



Application Procedures Conditional Use Permit Short Term Rental

1. Obtain a survey of the property that includes driveway dimensions. Staff will use the survey to gather feedback from relevant city departments.
2. **A pre-application meeting is required.** Call 757-664-4752 or email planning@norfolk.gov for an appointment.
3. Contact the appropriate Civic League and Business Association. Attendance at a Civic League meeting or a neighborhood meeting as organized by the applicant is required as part of a complete submission.
4. Submit completed application with all required attachments including:
 - **Fee: \$1,080** check for required application fee made payable to the City of Norfolk.
 - **Physical Survey:** 8½ x 11-inch or 11 x 17-inch copy of a physical survey, drawn to scale and showing site conditions including existing structures, driveways, parking, property lines, and landscaping (see attached example).
 - **Conceptual Site Plan:** 8 ½ x 11-inch or 11 x 17-inch copy of a conceptual site plan drawn to scale and showing:
 - All proposed site improvements
 - Proposed location of trash containers
 - Proposed location of cameras
 - Drive aisles and parking with dimensions
 - Proposed trees and other landscaping
 - **Taxes:** Proof that all City taxes are current.
 - **Business Association:** Letter or copy of email from local Business Association.
 - **Civic League:** Letter from Civic League or summary of neighborhood meeting.
 - **Deliver to:**
 - Department of Planning
810 Union Street, Room 508
Norfolk, Virginia 23510
5. Staff will review application to determine completeness.
6. Staff will conduct a site visit to post notice and photograph property (Applicant does not need to be present.)

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7. Staff will advertise legal notice of application request in *Virginian Pilot*.
8. The Planning Commission will visit the site on the 2nd Wednesday of the month. (Applicant does not need to be present).
9. Prior to the public hearing, the applicant will receive conditions pertaining to the applicant's request. Please review the conditions and, if you have any questions or concerns, contact staff. Please return a signed copy of the conditions to the Planning Department acknowledging your receipt and understanding of the proposed conditions.
10. Applicant **must** attend public hearing:
 - Where: City Hall Building
11th Floor, Council Chambers
 - Time: 2:15 p.m.
11. During the Commission's hearing:
 - Applicant must register to speak prior to the 2:30 hearing start time.
 - Staff will present application and recommendation with conditions.
 - Applicant/representative may make a presentation.
 - Proponents may speak.
 - Opponents may speak.
 - Time will be provided for rebuttal.
12. The Planning Commission will make a recommendation on the application at the hearing which is forwarded to City Council.
13. After the Planning Commission public hearing, City Council will consider the request once scheduled on the City Council docket. The applicant should be present at the City Council public hearing and must register to speak by 3:00 pm the day of the meeting. To register to speak, contact the Clerk's office at 757-664-4253 or email ccouncil@norfolk.gov.
 - Where: City Hall Building
11th Floor, Council Chambers
 - Time: 6:00 p.m.
14. In accordance with *The City of Norfolk Zoning Ordinance*, construction shall begin or the use of land for which the conditional use permit has been obtained shall commence within 12 months from the adoption of the ordinance; otherwise the ordinance shall be void.



Application Conditional Use Permit Short Term Rental

Date: _____

DESCRIPTION OF PROPERTY

Address: _____

Property Type: ☐ Single-Family ☐ Multi-Family

Number of Dwelling Units: _____ Bedrooms per Unit: _____ Total Bedrooms: _____

Proposed Use: _____

Is the property currently occupied? ☐ Yes ☐ No

If yes, how many units are occupied? _____

Will the proposed Short-Term Rental be professionally managed? ☐ Yes ☐ No

If yes, provide name of company: _____

If no, attach management plan showing how all requirements will be met.

