

## **Part B**

### **CITY OF WEST LAKE HILLS**

#### **INSTRUCTIONS FOR APPLYING FOR A SHORT-TERM RENTAL SPECIAL USE PERMIT**

Requests for a Short-Term Rental Special Use Permit may be initiated by the owner, hereinafter referred to as “Applicant”. Only a homestead owner may apply for a short-term rental special use permit but may do so for the homestead or another property owned by the homestead owner. Only one permit will be issued per homestead, regardless of whether the permit is for the homestead or another property owned by the homestead owner.

The fee for a Short-Term Rental Special Use Permit is:

|                |       |
|----------------|-------|
| Initial Permit | \$500 |
| Renewal Permit | \$300 |
| Late Fee       | \$150 |

Fee will be paid at time of filing. Obtain Short-Term Rental Special Use Permit application forms at City Hall, 911 Westlake Drive, West Lake Hills or at [www.westlakehills.org](http://www.westlakehills.org). Phone: (512) 327-3628 – Fax: (512) 327-1863. The application must be submitted online at: <https://www.mgoconnect.org/cp?JID=253>

Contact Director of Building & Development Services, Jennifer C. Bills, at City Hall with questions or email at [jbills@westlakehills.gov](mailto:jbills@westlakehills.gov).

#### **A SHORT-TERM RENTAL SPECIAL USE MUST COMPLY WITH THE FOLLOWING:**

1. The appearance, size, density and operating characteristics of the proposed special use are compatible with the surrounding neighborhood and uses;
2. The proposed use will not have an adverse effect on the value of surrounding properties or impede their proper development;
3. The proposed use will not create a nuisance factor nor otherwise interfere with a neighbor’s enjoyment of his property or operation of his business;
4. The traffic that the proposed use can reasonably be expected to generate on existing streets will not create nor add significantly to congestion, safety hazards, or parking problems in the area, nor will it disturb the peace and quiet of the neighborhood;
5. The proposed use complies with all other applicable ordinances and regulations;
6. A special use shall be established, operated, and maintained in accordance with plans, terms, conditions and limitations contained in the approved permit;
7. A special use may be granted for a definite period of time not to exceed two (2) years;
8. A special use permit, after notice and review by the city administrator, may be revoked;
9. A Special Use Permit shall lapse if the use has not been commenced within one (1) year of the date of issuance;
10. A Special Use Permit is not transferable to a different owner or a different property; and
11. The Police Department and Code Enforcement staff will be on notice that this property is a short-term rental should this permit be granted.

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#### **Page 2**

#### **APPLICANT MUST HAVE THE FOLLOWING INFORMATION AVAILABLE BEFORE AN APPLICATION WILL BE REVIEWED BY THE CITY ADMINISTRATOR:**

- Special Use Permit Application (attached);
- Current Septic license or proof of wastewater connection (current wastewater bill);
- Any other relevant information requested by City staff;
- Proof of homestead or homestead application; and
- Designated representative form (attached).

IF A WRITTEN COMPLAINT IS FILED AGAINST THE SHORT-TERM RENTAL DURING ITS OPERATION, THE WRITTEN COMPLAINT WILL BE REVIEWED BY THE BOARD OF ADJUSTMENT FOR A DETERMINATION OF WHETHER THE WRITTEN COMPLAINT CAN BE SUBSTANTIATED. A WRITTEN COMPLAINT MAY BE SUBSTANTIATED BY THE BOARD OF ADJUSTMENT IF IT IS A COMPLAINT REGARDING THE VIOLATION OF STATE LAW, COUNTY ORDER, OR CITY ORDINANCE AND THE COMPLAINT IS SUPPORTED BY OTHER EVIDENCE SUCH AS AN AFFIDAVIT, A POLICE REPORT, OR PHOTOGRAPHIC OR AUDIO EVIDENCE. A PERMIT HOLDER WILL BE INFORMED BY THE CITY IF SUCH A WRITTEN COMPLAINT IS FILED AGAINST THE PERMIT HOLDER. IF A PERMIT HOLDER RECEIVES THREE (3) SUBSTANTIATED COMPLAINTS WITHIN A TWELVE (12) MONTH PERIOD, THE SHORT-TERM RENTAL PERMIT WILL BE REVOKED.

IF APPLICATION IS DENIED OR PERMIT IS REVOKED, THE APPLICANT MAY APPEAL THE DENIAL OR REVOCATION TO THE BOARD OF ADJUSTMENT (BOA) PURSUANT TO SECTION 38.02.008(b) OF THE WEST LAKE HILLS CODE OF ORDINANCES.

- Appeal in writing to the BOA using the form provided by the City.
- File written appeal form with city secretary.
- Include information relevant to short-term rental application, including all information and documents required for initial application.
- Pay appeal fee.

KEY ACTIONS: Key actions are: (1) Review by City administrator; and (2) Appeal to BOA if permit is denied or revoked.

