

Town of Londonderry, Vermont
100 Old School Street
South Londonderry, VT 05155
802-824-3356
www.londonderryvt.org

Job Opening

Town of Londonderry STR Administrator

The Town of Londonderry, Vermont is accepting applications for the new position of Short-Term Rental Administrator. This position is responsible for the development, implementation and administration of the Town's Short-Term Rental ("STR") registration program in keeping with the Town's STR Ordinance. A full job description can be found on the Town website: www.londonderryvt.org.

Applicants are asked to submit a letter of interest, resume and required Employment Application, which can be found in the Town Forms section of the Town website. Submit documents via email to townadmin@londonderryvt.org or US Mail to: Town of Londonderry, 100 Old School Street, South Londonderry, VT 05155.

This is a part-time position of approximately 20 hours/week, without benefits but with a flexible schedule that can include remote work hours. Recruitment will continue until the position is filled, and the Town is open to hiring an individual that serves other communities in the same or similar role. The Town of Londonderry is an equal opportunity employer.

Posted 3/7/2024

Town of Londonderry, Vermont

Short-Term Rental Administrator Job Description

FLSA Status: Non-Exempt

Reports To: Selectboard

Terms of Employment: Part-time hourly position

Compensation: As determined by the Selectboard

OBJECTIVE/PURPOSE

Under the direction of the Selectboard, or its designee, the Short-Term Rental (or “STR”) Administrator will develop, implement and administer the Town’s Short-Term Rental registration program in keeping with the Town’s Short-Term Rental (“STR”) Ordinance, as adopted by the Selectboard and which may be amended from time-to-time. This position is responsible for coordination with State and local officials in the implementation of all aspects of the program, including research, inspections, enforcement.

WORK HOURS

Work hours up to an average of 29 hours per week may be conducted in an appropriate combination of in-office, on-site and remote setting as deemed necessary to effectively and efficiently address the responsibilities of the position. Attendance at meetings of the Selectboard, key staff, vendors, consultants and State representatives is required as appropriate. In general, other than attendance at meetings, the schedule for this position is self-directed and flexible.

DUTIES AND RESPONSIBILITIES

- Develop a new program for registration of Short-Term Rentals in Londonderry in fulfillment of the requirements of the Town’s new STR Ordinance.
- Research and determine the location of existing STRs in the community.
- Create and implement a communication system to effectively inform STR owners/operators in Londonderry of the existence of the STR Ordinance and the need for them to abide by its provisions, and in particular the requirement for annual STR registration.
- Review and determine completeness of annual STR registration applications, and for incomplete applications request required information from applicants, providing assistance as appropriate.
- Issue annual STR registration within 30 days of determining that an STR registration application is complete.
- Inspect and monitor STRs as necessary to determine compliance with the Town’s STR Ordinance.
- Conduct timely, appropriate and effective enforcement of the Town’s STR Ordinance.
- Coordinate with appropriate Town staff and public bodies and, if necessary, law enforcement and other emergency response agencies, to help insure effective implementation of the Town’s STR program.
- Research and stay up-to-date on STR matters and trends occurring locally, regionally and

Town of Londonderry, Vermont

Short-Term Rental Administrator Job Description

- nationally.
- Periodically update the Selectboard on STR program activities, challenges and opportunities.
- Maintain appropriate confidentiality of all items discussed with STR owners/operators and representatives.
- Remain current on software, municipal operations and terminology, and required paperwork and procedures.
- Participate in training, as needed.
- Ensures that all interactions with colleagues, Town officials and the public are respectful, courteous, and helpful.
- Complies with all Town policies and state and federal regulations.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Must develop and maintain a working knowledge of STR business practices, trends and regulatory framework.
- Must be dependable, be able to follow instructions, and be able to manage and prioritize tasks in a timely fashion.
- Must demonstrate excellent judgment, organizational, decision-making, customer service, and communication skills.
- Must maintain composure, discretion, and objectivity at all times, and interact tactfully and respectfully with all people.
- Must have the ability to work independently with minimal supervision.
- Must demonstrate good English grammar, spelling and writing skills.
- Must willingly receive and apply constructive feedback.
- Must be able to operate various types of office equipment including, but not limited to, copy/scanning machine, computer, typewriter, and telephone.
- Must be proficient in MS Office suite for computer use.
- Must be able to provide own means of transportation to attend meetings in various locations.
- Prior experience with ordinance, regulation or bylaw administration or compliance practices or similar experience is a plus.