APPLICANT

Name: _____

Mailing Address: (Street) _____

(City) _____ (State) _____ (ZIP) _____

Daytime Phone Number: _____

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AUTHORIZED AGENT (if applicable)

Name: _____

Mailing Address: (Street) _____

(City) _____ (State) _____ (ZIP) _____

Daytime Phone Number: _____

PROPERTY OWNER

Name: _____

Mailing Address: (Street) _____

(City) _____ (State) _____ (ZIP) _____

Daytime Phone Number: _____

CIVIC LEAGUE – BUSINESS ASSOCIATION – HOA INFORMATION

Civic League Contact: _____

Date Meeting Attended/Held: _____

Local Business Association Contact (if applicable): _____

Date Meeting Attended/Held: _____

Home / Property / Condominium Association Contact (if applicable): _____

Date Meeting Attended/Held: _____

Ward/Superward Information: _____

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DESCRIPTION OF OPERATIONS

Date: _____

Trade Name of Business: _____

Address of Business: _____

Name(s) of business owner(s): _____

Name(s) of property owner(s): _____

Daytime Telephone Number: _____

Number of Short-Term Rental units owned within Norfolk: _____

Proposed interior and structural renovations (\$): _____

CERTIFICATION

I hereby submit this complete application and certify that both:

1. Information contained herein is true and accurate to the best of my knowledge; and
2. I consent to any electronic short-term rental hosting platform (e.g., Airbnb, VRBO, Homeaway, etc.) that I use to list the property that may be authorized by the City to operate as a short-term rental disclosing any and all information that I store electronically on a server controlled by the hosting platform for my listing, including the address of the property used as a short-term rental and dates when the property is actually booked for short-term rentals, and further acknowledge that my signature below constitutes consent under 18 U.S.C. § 2703(c) of the Stored Communications Act:

Property Owner:

Print Name: _____ Sign: _____ Date: _____

Applicant:

Print Name: _____ Sign: _____ Date: _____

Authorized Agent:

Print Name: _____ Sign: _____ Date: _____

Expectations and Standard Conditions for Short Term Rentals:

1. The property being rented for use as a Short-Term Rental is not the owner's primary residence. (Vacation Rentals Only)
2. The operation of the principal use of a Short-Term Rental Unit must be conducted in accordance with the applicable performance standards that are set forth in section 4.2 of the Norfolk Zoning Ordinance.
3. No use of the property as a Short-Term Rental Unit shall be permitted until a Zoning Certificate and business license have been issued for the property. No business license shall be issued until all the following information and documentation has been provided to the City for the subject property and the physical improvements have been made:
4. If you are found to be non-compliant with one or more of the items necessary for registration, the following penalties may apply:
 - a. First Instance: The City will issue a written notice warning of the violation, requiring corrective action within 14 days. If uncorrected at the end of this period, the violation will constitute a second instance of noncompliance.
 - b. Second instance during any two-year period, your property will be suspended from the City STR Registry for four (4) months, during which time your property shall be considered unregistered.
 - c. Third instance during any two-year period, the property shall be removed from the City STR Registry and shall be ineligible to be re-registered or otherwise authorized for use as a short-term rental unit for one (1) year.
 - d. NOTE: All Conditional Use Permits may be revoked by City Council after *any* violation.
5. Nothing in this permit shall be construed to supersede or limit contracts or agreements between or among individuals or private entities related to the use of real property, including recorded declarations and covenants, the provisions of condominium instruments of a condominium created pursuant to the Condominium Act (Va. Code § 55-79.39 et seq.), the declaration of a common interest community as defined in Va. Code § 55-528, the cooperative instruments of a cooperative created pursuant to the Virginia Real Estate Cooperative Act (Va. Code § 55-424 et seq.), or any declaration of a property owners' association created pursuant to the Property Owners' Association Act (Va. Code § 55-508 et seq.).
6. The short-term rental unit shall be made available to guests exclusively through the use of one or more online booking platforms that provide, at minimum, listing services throughout all of the United States. If the operator elects to list the property on more than one such platform, then the listing on each platform shall be identical with respect to the type of short-term rental being offered, the number of rooms available, the number of guests that may be hosted, and the areas of the property available to guests.
7. The name and phone number of a person able to be on site within 20 minutes to be contacted at any time to address emergencies or complaints about activity at the property must be provided to the City.
8. The operator shall conspicuously post on the interior and the exterior of the property a sign informing guests and neighbors of the name and phone number of an emergency contact person as well as the phone number of the City's call center for code violation complaints.
9. Proof that a fire inspection of the property has been completed and any recommended safety improvements or restrictions have been implemented for all units.

