July 11, 2020

Dear Elected Officials,

We are writing in support of you following suit with Tillamook County, Lincoln City, the City of Depoe Bay, the City of Waldport and the City of Newport in dropping the 24 hour vacancy requirement between reservations.

When the 24-hour cleaning hold was originally introduced we were making decisions based on recommendations from ORLA, (The Oregon Restaurant and Lodging Association), and other industry standard leaders. Since that time, these industry groups have removed the 24 hour hold from recommendations stating it has not been found to help protect our employees. As a matter of fact, we have been notified by ORLA that new recommendations are expected shortly from the CDC suggesting a space not be entered for only 15 minutes, enough time to let airborne particulates settle.

There was discussion at the last joint meeting of the county and cities that you wanted to follow what Airbnb is stating. Unfortunately, the person that had the Airbnb information only extrapolated a small part and it was out of context. As you know, Airbnb is an online travel agency. It is a place where we advertise our homes for rent. There are many tricks and tips for keeping listings performing at the top of the platforms analytics. The most recent Airbnb marketing program is for hosts who were willing to leave units alone for 24 hours and follow some additional cleaning standards. If you swore to that, Airbnb would give your listing a boost saying you were following their cleaning protocols. Here is a quote from the Airbnb platform: Hosts with eligible listings who commit to these steps will get a special highlight on their listing page. This 24 hour wait time was a suggestion from Airbnb and not a requirement. The Airbnb cleaning handbook last updated June 15, 2020 states: Wait before entering the listing Check your local authority for guidance on how long to wait before entering a space occupied by a person who may have been exposed to COVID-19. As citizens, we are all taking the best precautions we can in every situation as we learn to live with this virus amongst us. As such, we always assume people we come in contact with may be contagious. What we wonder is why the extra precaution in the lodging industry and not other industries where we come in contact with one another in more concerning ways?

staff should wait at least 15 minutes before entering a guest’s room for cleaning to allow for adequate time for air exchange following the guest’s departure.

Anyone of our 283 members is always available to answer any questions you may have. We tried not to overload you with too much data but would be happy to supply you with anything else you need in order to make an educated decision.

Respectfully submitted,

Jamie Michel, Founding Member
VIA Oregon aka Oregon Vacation Rental Alliance
290 members strong and growing
July 11, 2020

Dear Elected Officials,

We are writing today to thank you for your leadership during this pandemic and to ask for your support removing the 24-hour hold between guests. This policy originated from recommendations outlined by the Oregon Restaurants & Lodging Association (ORLA) and other industry leaders. Since then, industry groups (including ORLA) no longer recommend this policy or believe it is needed to protect our cleaning and property management teams or the guests. As such, we respectfully request removal of this provision as it holds the hospitality sector to a different standard than any other industry.

Strangers share physical space and common air in stores, restaurants, and other public spaces without any downtime between guests. Why would we hold vacation rental homes empty for 24 hours between guests? If anything, our homes are safer than other public spaces because we have professionally trained cleaners sanitizing and disinfecting the houses between renters to protect the health and safety of our team, guests, and homeowners. The hospitality industry in the rest of the state is operating on their usual daily rental schedule and we request your permission to do the same.

Thank you so much for your consideration. We greatly appreciate your support and we thank you for your leadership during this community crisis.

With gratitude,

Kate & Todd

Kate and Todd Korgan
Owners, Sweet Homes Vacation Getaways