

# Residency Verification Procedure for Primary Residence Short-Term Rental License Holders

## Purpose:

To establish a fair and just process to verify the residency of primary residence short-term rental license holders after license issuance, once concerns have formally been submitted which challenge stated residency.

## Applicability:

This procedure applies to all primary-residence short-term rental license holders within Clear Creek County subject to residency requirements.

## Process:

### 1. Concern Reported

To submit a concern, the GOVBuilt "Submit a Concern" online form can be used at <https://clearcreekcounty.govbuilt.com/report-a-concern> or email staff at [permits@clearcreekcounty.us](mailto:permits@clearcreekcounty.us). If using the submit a concern online form, enter the address of the STR property in question in the search box.

Each residency verification shall begin with a submitted concern form which must include:

- The address of the property in question
- The basis for the concern
- The name and contact information of the person submitting the concern

Anonymous concerns reported will not be investigated

### 2. Notification

Upon receipt of a valid concern, the Review Authority will notify the responsible agent and the property owner by phone and/or email. The owner will be informed they must provide proof of local residency with 30 calendar days from the date of notification.

### 3. Proof of Residency

To verify residency at the licensed property, the owner shall submit either a credit or debit card statement showing frequent purchases from the trailing three months at local businesses (grocery stores, gas stations, restaurants, ETC)

Note: Financial documents should include the property owners name, merchant name, date, and location. Redact account numbers and other non-relevant transaction details. All financial documents will be kept confidential and will be disposed of once the investigation is complete.

### 4. Review

The Review Authority will decide within 10 business days of receipt of materials whether the documents provided demonstrate local residency. A written decision will be issued to both the owner and party reporting the concern. Ordinance 19 rules of revocation notification shall be followed if applicable.

### 5. Appeals

Appeals of decisions made by the review authority that result in revocation can be made within 10 business days as outlined in Ordinance 19.

## Limitations:

To ensure fairness to property owners, a single primary-residence short-term rental property shall not be subject to multiple residency verifications as a result of a reported concern in a single 12-month period. Repeated unfound challenges may result in reported concerns from individuals being considered invalid and no investigation will take place.