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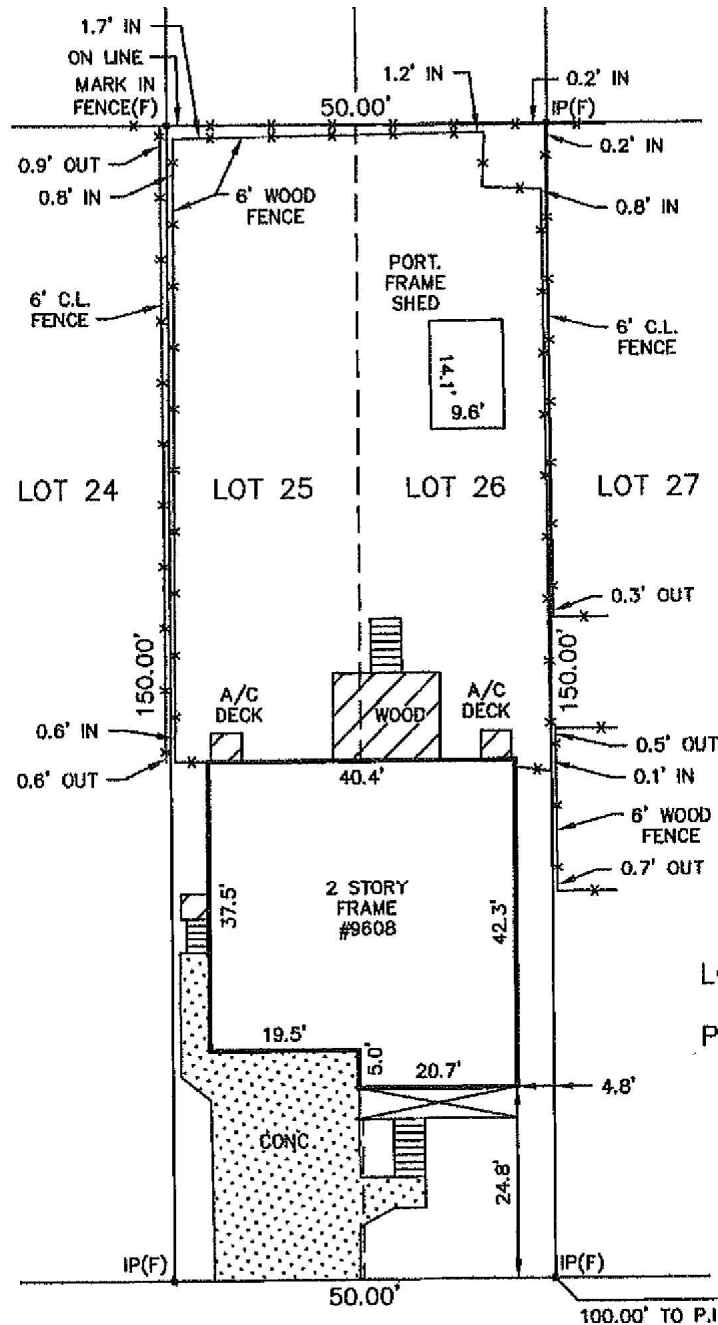
10. Inspection of the property by the City in order to verify any aspect of the application for this Conditional Use Permit.
11. Proof of liability insurance covering accidental injury to a guest on the property up to a maximum cost not less than \$1,000,000.
12. Interior decibel meters shall be installed in the home's main congregation rooms.
13. Exterior security cameras, typically one facing the front yard and one facing the backyard, shall be maintained at all times the property is rented. Recordings shall be stored for 30 days after a stay and be made available to city staff upon request.
14. The applicant shall use remote entry for all guests and shall change the access code between stays.
15. Must provide off-street, paved parking spaces for guests. Parking on unimproved surfaces or City property is prohibited. The operator shall inform every guest, promptly upon booking a stay, that parking on any unimproved surface is not permitted.
16. The property's trash bins shall be shielded from public view; they shall either be stored out of sight or enclosed with a solid fence at least four feet high.
17. The property owner shall ensure that the site is kept free of debris and trash at all times. The property shall remain compliant with Section 42 of Norfolk City Code.
18. The operator shall make the property available for inspection upon reasonable advance notice given to the named emergency contact person by any law enforcement officer at any time between 7:00 a.m. and 11:00 p.m., seven days a week.
19. The operator shall maintain records of all stays, including names of each guest, dates of stays, and lengths of stays for each short-term rental of the property.
20. The maximum occupancy of all guests is two (2) for each bedroom being provided.
21. The operator shall not allow boarders.
22. The operator and owner shall remain current on all transient occupancy taxes, business personal property taxes, and other local taxes which may become due while each property is being offered for short-term rentals. Business Licenses are renewed annually through the Commissioner of the Revenue.
23. The operator shall maintain the building and grounds in a safe and serviceable condition at all times. All landscaped areas shall be kept free of litter and debris at all times and the vegetative materials shall be tended in a healthy growing condition and replaced as necessary.
24. The operator shall include quite hours in compliance with Section 26 of City Code in the 'House Rules'
25. Coastal Properties will post a copy of the 'Beach Rules' for guests.
26. The Conditional Use Permit will expire in 2 years.

