

Halsey Beshears, Secretary

Ron DeSantis, Governor

May 19, 2020

VIA ELECTRONIC MAIL

Michael Morón
County Coordinator
Franklin County
Board of County Commissioners
michael@franklincountyflorida.com

RE: DBPR Approval of County Plan for Vacation Rental Operations

Dear Mr. Morón:

The Department of Business and Professional Regulation received your correspondence, dated May 15, 2020, requesting approval to permit the operation of vacation rentals in Franklin County pursuant to the provisions of Executive Order 20-123 as issued by Governor Ron DeSantis on May 15, 2020.

Based on the Department's review of the safety plan for vacation rental operations that accompanied your request, Franklin County has established the necessary plans for operation of vacation rentals at this time. Accordingly, I approve the operation of vacation rentals in Franklin County pursuant to the plans as submitted.

For additional information and guidance related to vacation rentals or other businesses regulated by the Department during the ongoing "Safe. Smart. Step-by-Step. Plan for Florida's Recovery," I encourage you to monitor the Department's Emergency Information Page, available at: www.myfloridalicense.com/emergency.

As always, please contact the Department if our team can be of further assistance to you on this matter or other inquiries related to Franklin County in the future.

Very respectfully,



Halsey Beshears
Secretary, Florida Department of Business and Professional Regulation

FRANKLIN COUNTY

REPLY TO: ☐
BOARD OF COUNTY COMMISSIONERS
33 MARKET STREET, SUITE 203
APALACHICOLA, FL 32320
(850) 653-8861, EXT. 100
(850) 653-4795 FAX



REPLY TO: ☒
PLANNING & BUILDING DEPARTMENT
34 FORBES STREET, SUITE 1
APALACHICOLA, FL 32320
(850) 653-9783
(850) 653-9799 FAX

May 15, 2020

Re: Plan for Reopening Short Term Vacation Rentals (Franklin County)

The Franklin County Board of County Commissioners would like to submit the following for consideration in the reopening of short-term vacation rentals. The following cleaning guidelines should be considered for distribution to short term rentals as they prepare for reopening. The guidelines suggested by the Vacation Rental Housekeeping Professionals (VRHP) and the Vacation Rental Management Association (VRMA) are summarized below and attached in full. These guidelines should be implemented alongside and align with CDC standards to build confidence in travelers and industry employees that their health and safety is a top priority. These guidelines would provide an industry wide standard for the vacation rental industry. *In addition to the cleaning guidelines, we would require that during the initial phase, properties not allow rentals to visitors from communities with substantial community spread of COVID-19 or international travelers.* We recognize the priority of keeping both our residents and visitors safe and feel the below guidelines would allow for a safe reopening of short-term vacation rentals.

COVID-19 Disinfection and Sanitization

- Surfaces should be cleaned and then disinfected, in two distinct steps.
- Cleaning personnel and vacation rental staff should dispose of gloves and use hand sanitizer before entering their vehicle.
- Cleaning personnel and vacation rental staff should follow CDC handwashing guidelines throughout the day.
- All cleaning personnel and vacation rental staff should wear masks and disposable gloves and be trained in their proper usage. (Including disposing of gloves and masks as needed.)
- All cleaning personnel and vacation rental staff should wear splash goggles that protect their eyes from air and/or liquid.

Products, Cleaning Agents, and Equipment

- Cleaning personnel and vacation rental staff should use cleaning products in line with the EPA's list of products with "Emerging Viral Pathogens AND Human Coronavirus claims for use against SARS-CoV-2."
- Disinfecting procedures should allow for required dwell time to kill the viruses and microbes.
- Disinfectant products should be used on all major surfaces.

RICKY D. JONES
DISTRICT ONE

BERT B. BOLDT II
DISTRICT TWO

NOAH LOCKLEY, JR.
DISTRICT THREE

JOSEPH PARRISH
DISTRICT FOUR

WILLIAM MASSEY
DISTRICT FIVE

Cleaning and Inspections

- Extra time must be allowed for enhanced cleaning procedures to take place.
- Guests should be asked to turn on all ceiling fans and/or HVAC fans when leaving to facilitate air circulation.
- If multiple members of the cleaning and/or vacation rental staff are present at a property, they should maintain at least 6' apart at all times, and wear masks and gloves.
- Remote check ins should be made available when possible to cut down on face to face interactions.
- Elevators will be subject to frequent inspections, cleaning and sanitizing
- Pool decks and other common areas will be monitored for cleanliness and disinfected and sanitized regularly as well as be subject to enforcement of social distance guidelines

Soft Surfaces and Upholstery

- A pressurized pump sprayer should be used to distribute a sanitizing product across all soft surfaces.
- Dirty linens and bedding should be handled and sanitized in such a way as to safeguard cleaning staff and prevent the spread of viruses and germs. (See VRMA/VRHP recommendations.)
- Cleaning personnel and vacation rental staff should remove gloves, use hand sanitizer and put on fresh gloves after handling dirty linens.
- Blankets/comforters should be removed for laundering and replaced with a freshly washed item or covered with a freshly washed duvet cover as an alternative.
- Linens and bedding should be professionally laundered for proper cleaning.

Trash Removal

- For both inside and outside trash gathering, gloves and masks should be worn at all times.
- Disinfectant should be used on the trash barrel, and a fresh liner or bag should be used inside the barrel or bin.

Maintenance

- All guests should vacate property before maintenance staff enters.
- Technicians should wear gloves and masks at all times and dispose of those properly after exiting. Anyone entering a property less than 18 hours after guests have vacated should wear splash goggles.