**Part C**  
**SHORT-TERM RENTAL SPECIAL USE PERMIT APPLICATION**

DATE \_\_\_\_\_

OWNER NAME \_\_\_\_\_ PHONE \_\_\_\_\_

HOMESTEAD:

ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ ZIP \_\_\_\_\_

RENTAL HOME (IF DIFFERENT):

ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ ZIP \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

NUMBER OF BEDROOMS TO BE LISTED FOR RENT \_\_\_\_\_

MAXIMUM RENTAL OCCUPANCY (CALCULATE BY MULTIPLYING NUMBER OF BEDROOMS FOR RENT BY 2) \_\_\_\_\_

NAME AND CONTACT INFORMATION OF DESIGNATED REPRESENTATIVE WHO IS AVAILABLE IF AN ISSUE ARISES WITH THE USE BUT THE OWNER IS NOT AVAILABLE:

NAME \_\_\_\_\_ PHONE \_\_\_\_\_

I CERTIFY THAT THE PROPERTY IS THE HOMESTEAD OF THE APPLICANT, OR IS A SEPARATE PROPERTY OF AN OWNER WHO MAINTAINS THEIR HOMESTEAD IN THE CITY, OR THAT THE APPLICANT HAS APPLIED FOR THE HOMESTEAD EXEMPTION, AND THAT THE PROPERTY THAT IS THE SUBJECT OF THE SHORT-TERM RENTAL SPECIAL USE PERMIT APPLICATION IS COMPLIANT WITH ALL LOCAL ORDINANCES AND STATE LAWS.

\_\_\_\_\_  
SIGNATURE OF OWNER/APPLICANT

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**FOR CITY USE ONLY**

FEES PAID: \_\_\_\_\_ RECEIVED BY/DATE: \_\_\_\_\_

SEPTIC LICENSE EXPIRATION DATE: \_\_\_\_\_ WASTEWATER: ☐ GRAVITY ☐ GRINDER PUMP

PROOF OF HOMESTEAD: \_\_\_\_\_ HOMESTEAD VERIFIED: \_\_\_\_\_ CODE VIOLATIONS: \_\_\_\_\_

CITY ADMINISTRATOR ACTION: APPROVED: ☐ DENIED: ☐ EXPIRATION DATE: \_\_\_\_\_ PERMIT NO. \_\_\_\_\_

CITY ADMINISTRATOR SIGNATURE: \_\_\_\_\_

B.O.A. ACTION, IF APPEALED: \_\_\_\_\_

COMMENTS FOR THE RECORD:

**Part D**

**SHORT-TERM RENTAL DESIGNATED REPRESENTATIVE**

**KNOW ALL PERSONS BY THIS DOCUMENT** that I \_\_\_\_\_  
(owner)

have made, constituted and appointed \_\_\_\_\_  
(name of designated representative)

to be my duly authorized representative in connection with the short-term rental of the property I own at  
\_\_\_\_\_. This representative may be  
(address of short-term rental property)

reached at \_\_\_\_\_.  
(representative's phone number and address).

I do by this document constitute the above named representative as my true and lawful representative to act  
in my name, place and stead, to do and perform any act in connection with such short-term rental which I  
myself might perform or do if I was personally present.

\_\_\_\_\_  
(Owner Signature)

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Print name and address of Owner

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Address of Rental Home (if different)

Part E

CITY OF WEST LAKE HILLS  
SHORT TERM RENTAL  
GUEST INFORMATION SHEET

ADDRESS OF RENTAL: \_\_\_\_\_

NAME AND PHONE NUMBER OF OWNER: \_\_\_\_\_

NAME AND NUMBER OF REPRESENTATIVE: \_\_\_\_\_

EMERGENCY NUMBERS:

911-Police Emergency

512-539-3400—Westlake Fire Department

512-327-1195—West Lake Hills Police Department (non-emergency)

512-443-1000—Harpers Towing

512-327-3628—City of West Lake Hills

THIS PROPERTY IS: (check one)

- ☐ On a licensed septic system effective through \_\_\_\_\_ (add date). In an emergency, guests will be responsible for calling (name & number): \_\_\_\_\_
- ☐ On the City sewer system as a gravity customer and in an emergency, guests will be responsible for calling (name & number): \_\_\_\_\_
- ☐ On the City sewer system as a grinder pump customer and in an emergency, guests will be responsible for calling Crossroads Utility Services at 512-246-1400.

TRASH PICKUP DAY (TO STREET BY 7 A.M.): \_\_\_\_\_

VIOLATION OF CITY ORDINANCES CAN LEAD TO FINES AND OTHER PENALTIES FOR YOU AND THE SHORT-TERM RENTAL OWNER. ORDINANCES TO BE AWARE OF:

- NOISE: West Lake Hills Code of Ordinances Section 12.02.001. *No unreasonable loud, disturbing or unnecessary noise, this includes loud radios, musical instruments, and amplifiers, particularly during the hours of 10pm to 7am.*
- GUESTHOUSE: West Lake Hills Code of Ordinances Section 1.01.003. *An accessory seasonal dwelling located on the same lot as the principal building and use occasionally for habitation of guests but not for remuneration.*
- PARKING: Sections 16.05.063; 16.05.068. *No parking in areas listed in this ordinance, as well as in front of public or private driveways, in front of a fire hydrant, along fire zones, on sidewalks, along intersection, where a sign prohibits stopping, fire zone or in a way that obstructs the normal flow of traffic. Parking illegally could result in fines and removal of vehicle from roadway. Parking on some streets overnight is also prohibited.*
- LITTERING AND TRASH: Sections 18.05.062; 18.05.069. *All trash and debris shall be placed in trash containers. Trash containers shall not be overflowing and shall be secured correctly.*
- FIREWORKS: Section 8.02.002. *The sale or use of fireworks inside city limits is prohibited.*
- BURN BAN: *Outdoor burning is prohibited in West Lake Hills. Further restrictions apply if an outdoor burn ban is in effect. More information is available at <https://www.traviscountytx.gov/fire-marshall/burn-ban>*

These and all other city, state, and federal laws shall be observed while staying at this home.

Note: Texting, or otherwise handling a mobile device, while driving is prohibited in West Lake Hills and Austin. In West Lake Hills, use of mobile devices is prohibited on any roadway whether stopped or driving, unless being used strictly for navigation purposes.