Important: Please note that, based on recommendations from other city departments, additional conditions may be required. These may include but are not limited to the addition, modification, or removal of existing landscaping, sidewalks, and/or driveways.

Name of Applicant: _____

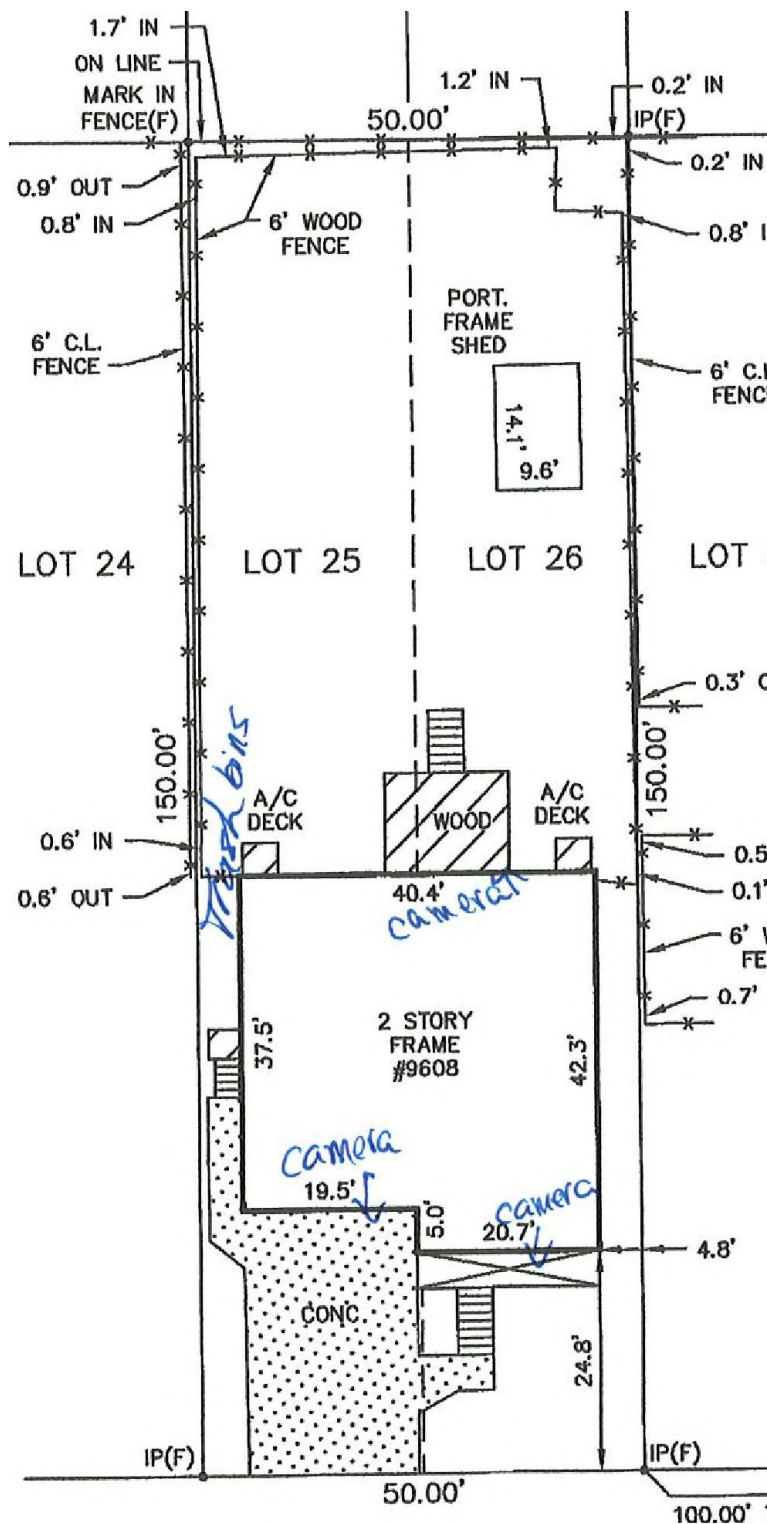
Signature of Applicant: _____

EXAMPLE - Survey



EXAMPLE - Conceptual Site Plan

(required for camera location, trash location, improvements)



Conditional Use Permit Checklist

Conditional Use Permit Disclosure Statement

Applicant Disclosure

Applicant Name: _____

Is the Applicant a corporation, partnership, firm, business, trust, or other entity? ☐ Yes ☐ No

If yes, list the names of all officers, directors, members, trustees, etc. (Attach list if necessary):

If yes, list the businesses that have a parent-subsidary or affiliated business entity relationship with the applicant as defined under VA. Code § 2.2-3101 (attach list if necessary):

How many Norfolk Short-Term Rental Units are managed through the above corporate structure? _____

Does the applicant have any knowledge of any conflict of interest, either in fact or potentially perceived between this application and any City of Norfolk official or employee?

☐ Yes ☐ No

If yes, what is the name of the official or employee: _____

Applicant Signature

I certify that all the information contained in this Disclosure Statement is complete, true, and accurate. I understand that I am solely responsible for ensuring this information is up to date at the time of the issuing of any Conditional Use Permit.

Applicant Signature: _____

Print Name and Title: _____

Date: _____

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Property Owner Disclosure

Property Owner Name: _____

Is the Property Owner a corporation, partnership, firm, business, trust, or other entity?

