied by Town employees/ 4 units occupied by Ten Mile Basin employees



Community Development Director