

Notice of Complaint Timeline

509 E. Rankin Rd.

- 11/23/2022. Staff received a complaint about this property operating an illegal Airbnb. Staff performed an inspection and found no evidence of an Airbnb and closed the complaint.
- 11/28/2022 a concerned citizen contacted City staff with concerns about this property. Stated that people are coming and going every night. Concerned that this might be a flop/drug house. City Council passed a moratorium on accepting applications of Short-Term Rentals on 11/09/2022. SR # 78333 was created to alert the Independence Police Department about the concerns of drug use at this property.
- 01/09/2023. A concerned citizen contacted City staff with concerns about large crowds at this property. Citizen stated that this property was rented out the weekend of 12/31/2022-01/02/2023 and the weekend of 01/07/23-01/08/23. Citizen advised that eight cars were parked at the front of the property on 01/08/2023. Other neighbors complained to City staff about a very large party at this property on 01/07/2023 with a party bus. Neighbors included a link from Airbnb for this timeframe with their complaint. The link is no longer active.
- 01/23/2023. City staff received a complaint with concerns about activity at this property from a neighbor.
- 01/24/2023. City staff spoke with Taylor Jensen one of the property owners for this property by phone. Ms. Jensen was informed by Community Development staff that due to the fact that this property was not approved by the Planning Commission to be a Short-Term Rental that the property owners must Cease Operations as a Short-Term Rental.
- 01/25/2023 at 10:29 a.m. City staff emailed Ms. Jensen restating the conversation from the previous day. Ms. Jensen was given a Cease Operations Letter electronically. A letter was also mailed to her address at 1174 Reese Drive, Provo, Utah 84601.
- 01/25/2023 at 9:49 p.m. Jacob Jensen emailed City staff to say that he and his wife realize they need to obtain a business license to operate a Short-Term Rental and they provided staff with a link and snapshots from Airbnb that showed that this property was unavailable to rent. Mr. Jensen advised that the property would not be rented out but

that he may have family at the property occasionally as he and his wife travel for work and are gone for long stretches of time. Mr. Jensen indicated that he does intend to apply for a STR license once the temporary moratorium is lifted.

- 02/01/2023. A concerned citizen contacted City staff requesting to speak with Councilmember Steinmeyer about this property.
- 02/06/2023. City Council lifted temporary moratorium on STR and adopted new regulations under Chapter 14 of the City Code (UDO # 14-200-05, 14-201-01, 14-300-03, 14-301-03, 14-420, & 14-424).