

## OFFICE OF OPERATIONS

### NOTICE

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October 18, 2023

**TO:** All Office of Operations Personnel

**FROM:** Director, Office of Operations

**SUBJECT:** HOME-SHARING GUIDELINES – SENIOR LEAD OFFICER RESPONSIBILITIES

**PURPOSE.** The purpose of this Notice is to provide direction relative to the enforcement responsibilities of Department personnel as it relates to Home-Sharing and Senior Lead Officers (SLO).

**BACKGROUND.** On December 11, 2018, the Home-Sharing Ordinance was adopted by the City Council and became effective on July 1, 2019. On January 19, 2022, the City Council (Council File No. 14-1635-S11) instructed the Department of City Planning (DCP), with the assistance of the Los Angeles Fire Department (LAFD), Housing and Community Investment Department (HCID), Los Angeles Department of Building and Safety (LADBS), Los Angeles Housing Department (LAHD), the Los Angeles Department of Transportation (LADOT), the Bureau of Street Services (BOSS), the Bureau of Sanitation (BOS), and the Los Angeles Police Department (LAPD), to report back on the feasibility of implementing a new provision that would allow for the immediate suspension of a Home-Sharing registration when criminal activity has been determined to have occurred at a residence while being used as a Short-Term Rental (STR). An STR refers to a rental unit, rented in whole or in part, and allowing stays of 30 consecutive days or less.

As a result, Los Angeles Municipal Code (LAMC) Section 12.22 A.32, provisions were adopted which further define each City Department's responsibilities.

#### City Departments and Responsibilities

- **Los Angeles Fire Department:** Enforces fire hazards and fire safety concerns;
- **Los Angeles Department of Building and Safety:** Enforces City Code violations on properties with single-family dwellings and condominiums;
- **Los Angeles Housing Department:** Enforces City Code violations of multi-family dwellings, including single-family dwellings with an Accessory Dwelling Unit on the same property;
- **Los Angeles Department of Transportation:** Enforces parking violations;
- **Bureau of Street Services:** Enforces sidewalk and street obstructions;
- **Bureau of Sanitation:** Enforces complaints regarding refuse and litter; and,
- **Los Angeles Police Department:** Enforces noise complaints, unruly gatherings [12.22 A.32(D)(12)], and criminal activity.

“Criminal Activity” refers to any violation of the LAMC, the California Penal Code, the Health and Safety Code, the California Vehicle Code, and any other governing Agency Code for the purposes of enforcing the law while safeguarding lives and property.

**Senior Lead Officer Responsibilities**

- Senior Lead Officers are the primary liaison with online platforms (i.e. Airbnb, VRBO, etc.);
- Senior Lead Officers are the primary liaison with DCP to verify locations used as STR (DCP contacts: [Joann.Lim@lacity.org](mailto:Joann.Lim@lacity.org), [Lance.Sierra@lacity.org](mailto:Lance.Sierra@lacity.org), [Lydia.Chapman@lacity.org](mailto:Lydia.Chapman@lacity.org)); and,
- Senior Lead Officers shall maintain awareness of law enforcement incidents that take place at STR locations.

When the SLOs are aware that criminal activity has taken place at an STR location, a notification should be sent to the DCP, via E-mail to the above-mentioned DCP personnel. When criminal activity has occurred, and it is uncertain whether the property is an STR location, then the DCP should be contacted to verify the status.

The DCP maintains a 24/7 complaint hotline at (213) 267-7788 or by E-mail at [planning.home-sharing@lacity.org](mailto:planning.home-sharing@lacity.org), to report any STR concerns or complaints.

If you have any questions or require additional information, please contact the Evaluation and Administration Unit, Office of Operations, at (213) 486-6050.



ROBERT E. MARINO, Assistant Chief  
Director, Office of Operations

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