

ALAN M. ARAKAWA  
Mayor

WILLIAM R. SPENCE  
Director

MICHELE CHOUTEAU McLEAN  
Deputy Director



COUNTY OF MAUI  
**DEPARTMENT OF PLANNING**

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OFFICE OF THE MAYOR

April 18, 2018

Honorable Alan M. Arakawa  
Mayor, County of Maui  
200 South High Street  
Wailuku, Hawaii 96793

For Transmittal to:

Honorable Robert Carroll, Chair  
and Members of the Land Use Committee  
Maui County Council  
200 South High Street  
Wailuku, Hawaii 96793

APPROVED FOR TRANSMITTAL  
  
Mayor Date

Dear Chair Carroll:

**SUBJECT: ENFORCEMENT PROCEDURES FOR BED AND BREAKFAST HOMES  
AND SHORT-TERM RENTAL HOMES (LU-40)**

Thank you for your correspondence dated February 22, 2018. For convenience, I repeat your questions below, followed in turn by my answers.

**Question 1:** How many complaints did your Department receive within the last 24 months relating to unpermitted bed and breakfast homes and short-term rental homes?

**Answer 1:** Over 2016 and 2017, the Department received 307 complaints relating to short-term rental homes and 41 relating to B&B Homes, for a total of 348.

**Question 2:** How many of those complaints turned into cases?

**Answer 2:** Nearly all of the complaints resulted in cases. The complainants usually provide advertisements or other information clearly indicating the location of the subject properties, allowing inspectors to take action.

**Question 3:** Of those cases, how much in fines per month was the Department able to collect?

**Answer 3:** The average monthly intake for these cases was just over \$4,000 over 2016 and 2017.

I hope this is helpful. If you have further questions or need additional information, please let me know.

Sincerely,  
  
WILLIAM SPENCE  
Planning Director

xc: John Rapacz, Planning Program Administrator (PDF)  
David Raatz, Administrative Planning Officer (PDF)

WRS:DMR:ckk  
Project File

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