Owner and Guest Policies

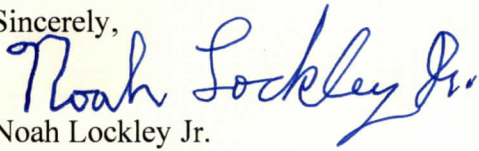
- Extra throw blankets, decorative pillows or other soft objects should be put away until further notice.

Telling Your Story

- Notice should be provided to guests alerting them that the property has been properly cleaned and sanitized.

We ask that you consider the implementation of these industry-suggested guidelines when considering reopening short-term rentals in Franklin County.

Sincerely,

A handwritten signature in blue ink that reads "Noah Lockley Jr." in a cursive style.

Noah Lockley Jr.
Chairman

Franklin County Plan for Opening Short-term Rentals

May 15, 2020

The Franklin County Plan for Opening Short-Term Rentals was developed using guidance from the Florida Department of Business and Professional Regulation, the Vacation Rental Management Association, and the Vacation Rental Hospitality Professionals, with input from Vacation Rental Management companies operating in Franklin County. These guidelines seek to establish an industry wide best practice to ensure guest safety. The County recognizes the importance of keeping residents and visitors safe, and as such we would expect the following conditions to be required to reopen short term rentals.

Vacation Rental Reservations

- Vacation rentals reservations and stays will be allowed from all U.S. states with a COVID-19 Case Rate less than 500 cases/100K residents as of May 14, 2020.
- 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. Guests occupying those vacation rentals must adhere to the quarantine restrictions or be subject to established criminal and civil penalties.

Best Practices

- Use mobile platforms for customer service and communication with guests, including the acceptance of payments by mobile or electronic methods.
- Minimize direct guest contact with property owners or managers through remote check-in and check-out procedures.
- Post signage or other notices regarding the cleaning practices that are completed prior to each guest stay.
- Display signage or notices to guests in the rental property to frequently remind guests to take steps to prevent the spread of COVID-19, including the wiping and sanitation of touched surfaces.

Products, Cleaning Agents, and Equipment

- Cleaning personnel and vacation rental staff should use cleaning products in line with the EPA's list of products with "Emerging Viral Pathogens AND Human Coronavirus claims for use against SARS-CoV-2."
- Disinfecting procedures should allow for required dwell time to kill the viruses and microbes.
- Disinfectant products should be used on all major surfaces.

Cleaning and Inspections

- Maintain adequate time between the conclusion of a guest stay and the check-in of the next guest stay for appropriate cleaning and sanitation.
- Clean and disinfect all frequently-touched surfaces in the property between each guest stay.
- Wash all linens, dishware, and other service items available for use by guests between each guest rental.
- Provide sufficient soap and surface sanitation supplies for guests to utilize in the vacation rental property during the guest's rental period.

Soft Surfaces and Upholstery

- A pressurized pump sprayer should be used to distribute a sanitizing product across all soft surfaces.
- Dirty linens and bedding should be handled and sanitized in such a way as to safeguard cleaning staff and prevent the spread of viruses and germs.
- Linens and bedding should be professionally laundered for proper cleaning.
- Cleaning personnel and vacation rental staff should remove gloves, use hand sanitizer and put on fresh gloves after handling dirty linens.
- Blankets/comforters should be removed for laundering and replaced with a freshly washed item, or covered with a freshly washed duvet cover as an alternative.

Trash Removal

- For both inside and outside trash gathering, gloves and masks should be worn at all times.
- Disinfectant should be used on the trash barrel, and a fresh liner or bag should be used inside the barrel or bin.

Maintenance

- All guests should vacate property before maintenance staff enters.
- Technicians should wear gloves and masks at all times, and dispose of those properly after exiting. Staff entering a property less than 18 hours after guests have vacated should wear splash goggles.

Owner and Guest Policies

- Extra throw blankets, decorative pillows or other soft objects should be put away until further notice.

Common Areas - Lobbies, Pool Decks, Elevators, etc

- Ensure adequate safety protocols are in place and publicly displayed, in line with CDC

guidance, regarding shared or multi-residence amenities such as pools, gyms, and other communal spaces.

- Lobby areas should be monitored and disinfected throughout the day
- Hand Sanitizer should be provided in all common areas, including lobbies, pool decks and elevators
- Elevators should be disinfected throughout the day.
- Pool furniture should be spaced to encourage social distancing (6ft apart)
- Pool furniture should be disinfected between each use.

Staffing Standards and Guidelines

Vacation Rental Management Companies shall strive at all times to adhere to the following guidelines:

1. Social Distancing

- a. Encourage associates to maintain a safe distance (at least 6 feet) and not to gather in groups of larger than 10 people.
- b. Stagger arrival times to prevent congregating
- c. Limit access to break areas and look for areas where staff can spread out for breaks. Allow staff to eat their meals in their assigned areas, where possible.

2. Masks, gloves and other personal protection equipment

- a. 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

3. Wellness Checks

- a. All staff members should receive a wellness check upon arrival to work. The wellness check, at a minimum, will consist of a temperature check.
- b. Staff members who have a temperature of 100.4 degrees or higher will not be permitted to work.

4. Hygiene

- a. Wash/sanitize your hands frequently especially after touching frequently used items or surfaces
- b. Avoid touching your face
- c. Sneeze or cough into a tissue or inside your elbow.
- d. Disinfect your work area frequently throughout a shift and before/after a shift if it is a shared space
- e. 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.

5. Mandatory Training

- a. All staff members will be required to train on and adhere to the minimum standards established by this plan.