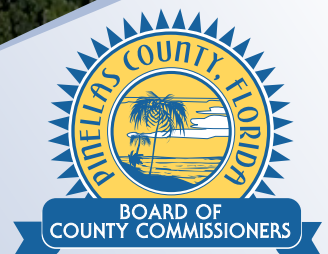




# SHORT-TERM RENTALS RE-OPENING PLAN

Guidelines for Property Managers & Owners





May 15, 2020

Secretary Halsey Beshears  
Dept. of Business and Professional Regulations  
2601 Blirstone Road  
Tallahassee, Florida 32399-1027

Dear Secretary Beshears,

As you are aware, tourism is a primary economic driver for not only the State of Florida but Pinellas County. In 2019 tourism supported over 100,000 jobs for local citizens while contributing over \$9 billion to our local economy. As we start to recover from the global pandemic inclusion of all the tourism businesses is important for not only employment but continued economic success.

One quick way to restore Pinellas County is for you to support the reopening of short-term vacation rentals to Florida residents and out-of-state visitors. The diversity of our lodging product is an important element to bringing back employment as well as visitors. Your assistance in allowing our rentals to reopen to guests when the owners/managers follow specific guidelines provided by the CDC and the Vacation Rental Management Association will help us rebound more quickly.

Thank you for your consideration of our plan for reopening short-term vacation rentals starting the week of May 18th. Please feel free to contact me should you have any questions or concerns regarding our plan.

Sincerely,

Barry Burton  
County Administrator

315 Court Street, Room 601  
Clearwater, FL 33756  
Phone (727) 464-3485  
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# SHORT-TERM RENTALS RE-OPENING PLAN

## Guidelines for Property Managers & Owners



**FOR RENT**

**To allow short-term vacation rental reservations in Pinellas County, the following plan will be implemented to take reservations and check-ins the week of May 18th. This plan will be reviewed on a bi-weekly basis and updated as necessary.**

### Vacation Rental Reservations

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Vacation rental reservations, from areas identified by Governor DeSantis as high risk, through Executive Orders, must be for periods longer than the quarantine period established in that Order.

### Staffing Standards and Guidelines

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Vacation Rental Management Companies and Owners shall always strive to adhere to the following guidelines. All staff members will be required to train on and adhere to the minimum standards established by this plan.

### Physical Distancing

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As recommended by the CDC's social distancing guidelines, guests shall be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them, including any area where guests or employees' queue. Such areas shall be clearly marked for appropriate physical distancing, and where possible, encourage one-way guest flow with marked entrances and exits. When applicable, lobby furniture and other public seating areas will be reconfigured to promote social distancing.

# SHORT-TERM RENTALS RE-OPENING PLAN

Guidelines for Property Managers & Owners



## Guest Safety/Health

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- [CDC resources](#) must be provided to any guest while staying on property. These resources are available in multiple languages on the CDC website.
- Employees or contractors working in short-term rentals will be provided CDC related safety guidance to avoid the transmission of the virus and provide further protection for employees and guests.
- Lodging providers should share written [CDC sanitation guidance and resources](#) to any guest while staying in their units.
- Minimize direct guest contact with property owners or managers through remote check-in and check-out procedures.
- Property owners and managers should provide COVID-19 guidance of any local restrictions that are in place during the guest stay including closures, curfews and other related local information.
- [CDC guidance](#) must be provided to guests traveling with pets and service/assistance animals if the property is pet friendly.

## Employee Safety/ Hygiene

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- At a minimum, vacation rentals shall follow [CDC guidelines for employers and businesses](#), including instructing employees to self-isolate for the required amount of time, as defined by the CDC, from the onset of symptoms and be symptom-free for at least three days without medication.
- Employees exhibiting symptoms of COVID-19 shall remain or return home. While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 shall immediately contact a manager.
- Individual hand sanitizers will be provided to employees for their assigned work area and for staff members who move through the property and/or community.
- Masks and gloves should be worn by all employees who interact with the public unless a physical barrier such as a Plexiglas barrier separates the staff member from the guest is present.
- Appropriate cleaning supplies will be provided to clean their work areas and stations.
- Lodging providers should supply any and all employees or contractors with [CDC related safety guidance](#) while operating in the short term rental industry units to alleviate the transmission of the virus and provide further protection for employees and guests.