☐ Yes ☐ No

If yes, list the names of all officers, directors, members, trustees, etc. (Attach list if necessary):

If yes, list the businesses that have a parent-subsidary or affiliated business entity relationship with the Property Owner as defined under VA. Code § 2.2-3101 (attach list if necessary):

How many Norfolk Short-Term Rental Units are owned through the above corporate structure? _____

Does the Property Owner have any knowledge of any conflict of interest, either in fact or potentially perceived between this application and any City of Norfolk official or employee?

☐ Yes ☐ No

If yes, what is the name of the official or employee: _____

Property Owner Signature

I certify that all of the information contained in this Disclosure Statement is complete, true, and accurate. I understand that I am solely responsible for ensuring this information is up to date at the time of the issuing of this Conditional Use Permit.

Property Owner Signature: _____

Print Name and Title: _____

Date: _____

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Item	Yes	No	Comments
Required application fee: First-time Applications: <u>\$1,080.00</u> Successive Applications: <u>\$355.00</u>			
Pre-application meeting with Zoning Staff (At least 3 business days prior to deadline)			
Has this proposal been coordinated with the appropriate Civic League(s) or a neighborhood meeting held?			
One 8½ x 14 inch or 11 x 17-inch scaled copy of a physical survey			
One 8½ x 14 inch or 11 x 17-inch scaled copy of a conceptual site plan			
Signature of all property owners?			
Is property in an AICUZ? Clear zone/Accident Potential Zone (APZ)/Noise zone			
Is property within ½ mile of another locality, or 3,000 feet of a military installation?			
Proof of all City taxes paid?			
Disclosure Statement Completed			

Applicant Signature: _____ Date: _____