



DRAFT
TOWN COUNCIL
Regular Meeting
Cape Charles Civic Center, 500 Tazewell Avenue
July 16, 2026, 6:00 PM

CALL TO ORDER

Mayor Adam Charney called the Regular Meeting of the Cape Charles Town Council to order at 6:00 p.m..

ROLL CALL

Council members in attendance: Vice Mayor Buchholz, Councilmen Butta, Grossman and Newman, Councilwomen Ashworth and Holloway. A quorum was established.

Staff in attendance: Town Manager Rick Keuroglian, Project Manager Bob Panek, Treasurer Marion Sofield, Assistant Treasurer Adrian Oei, Inspector Casey Quilter, Officer Jordan Yee, Business License Specialist Katie Lewis, Finance Assistant Jessica Upshur, Town Clerk Libby Hume.

There were four (4) members of the public in attendance.

MOMENT OF SILENCE AND PLEDGE OF ALLEGIANCE

Council observed a moment of silence followed by the Pledge of Allegiance.

Public Comments

Shirley Galloway, resident

Ms. Galloway addressed Council on behalf of First Baptist Church regarding ongoing parking and accessibility concerns adjacent to the church at the corner of Madison and Nectarine Streets. She explained that a nearby resident routinely parked two vehicles and, at times, a trailer directly adjacent to the church's handicapped-accessible entrance. Although the vehicles were legally parked on public streets, their location frequently obstructed convenient access to the church's wheelchair ramp, creating difficulties for several members with mobility impairments. She advised Council that she had personally discussed the matter with the resident approximately 18 months earlier, but the accommodation was short-lived. She further stated that her son had previously submitted a request to Council and Town staff seeking assistance and was requesting an update regarding any actions that had been taken. Ms. Galloway also requested an update regarding her son's previous proposal to recognize long-time resident Thomas Godwin by naming the small street where he resided in his honor. She stated that Mr. Godwin had made significant contributions to the Town throughout his lifetime and hoped Council would continue considering the request.

There was some discussion regarding Ms. Galloway's comments as follows: i) Vice Mayor Buchholz inquired whether a designated handicapped parking space existed adjacent to the church ramp. Ms. Galloway explained that while there were two handicap spaces near the church entrance, neither was located immediately adjacent to the accessibility ramp; ii) Town Manager Rick Keuroglian advised Ms. Galloway and Council that both requests had already been submitted to the Virginia Department of Transportation (VDOT) for review. He explained that VDOT had been evaluating numerous requests submitted by the Town and stated he would follow up regarding the status of the church parking concerns and the proposed street naming request.

Ms. Galloway also raised concerns about vehicles blocking the church driveway during Town events held in the adjacent park, preventing deliveries and restricting ingress and egress. She requested guidance regarding whether the church could install temporary "Do Not Block Driveway" signage.

There was discussion as follows: i) Councilwoman Holloway shared that neighboring residents had experienced similar issues and suggested using temporary signs similar in size to real estate signs when needed. She also recommended placing a traffic cone at the driveway entrance during events and noted that police could issue citations if vehicles blocked the driveway; ii) Rick Keuroglian recommended the church utilize temporary signage and contact the Police Department's non-emergency line if vehicles continued blocking the entrance; iii) Councilman Newman observed that Council's authority over the public roadway was limited and emphasized that VDOT approval would ultimately determine any permanent parking modifications; iv) Rick Keuroglian further explained that VDOT had indicated willingness to consider designated church parking signage if formally requested by Council through resolution. He stated that staff had referenced similar accommodations already approved elsewhere within Town and anticipated bringing a recommendation to Council after receiving VDOT's guidance.

Ms. Galloway thanked Council and staff for their assistance and expressed appreciation for the follow-up.

There were no other comments to be heard, nor any submitted in writing prior to the meeting.

RECOGNITION OF VISITORS / PRESENTATIONS / RECOGNITIONS

- A. *Live Demonstration of New Business License Software – John Reynolds, President of Civic Review*
Treasurer Marion Sofield, who provided background regarding the Town's implementation of Civic Review, the online software platform selected to modernize the Town's business license, special event permitting, and related application processes. She explained that the software was designed to streamline the customer experience by allowing businesses to complete applications electronically, submit required documentation online, and pay fees securely by credit card. Staff would continue accepting cash and check payments to accommodate customers preferring in-person service.

John Reynolds, President and Founder of Civic Review, joined the meeting remotely to demonstrate the software. Mr. Reynolds explained that Civic Review replaced traditional paper-based applications with an electronic workflow that routed applications through the appropriate review process. Rather than circulating paper documents among departments, staff members reviewed applications electronically, communicated directly with applicants through an online portal, requested additional information if needed, approved applications, collected payments, and licenses were issued electronically. The demonstration illustrated how applicants could complete business license applications online, monitor application status in real time, receive notifications throughout the review process, and print approved licenses after payment was received.

There was some discussion as follows: i) Councilman Butta asked whether additional Town applications could eventually utilize the same platform. Town Clerk Libby Hume advised that the Town had already implemented online special event permit applications and facility reservation forms within the system and noted that additional forms could be incorporated as needs evolved. Marion Sofield added that Civic Review also offered modules for building permits and planning & zoning applications, which could be evaluated in the future should the Town wish to expand the platform; ii) Mayor Charney observed that the system represented a significant improvement over the previous manual process and noted that simultaneous routing among reviewing departments would substantially improve efficiency; iii) Councilwoman Ashworth asked when the software would become available to the public. Marion Sofield reported that staff anticipated launching the new system on August 1, 2026, following completion of internal training.