EXPERIENCE, EDUCATION, AND TRAINING

- High School degree or GED equivalent necessary, with college degree preferred.
- Demonstrated experience working with municipal and/or State regulations and/or agencies is required.
- At least two years of work in a collaborative office setting is helpful.

TOOLS/TECHNOLOGY

- As necessary, must demonstrate computer literacy that includes: word processing, email, data entry, spreadsheet work, online training, etc.

Town of Londonderry, Vermont

Short-Term Rental Administrator Job Description

PHYSICAL AND MENTAL DEMANDS

- Must be able to communicate clearly.
- Must be able to evaluate and solve problems associated with work tasks and environment.
- Must demonstrate excellent judgment and quick reaction time to prevent accidents and respond appropriately in the event of an emergency.
- Must be able to read, comprehend and follow written and verbal directions and instructions.
- While performing the duties of this job, the employee is regularly required to sit, see and hear.
- The employee is frequently required to demonstrate manual dexterity to write, operate computers and office machinery/equipment.
- The employee will occasionally speak, walk, and stand and lift up to 20 pounds.
- Travel to various work sites may be required on occasion.
- Specific vision abilities required by this job include close vision, distance vision, depth perception, and the ability to adjust focus.
- The employee is required to be able to hear conversations in quiet to loud environments. The employee must be able to meet deadlines with statutory and administrative time constraints.
- The noise level in the Town Office work environment is usually quiet.

WORK ENVIRONMENT/CONDITIONS

- Most work occurs at the Town Office (for in-person meetings) and in a home office or other remote location (for remote viewing of meetings and meeting follow-up efforts) as appropriate and necessary.
- Works with a minimum of supervision with a high level of accuracy and attention to detail, requiring the ability to independently complete assigned tasks in accordance with the given deadlines.
- Has contact in person and by phone or video connection with Town public bodies and staff, as appropriate.

DISCLAIMERS

- The above information is intended to describe the general nature of this position and is not to be considered a comprehensive statement of duties, activities, responsibilities and requirements. Additional duties, activities, responsibilities, and requirements may be assigned, with or without notice, at any time.
- This job description is not an employment contract nor is it a promise of work for any specific length of time.

EQUAL EMPLOYMENT OPPORTUNITY

The Town of Londonderry, Vermont is an Equal Employment Opportunity employer.

* * *

TOWN OF LONDONDERRY EMPLOYMENT APPLICATION

We consider applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, marital status, sexual orientation, or any other legally protected status. We are an equal opportunity employer.

APPLICANT INFORMATION (PLEASE PRINT)			
Last Name	First	M.I.	Date
Street Address		Apartment/Unit #	
City	State	ZIP	
Phone	E-mail Address		
Date Available	Social Security No. * N/A *	Desired Salary	
Position Applied for			
Are you a citizen of the United States?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If no, are you authorized to work in the U.S.? YES <input type="checkbox"/> NO <input type="checkbox"/>
Have you ever worked for this company?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If so, when?
Have you ever been convicted of a felony?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	If yes, explain
(Conviction will not necessarily disqualify an applicant from employment.)			
If you are under 18 years of age, can you provide required proof of your eligibility to work?			
Are you currently employed?	May we contact your present employer?		
When would you be available for work?	Are you available to work full-time or part-time?		