# SHORT-TERM RENTALS RE-OPENING PLAN

Guidelines for Property Managers & Owners



## Property Cleanliness

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All Department of Business and Professional Regulation (DBPR) sanitation guidelines must be followed: [61C-3.001 Sanitation and Safety Requirements of the transient lodging statutes](#). Additionally, the May 1st [COVID-19 guidelines](#) issued by the Vacation Rental Housekeeping Professionals (VRHP) and the Vacation Rental Management Association (VRMA) shall be adhered to and are included herein by reference. All lodging should review such procedures to ensure compliance.

- Cleaning personnel and vacation rental staff should follow [CDC handwashing guidelines](#) throughout the day and should remove gloves, use hand sanitizer and put on fresh gloves after handling dirty linens.
- Elevators should be disinfected throughout the day.
- Extra time must be allowed for enhanced cleaning procedures to take place between stays based upon the use of [CDC cleaning and sanitization procedures](#).
- For both inside and outside trash gathering, gloves and masks should be worn at all times.
- Hand Sanitizer should be provided in all common areas, including lobbies, pool decks and elevators
- Linens and bedding should be professionally laundered for proper cleaning.
- Lobby areas should be monitored and disinfected throughout the day
- Pool furniture should be disinfected between each use.
- Post signage or other notices regarding the cleaning practices that are completed prior to guest's arrival

## Pools & Beaches

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Owner and management companies will follow CDC Guidelines related to physical distancing seating and will allow at least six feet of separation between groups of guests.



## Hand Washing & Hand Sanitizer

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CDC guidelines shall govern the duty of all employees to engage in frequent hand washing for the duration of at least 20 seconds and use of hand sanitizer. Washing hands with soap and water is the preferable method. In situations where soap/water is not available, alcohol-based sanitizer is recommended.

This should occur after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, and before a shift and as needed throughout the shift. When possible, employees shall wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with CDC guidelines, should be followed prior to and after removing the gloves.

Hand sanitizer dispensers shall include no less than 60% alcohol content, where available, and touchless where possible. As available, dispensers shall be placed at key guest and employee entrances and contact areas. At a minimum, this will include lobby reception areas and employee entrances, but could also include any other reception areas, entire lobby areas, restaurant entrances, meeting spaces, elevator landings, pools, exercise areas and other public areas as applicable to the property.

## Personal Protective Equipment (PPE)

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CDC recommendations along with federal and local government regulations shall dictate appropriate PPE to be worn.

## Pools and Beaches

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Seating shall allow at least six feet of separation between groups of guests.

## Guest Health Concerns

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Responding swiftly and reporting to local health officials any presumed cases of COVID-19 at the property shall be a staff-wide requirement. Employees exhibiting symptoms of COVID-19 shall remain or return home. While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 shall immediately contact a manager.

At a minimum, vacation rentals shall follow CDC guidelines for employers and businesses, including instructing employees to self-isolate for the required amount of time, as defined by the CDC, from the onset of symptoms and be symptom-free for at least three days without medication.

## Case Notification

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At minimum, confirmed cases of COVID-19 shall be immediately reported to local health authorities in accordance with appropriate actions recommended by the CDC.

## Physical Distancing & Queuing

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As recommended by the CDC's social distancing guidelines, guests shall be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them, including any area where guests or employees queue.

Such areas shall be clearly marked for appropriate physical distancing, and where possible, encourage one-way guest flow with marked entrances and exits. When applicable, lobby furniture and other public seating areas will be reconfigured to promote social distancing.