

EXHIBIT C

Administrative Guidance Regarding the Short-Term Rental Application Process: What Happens After An Application Has Been Submitted?

(A) These guidelines are promulgated by the Office of Short-Term Rentals for the City and County of San Francisco (“OSTR”) pursuant to S.F. Administrative Code Section 41A.7(a). OSTR may update these Guidelines from time to time, including as necessary and appropriate to conform to any future amendments to Article 41A.

(B) If OSTR determines that a Short-Term Rental Application meets the criteria to obtain a Short-Term Rental Registration Number, the Residential Unit will be added to the Short-Term Residential Rental Registry. OSTR will send a Short-Term Residential Rental certificate, which contains the assigned Registration Number, to the applicant by United States mail. OSTR will also send a copy of the Short-Term Residential Rental certificate to the applicant by email, if the applicant has provided an email address to OSTR.

(C) If OSTR determines that a Short-Term Rental Application does not meet the criteria to obtain a Short-Term Rental Registration Number, OSTR shall notify the applicant in writing of the fact and basis for the determination of ineligibility (“Rejection Notice”). OSTR will send the Rejection Notice to the applicant by United States mail. OSTR will also send a copy of the Rejection Notice to the applicant by email, if the applicant has provided an email address to OSTR.

(D) The Rejection Notice shall inform the applicant of the right to submit a written appeal of the OSTR’s determination and the procedure for submitting such an appeal.

(E) A person receiving a Rejection Notice may appeal it within thirty (30) calendar days from the date the document is sent.

- 1) The appeal must: (a) be in writing and specify, in detail, the basis for the appeal; and (b) include any additional documentation, including affidavits, relating to the OSTR’s determination that the applicant would like OSTR to consider in connection with the appeal.
- 2) The appeal may be submitted to OSTR: (a) in person at 1650 Mission Street, Suite 400 (Counter in the Planning Department Office); (b) via email to the following address: Kevin.guy@sfgov.org; or (c) via United States mail sent to

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the following address: Office of Short-Term Rentals, Attn: Kevin Guy,
1650 Mission Street, Suite 400, San Francisco, CA, 94103.

- (F) If a host fails to submit an appeal within the prescribed time, the OSTR's determination shall be final.
- (G) Any appeal will be considered by an OSTR employee other than the employee who was primarily responsible for the initial investigation and determination.
- (H) The applicant shall have the burden of proving by a preponderance of the evidence that the basis for the Rejection Notice is incorrect.
- (I) Within thirty (30) calendar days of the submission of the appeal, OSTR shall either affirm or reverse its determination based upon the evidence presented. OSTR shall notify the applicant in writing of its determination. OSTR's determination shall be final upon issuance.
- (J) The sole means of review of the OSTR's determination on appeal shall be by filing in the San Francisco Superior Court a petition for a writ of mandate under Section 1094.5 of the California Code of Civil Procedure.