EDUCATION			
High School		Address	
From	To	Did you graduate? YES <input type="checkbox"/> NO <input type="checkbox"/>	Degree
College		Address	
From	To	Did you graduate? YES <input type="checkbox"/> NO <input type="checkbox"/>	Degree
Other		Address	
From	To	Did you graduate? YES <input type="checkbox"/> NO <input type="checkbox"/>	Degree

REFERENCES	
<i>Please list three professional references.</i>	
Full Name	Relationship
Company	Phone
Address	
Full Name	Relationship
Company	Phone
Address	
Full Name	Relationship
Company	Phone
Address	

PREVIOUS EMPLOYMENT (MOST RECENT FIRST)			
Company		Phone	
Address		Supervisor	
Job Title	Starting Salary	\$	Ending Salary \$
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			
Company		Phone	
Address		Supervisor	
Job Title	Starting Salary	\$	Ending Salary \$
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			
Company		Phone	
Address		Supervisor	
Job Title	Starting Salary	\$	Ending Salary \$
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			

DISCLAIMER AND SIGNATURE (APPLICANT'S STATEMENT)	
<ul style="list-style-type: none"> • I certify that my answers are true and complete to the best of my knowledge. • I authorize investigation of all statements contained in this application for employment as may be necessary in arriving at an employment decision. • This application for employment shall be considered active for a period of time not to exceed 45 days. Any applicant wishing to be considered for employment beyond this time period should inquire as to whether or not applications are being accepted at that time. • I hereby understand and acknowledge that, unless otherwise defined by applicable law, any employment relationship with this organization is of an <i>at will</i> employment relationship with or without cause. It is further understood that this <i>at will</i> employment relationship may not be changed by any written document or by conduct unless such change is specifically acknowledged in writing by an authorized executive of this organization. • In the event of employment, I understand that false or misleading information given in my application or interview(s) may result in discharge. I understand, also, that I am required to abide by all rules and regulations of the employer. 	
Signature	Date

ORDINANCE TO REGULATE THE OPERATION OF SHORT-TERM RENTALS
Town of Londonderry, Vermont

ARTICLE 1. AUTHORITY. Under authority granted in 24 V.S.A. § 2291(29) and 24 V.S.A. § 1971 *et seq.*, and other such general enactments as may be material hereto, it is hereby ordained by the Selectboard of the Town of Londonderry that the following civil ordinance requiring the annual registration of all short-term rentals operating within the town (which may also be referred to as the "Short-Term Rental Ordinance") is adopted for the Town of Londonderry, Vermont.

ARTICLE 2. PURPOSE. The purpose of this Ordinance is to promote and protect the public health, safety, welfare, and convenience of the town, to preserve residents' rights to quiet enjoyment of homes and properties, and to ensure the safety of occupants of short-term rentals. The Londonderry Selectboard hereby find that unregulated short term (i.e., less than 30 day) transient occupancy of dwelling units in residential neighborhoods presents a threat to the public welfare relating to compatibility with residential uses and preservation of the character of the neighborhoods in which they are located, and to the availability of housing stock in the town. Unregulated short-term rentals have negative secondary effects on residential areas, with such areas experiencing heightened adverse impacts from parking, garbage, noise and outdoor/nighttime activities. These negative effects, when left unchecked, injure and degrade the community as a whole and constitute a public nuisance. The purposes of this Ordinance are: (a) to balance the desire of property owners to rent their residential properties to short term rental guests for compensation against the desire of residents to preserve the traditional peace and quiet of their residential neighborhoods; (b) to preserve and protect residential neighborhood character and livability from the nuisance impacts that are often associated with short term rentals; (c) to limit or prevent long term rentals from being replaced with short term rentals; (d) to ensure the safety of occupants of short term rentals and the well-being of the community; and (e) to promote the public health, safety and welfare of the Town, its residents and visitors.

ARTICLE 3. DEFINITIONS

- A. "Operator" means a person who operates or manages a short-term rental. The operator/person shall be defined as an individual, a married couple, one or more family members living in the same household, a corporation, a partnership, or Limited Liability Company ("LLC") or other LLCs with overlapping members, all of which shall be deemed an operator, but which shall exclude from the definition any tenant or lessee of a lease.
- B. "Short-term rental" or "STR" means a dwelling unit rented to the transient, traveling, or vacationing public for a period of fewer than 30 consecutive days and for more than 14 days per calendar year, and is either:
 - 1. "Hosted" meaning a room or group of rooms located within an Operator's primary residence or an accessory dwelling or cabin on the premises of the Operator's primary residence; or,

