



North Devon Council

Report Date: Strategy & Resources Committee on 5 September 2022

Topic: Operating a Considerate Holiday Let Charter

Report by: Fred Shelton

1. INTRODUCTION

- 1.1. North Devon has a vibrant holiday let market and some online platforms make it possible to let properties or rooms at short notice and for a few weeks or just a few days at a time. Homeowners are able to benefit from a new source of income whilst presenting holidaymakers with an alternative to established holiday parks, hotels and guesthouses
- 1.2. Most homeowners or operators who let on this basis do so within the law and maintain excellent standards. However, in some cases it can be unlawful (whether intended or unintended), and when poorly managed can adversely impact on the quality of life and comfort of neighbouring residents

2. RECOMMENDATIONS

- 2.1. To approve the adoption of the draft Operating a Considerate Holiday Let Charter

3. REASONS FOR RECOMMENDATIONS

- 3.1. To provide best practice guidance and advice to anyone who lets out whole properties or rooms for short-stay lettings
- 3.2. To provide information about the relevant laws that may apply to short-term holiday let providers
- 3.3. To explain the potential pitfalls of non-compliance
- 3.4. To tackle short-term holiday let nuisance issues
- 3.5. Homeowners may be persuaded to switch lets from short-stay to permanent residential

4. REPORT

- 4.1. Short-stay holiday lets are usually used differently to properties that are lived in permanently and that this can have an impact on immediate neighbours
- 4.2. Neighbours and the community affected by irresponsible short stay lets also report being affected by issues such as:
 - 4.2.1. poor waste management
 - 4.2.2. excessive noise
 - 4.2.3. reduced sense of community and security from high turnover of guests at all times of the day and night
 - 4.2.4. targeted abuse when trying to address issues, such as noise, directly with guests

- 4.2.5. sleep deprivation from homes being used as 'party venues' or by large groups of individuals. This includes outdoor noise
- 4.3. The charter aims to encourage homeowners and operators to adopt best practice and comply with the law
- 4.4. We collaborated with the UK Short-Term Accommodation Association to draft the charter which was initially based its work with Westminster City Council to produce a Considerate Nightly Letting charter
- 4.5. We consulted the North Devon & Torridge Housing Crisis Group and welcomed its positive contribution and feedback
- 4.6. We intend to contact homeowners who provide short-stay holiday lets to request that they consider switching their lets to permanent residential
- 4.7. Council tax data will be used to identify short-stay holiday lets and a copy of the operating a considerate holiday let charter will be sent to each homeowner
- 4.8. The charter will be available on our website and it may be useful supporting evidence when considering enforcement action to remedy a nuisance
- 4.9. The UK Short-Term Accommodation Association has offered to publicise the charter nationally to promote best practice and increase awareness

5. RESOURCE IMPLICATIONS

- 5.1. Apart from officer resource no significant additional resource is anticipated

6. EQUALITIES ASSESSMENT

- 6.1. Please detail if there are/are not any equalities implications anticipated as a result of this report. If so, please complete the Equality Impact Assessment (EIA) Summary form available on Insite and email to the Corporate and Community Services Team at equality@northdevon.gov.uk.
- 6.1.1. None

7. ENVIRONMENTAL ASSESSMENT

- 7.1. Please undertake an Environmental Assessment and complete the checklist (EAC) form available on Insite. If there are no environmental implications arising from your proposals please state that there are none. If after completion of the assessment there are environmental implications please provide a brief summary. If you require any further information please contact the Sustainability and Climate Change Officer. Email completed EACs to donna.sibley@torridge.gov.uk

8. CORPORATE PRIORITIES

- 8.1. What impact, positive or negative, does the subject of this report have on:
 - 8.1.1. The commercialisation agenda:
 - 8.1.1.1. Limited impact



8.1.2. Improving customer focus and/or

8.1.2.1. We hope that homeowners will be more adopt best practice.

This should reduce nuisance and negative impacts on neighbours

8.1.3. Regeneration or economic development

8.1.3.1. Part of the Council's response to tackle the housing crisis

9. CONSTITUTIONAL CONTEXT

9.1. Article of Part 3 Annexe 1 paragraph:

9.1.1. Strategy & Resources Committee

9.1.2. The adoption of the Operating a Considerate Holiday Let Charter will contribute to the Council's Housing & Community Safety Programme which has been developed to identify key housing priorities for Council.

9.2. Referred or delegated power?

9.2.1. Delegated power

10. STATEMENT OF CONFIDENTIALITY

This report contains no confidential information or exempt information under the provisions of Schedule 12A of 1972 Act.

11. BACKGROUND PAPERS

The following background papers were used in the preparation of this report: (The background papers are available for inspection and kept by the author of the report).

N/A

12. STATEMENT OF INTERNAL ADVICE

The author (below) confirms that advice has been taken from all appropriate Councillors and Officers: Fred Shelton, Senior Enforcement Officer.