Excise and Licenses
Inspector Division Overview
Overview of EXL Inspections Division

**Inspections Division Includes:**
- 1 Chief Inspector
- 5 License Inspectors
- 1 STR Program Coordinator

- 6 License inspectors total, including Chief Inspector.
- STR Program Coordinator also provides staff support to inspectors

- *2-3 inspector personnel dedicated to STR Division (STRD) in addition to other duties as assigned*
EXL Inspector Division broken down into 4 main duty areas:

1) **License Compliance**
   - Monitoring & tracking delinquent licensees with follow-up checks
   - Ensure compliance with liquor stores, bars, MJ establishments
   - Issue General or Violations for non-compliance

2) **New Business Inspections**
   - Facilitate new business inspections (liaison with DEH, Fire, DSD, etc.)
   - Respond to request for inspections from new businesses.

3) **Managing Posting and Noticing Requirements**
   - Facilitate proper posting and notification requirements for license hearings

4) **Responding to license complaints**
   - Respond to various complaints from 311 surrounding any and all license types
EXL Inspector Duties & Other Agency Duties:

EXL STR Division (STRD) enforcement: Unlicensed and Licensed STRs

- STR Division (STRD) receives and investigate complaints about unlicensed and licensed STRs
- STRD monitors, tracks advertisements for licensed and unlicensed STRs
- STRD investigates and issues citations for violating licensing requirements (primary residence, CO detector, rental packet, advertising w/out a license, etc.)
- Issues violations to licensees for violating license requirements, or violations to operators for operating without a license.

Enforcement of noise, trash, parties, etc. (DPD, NIS, 3-1-1, DEH)

- DPD responds to parties, loud noise, disturbing the peace calls (available 24/7).
- 3-1-1 receives trash, parking, noise, and other common neighborhood complaints (available after hours, weekends)
- NIS, DEH, and other agencies investigate 3-1-1 calls on STRs. Issue citations on existing city rules related to noise, illegal structures, trash, parking, etc.
STRD Partnership on STR Enforcement:

**STRD:**
- Monitoring ads
- Citations for unlicensed STRs
- Advertising without license
- Violating requirements of license

**Other Enforcement (DPD, NIS, 3-1-1, etc.):**
- Respond to parties, noise, disturbing the peace, etc.
- Receive trash, parking, other common neighborhood complaints

STRD tracks / monitors STR complaints, calls, and citations. Investigates, issues violations and makes recommendations to EXL Director for action on STR license

Director of EXL: Summary Authority to Suspend, Penalize, Levy Fines, or Trigger Show-Cause Hearing for STR License Revocation
Types of Violations Issued:

- **General Violations:**
  - Can be used for any violation of the licensing ordinance
  - May be up to $999 per incident for any violation

- **License Suspensions**
  - Director has summary authority to issue suspension for up to two weeks.

- **Show-Cause Hearing for License Revocation**
  - Director can hold show-cause hearing to revoke license in certain circumstances.
  - Show-cause hearing can also result in other penalties in-lieu of revocation.

- **Administrative Citations***:
  
  *Currently exploring use of Administrative Citation process, which is different form of license violation, but can possibly be mailed to property owner. Potentially more time-efficient than General Violation process. Admin citations can still be levied up to $999 per incident. Still in process of exploring tool with City Attorney’s Office.*
STRD Enforcement Scenarios:

**STR Disturbing-the-Peace**
(*noise, loud parties, etc.*)

DPD responds to call of loud noise/party, issues disturbing peace violation, or record of call/response logged internally with City.

STRD receives complaint, tracks DPD action, investigates circumstances of violation, makes recommendation to EXL Director.

Director determines licensee has repeatedly violated Denver’s Disturbing-the-Peace ordinance, suspends license 2 weeks, issues up to $999 General Violation.

**Unlicensed STR Complaint**

STRD receives complaint about unlicensed STR. Obtains address, location from caller.

Address not in STR license database. STRD investigates, finds said unit advertising without STR license number.

STRD Inspector issues $999 General Violation to party responsible for advertisement (property owner or host).

**Non-Primary Residence STR Complaint**

STRD receives complaint about STR operated out of non-primary residence.

STRD contacts licensee of unit, requests documents proving primary residence (driver’s license, voter registration, tax documents, etc.)

STRD determines documents do not demonstrate primary residence, Director suspends primary residence, initiates show cause hearing for license revocation.
EXL’s new STR Program Coordinator Duties:

- Reports to Chief Inspector
- Sifts through STR websites for licensed, unlicensed STR advertisements.
- Maintains database and Accela records of licensed, non-licensed STR units
- Fields complaints from 3-1-1 regarding STR complaints and coordinates with Inspectors on issuing violations. Sends compliance reminders and notices to STR Operators.
- Answers licensing inquiries or troubleshooting from STR hosts on licensing application
- Provides staff support to EXL for STR Advisory Committee logistics (minutes, website posting, public comment, other admin duties for STRAC)