2. “Unhosted” meaning a furnished house, condominium, apartment, or an accessory dwelling or cabin that is not the Operator’s primary residence or located on the premises or property of the Operator’s primary residence.
- C. “Dwelling unit” means a room or rooms connected together containing cooking, sanitary and sleeping facilities that constitute a separate, independent housekeeping establishment. It shall include prefabricated modular units and mobile homes, but shall not include a motel, boarding house, shelter or similar structure.
- D. “STR Administrator” means a person or persons designated by the Selectboard of the Town of Londonderry to administer and enforce this Ordinance.
- E. “Bed and Breakfast”, “Boarding House”, “Motel” and “Inn” shall have the same definitions as contained in the Town of Londonderry Zoning Bylaw as amended from time to time. This Short-Term Rental Ordinance shall not apply to Bed and Breakfasts, Boarding Houses, Motels and Inns which have zoning permits issued pursuant to the Town of Londonderry Zoning Bylaw and Ordinance.
- F. “Lot” means a parcel of land undivided by any street or road, and occupied or to be occupied by only one primary structure or principal use and the accessory buildings or uses customarily incidental to such structures or uses. A lot shall be of sufficient size to meet minimum zoning requirements for use, coverage and area, and to provide such yard and other open spaces as are herein required. Such lot shall have frontage on an improved public street, or other means of access approved by the Planning Commission. In no case shall the division or combination of land result in the creation of a parcel which does not meet the requirements of this Bylaw.

ARTICLE 4. SHORT TERM RENTAL REGISTRATION.

- A. The short-term rental of a dwelling unit requires the annual issuance of a Short-Term Rental Registration from the STR Administrator. A person shall not commence the use of a dwelling unit as a short-term rental unless and until the STR Administrator issues the requisite Short-Term Rental Registration.
- B. Any application made by a person other than a single individual must detail the other members of any Corporation, LLC, or Partnership (“Common Ownership”), and any out-of-state entity must provide a valid and current copy of the articles of organization for the entity.
- C. All STRs must be offered via an STR rental platform to satisfy any reporting requirements and the payment of any municipal, state and federal taxes. The operator must also have a Vermont Meals and Rooms Tax account and post the number on any advertisements for the STR.
- D. Operators of three or more STRs must show proof of registration with the Corporations Division of the office of the Vermont Secretary of State.
- E. The dwelling unit overnight capacity of a short-term rental shall be a maximum of two occupants for every bedroom indicated in the Town Listers property database for the

dwelling unit, plus an additional two occupants. For example, a three-bedroom dwelling unit shall have a dwelling unit capacity of eight persons ((3 bedrooms X 2) + 2) when used as a short-term rental. An owner shall not advertise or permit occupancy by more than the capacity set forth in this section.

- F. An operator shall provide the following information in an application for Short-Term Rental Registration for dwelling units with an occupancy of 8 or less, on a form provided by the Town:
1. The number of bedrooms to be rented and the requested dwelling unit capacity to be approved in the Short-Term Rental Registration.
 2. The Operator's name, mailing address, email, and a cell phone number or other number (such as a property management company) that will be answered 24 hours a day during the time that the short-term rental unit is being rented.
 3. The property owner's and, if applicable, tenant's name, address, phone number, email, date of birth, driver's license and license state, and military status (active or not), and if the owner is a corporation, the registered corporate agent and president of the corporation and their name and address, and if the owner is a partnership, the registered partnership agent and the names and addresses of the general partners (information that is needed to enforce a municipal complaint before the Judicial Bureau).
 4. Property owners who are not in residence at the property the entire time it is being rented shall designate and provide the name and contact information of a designated agent located in Windsor, Bennington or Windham Counties who shall be responsible for responding to emergency situations occurring at the Short-term rental dwelling unit.
 5. The Posting of Contact Information required by 18 V.S.A. § 4467 within the Short -term rental dwelling unit.
 6. The education materials required by 18 V.S.A. § 4468(a), including without limitation the self-certification form pertaining to health and safety precautions that Operators must take into consideration prior to renting a dwelling unit required by 18 V.S.A. § 4468(b).
 7. Confirmation of liability insurance of not less than \$1,000,000 to cover each short-term rental unit, unless such short-term rental is offered through a hosting platform that maintains equal or greater coverage, and that the liability insurance policy that covers the dwelling unit extends bodily injury and property damage insurance coverage that occurs during or as a result of the use of the dwelling unit as a short-term rental.
 8. Proof, satisfactory to the Town, that the Operator has obtained and performed all necessary licensing and registrations with the State of Vermont Department of Health, Division of Fire Safety and Department of Taxes necessary to operate a Short-term rental. A short-term rental is a "public building" as defined by 20 V.S.A. § 2730, subject to inspection and regulation by the Vermont Division of Fire Safety. An owner shall provide to the STR Administrator proof of satisfactory inspection results for the most recent inspection required by the Vermont Division of Fire Safety prior to the first

- occupancy by an occupant as defined in this Ordinance, and with each annual registration of the short-term rental.
9. Annually, beginning with the first renewal of said registration, the Operator shall file with the Town an accounting/printout of the total number of days the property was rented on a short-term basis during the previous year. Failure to submit said accounting/printout will result in the renewal registration being denied.
- G. An application for Short-Term Rental Registration, for dwelling units with a capacity of greater than 8 occupants, shall require compliance with subsection D above, plus the following:
1. Confirmation that the septic capacity is at least equal to the requested short-term rental dwelling unit capacity. This shall be evidenced by a) a valid State of Vermont Wastewater and Water Supply Permit for the property for dwelling units or wastewater and water supply systems constructed, modified or occupied after June 30, 2007, OR, b) a local zoning or septic permit for dwelling units constructed before July 1, 2007 indicating the number of bedrooms permitted, OR, c) by the number of bedrooms indicated in the listers property database if a local zoning or septic permit does not exist for dwelling units constructed before July 1, 2007.
 2. An inspection report with occupancy approved from the State of Vermont Division of Fire Safety for the requested short-term rental dwelling unit capacity.
- H. No registration for the short-term rental of a dwelling unit shall be issued unless the applicant has complied with subsection D above (for dwelling units with an occupancy of 8 or less) or has complied with subsection E above (for dwelling units with a capacity of greater than 8 occupants).
- I. Short-Term Rental Registrations shall expire on June 30 of each year and require renewal to continue use of a dwelling unit as a short-term rental. In the event that a property for which a Short-Term Rental Registration has been filed is transferred or conveyed to a new property owner, the new owner/operator shall file a new application for a new Short Term Rental registration.
- J. The number of lessees, guests, or other persons using a dwelling unit pursuant to the short-term rental lease or other agreement with the Operator shall not exceed the approved dwelling unit capacity on the Short-Term Rental Registration.
- K. This occupancy standard is for overnight guests and is not intended to unreasonably limit visitors to the property.

ARTICLE 5. FEES. A fee shall be paid to the Town of Londonderry with the submission of any Short-Term Rental Registration application or annual renewal, regardless of date of registration. The fee shall be in an amount as determined by the Selectboard which may, from time to time, modify this fee and may establish and adopt other fees related to the administration and enforcement of this Ordinance, and may incorporate all such fees into a duly adopted fee schedule.

ARTICLE 6. RESERVED.

ARTICLE 7. ENFORCEMENT. A short-term rental shall be made available by the owner for inspection within one week of a request by the STR Administrator. Any person who violates a provision of this Ordinance shall be subject to a civil penalty of up to \$800 per day for each day that a violation continues. Each day the violation continues shall constitute a separate offense. The STR Administrator and the Londonderry Zoning Administrator, along with the Selectboard and Town Administrator, shall all be designated and authorized to act as Issuing Municipal Officials to issue and pursue complaints before the Judicial Bureau, or other court having jurisdiction.

ARTICLE 8. WAIVER FEES. An Issuing Municipal Official is authorized to recover waiver fees, in lieu of a civil penalty, in the following amount, for any person who declines to contest a municipal complaint and pays the waiver fee:

	1 st Offense	2 nd Offense	3 rd Offense	4 th Offense
Waiver fee for advertising a property for short-term rent (online or offline) without first having obtained a permit or complying with local listing requirements.	\$125 per day	\$250 per day	\$500 per day	\$650 per day plus revocation for twelve months before a new Short-Term Rental Registration application may be submitted. The revocation can be appealed.
Waiver fee for all other violations.	\$150 per day	\$350 per day	\$600 per day	

Offenses for the purpose of calculating waiver fees shall be counted on a twelve-month basis, beginning on July 1 and ending on June 30 of each year. An Issuing Municipal Official shall have authority to issue a written warning, without recovering a waiver fee, for any First Offense violation. In such instance, the written warning shall be counted as a First Offense for calculating annual offenses.

ARTICLE 9. PENALTIES. An Issuing Municipal Official is authorized to recover civil penalties in the following amounts for each violation:

	1 st Offense	2 nd Offense	3 rd Offense	4 th Offense
Fine for advertising a property for short-term rent (online or offline) without first having obtained a permit or complying with local listing requirements.	\$200 per day	\$400 per day	\$650 per day	\$800 per day plus revocation for twelve months before a new Short-Term Rental Registration application may be submitted. The revocation can be appealed.
Fine for all other violations.	\$250 per day	\$500 per day	\$750 per day	

Offenses for the purpose of calculating penalties shall be counted on a twelve-month basis, beginning on May 1 and ending on April 30 of each year. An Issuing Municipal Official shall have authority to issue a written warning, without recovering a civil penalty, for any First Offense violation. In such instance, the written warning shall be counted as a First Offense for calculating annual offenses. Failure to timely pay a penalty upon entry of judgment under 24 V.S.A. § 1981 shall result in the automatic suspension until paid of any approved Short-term rental registration(s) registered to the person against whom the civil judgment has been entered including registrations for any other Short-term dwelling units owned or operated by the person and located within Londonderry.

ARTICLE 10. OTHER RELIEF. In addition to the enforcement procedures available under Chapter 59 of Title 24, the Londonderry Town Administrator is authorized to commence civil action in the Civil Division of the Vermont Superior Court to obtain injunctive and other appropriate relief, to request revocation or suspension of any Short-Term Rental Registration on behalf of the Londonderry Selectboard, or to pursue any other remedy authorized by law.

ARTICLE 11. OTHER AUTHORITIES NOT PREEMPTED. This Ordinance is not intended to preempt or be exclusive with regard to any other permitting or regulatory law or authorities that pertain to the ownership, operation, management or use of property or dwelling units engaged in Short-term rentals.

ARTICLE 12. SEVERABILITY. The provisions of this ordinance are declared to be severable and if any provisions hereof be adjudged invalid such judgment shall not affect the validity of any other provisions.

ARTICLE 13. DESIGNATION. This ordinance is hereby designated as a civil ordinance pursuant to Title 24, Vermont Statutes Annotated Section 1971(b), and may be referred to as the Short-Term Rental Ordinance and in a prosecution hereunder a copy of such ordinance, certified by the Londonderry Town Clerk shall be prima facie evidence thereof. An allegation that the act constituting the offense charged is contrary to a specified provision of this ordinance shall be a sufficient reference hereto.

ARTICLE 14. PUBLICATION AND POSTING. This Ordinance and any subsequent amendment of this ordinance, or a concise summary thereof, shall be published in a newspaper of general circulation in Londonderry, within fourteen (14) days of its adoption, and shall be filed with the Town Clerk and posted at five (5) conspicuous places within the community.

ARTICLE 15. RIGHT OF PETITION. Notice is hereby given of the right to petition for a permissive referendum vote on this ordinance at an annual or special meeting as provided for in 24 V.S.A. § 1973. Such petition for a permissive referendum must be signed by not less than five (5) percent of the qualified voters of the Town of Londonderry and shall be presented to the Selectboard or the Town Clerk within forty-four (44) days following the date of adoption.

ARTICLE 16. EFFECTIVE DATE. Unless a petition is filed in accordance with 24 V.S.A. § 1973, the Ordinance shall become effective sixty (60) days after its adoption. However, the Short-Term Rental registration requirements under Article 4 shall not take effect until July 1, 2024, though registration applications may be accepted by the STR Administrator beginning April 1, 2024.

Adopted by the Town of Londonderry Selectboard at its meeting held on the 19th day of December, 2023.