Council expressed appreciation to staff and Mr. Reynolds for the presentation and the work completed to modernize the Town's business licensing process.

B. *Mid-Year Short-Term Rental Program Update*

Inspector Casey Quilter presented a comprehensive mid-year update regarding the Town's Short-Term Rental (STR) management software and regulatory program. (Please see attached.) He explained that while the first 6 months of implementation had presented numerous challenges for both staff and property owners, significant progress had been achieved. He stated that staff had continued refining the software while educating STR owners on its use and improving the customer experience based upon feedback received throughout the implementation process. Casey Quilter demonstrated the public-facing website, which included an interactive map displaying all currently certified short-term rentals within the Town. The portal provided property information, complaint reporting features, non-emergency contact information, instructional materials, quarterly tax reporting guidance, and educational resources designed to assist property owners throughout the application and reporting process. He highlighted several resources now available, including step-by-step application instructions, frequently encountered troubleshooting guidance, Transient Occupancy Tax (TOT) reporting scenarios, and the newly added Accessory Dwelling Unit affidavit. He explained that the software provided staff with extensive compliance tools by monitoring online rental advertisements across multiple booking platforms, allowing staff to identify licensed and unlicensed rentals, verify occupancy activity, investigate complaints, and improve enforcement efforts. He reported that staff initially investigated approximately 39 potentially unlicensed rentals, ultimately issuing 16 first violation notices. Continued compliance efforts reduced that number to 8 second violations, while 9 additional property owners voluntarily submitted applications following enforcement actions. As of the meeting date, staff had reduced the number of potentially unlicensed STRs to only 2 or 3 properties.

Council discussed the effectiveness of the compliance program and expressed appreciation for the significant reduction in unlicensed operations.

Casey Quilter also summarized inspection activity, reporting that approximately one-third of inspected rentals initially failed inspection. Most deficiencies involved smoke detectors, fire extinguishers, occupancy compliance, deck safety, and guardrail issues. More than 160 corrective actions required follow-up inspections before certificates could be issued. He further reported that only a small number of complaints had been received during the current season, primarily involving trash collection and one public safety incident. He noted that the Town's required 24-hour emergency contact responded promptly and resolved the issue before further enforcement became necessary. He requested refinement of the ordinance to better define "local" emergency contacts noting that approximately 50% of the STRs were managed by local property managers, but the other 50% were managed by the property owners who were not local.

Council discussed improving future software functionality, expanding virtual training opportunities for nonresident property owners, and continuing to evaluate the software's return on investment through increased compliance and improved tax reporting. Council members commended Casey Quilter and Town staff for their perseverance throughout the software implementation process and acknowledged the considerable effort required to successfully transition the Town's STR program.

C. *Coast Guard Appreciation Proclamation*

Mayor Charney presented Proclamation #20260716, recognizing August 1, 2026, as Coast Guard Appreciation Day in the Town of Cape Charles.

Motion made by Councilman Grossman, seconded by Councilwoman Ashworth, to adopt Proclamation #20260716 recognizing August 1, 2026, as Coast Guard Appreciation Day. The motion was approved by unanimous vote.

CONSENT AGENDA

- A. *Approval of Agenda Format*
- B. *Approval of Minutes*
 - June 4, 2026 Town Council Public Hearing & Special Meeting
 - June 18, 2026 Town Council Executive Session
 - June 18, 2026 Town Council Regular Meeting
- C. *Approval of the April and May 2026 Financial Reports*

Motion made by Vice Mayor Buchholz, seconded by Councilman Grossman, to approve the Consent Agenda as presented. The motion was approved by unanimous vote.

UNFINISHED BUSINESS

There was no unfinished business to review.

NEW BUSINESS

- A. *Municipal Building Construction Phase Services*

Project Manager Bob Panek presented a request for Council authorization to execute a change order to the Town's existing contract with HBA Architecture and Interior Design for construction phase services associated with the new Municipal Building project. He explained that the requested amendment represented the second major contract action related to the project and would provide professional architectural and engineering support throughout construction. He advised Council that the proposed contract amount of \$140,504.25 was consistent with the project estimates developed during the design phase. Although slightly higher than the preliminary estimate prepared approximately 2 years ago, the increase reflected inflation and represented slightly more than 2% of the overall construction value, which he characterized as reasonable for a project of this size and complexity. Bob Panek further clarified that the requested action did not modify the previously awarded construction contract but instead amended the Town's professional services agreement with HBA to provide the architectural oversight necessary during construction.

Councilwoman Ashworth asked whether the overall cost of the Municipal Building project was increasing as a result of the request. Bob Panek explained that the construction contract itself remained unchanged. He noted that the overall project budget had always anticipated several contracts beyond the primary construction agreement, including construction administration services, emergency generator installation, parking lot lighting, and other related project components. Collectively, those anticipated costs remained within the approximately \$7 million total project budget previously presented to Council.

Vice Mayor Buchholz observed that because of the extended design timeline, the project had also been required to comply with updated building code requirements that had changed since the project was originally initiated several years earlier. Bob Panek confirmed that the project had been under development for approximately 3 years and acknowledged that code revisions occurring during that period had required modifications to the design.

Motion made by Councilman Grossman, seconded by Councilwoman Holloway, to authorize the Town Manager to execute the HBA contract change order for construction services in the amount of \$140,504.25, together with approval of a 5% contingency reserve of \$7,075. The motion was approved by unanimous vote.

- B. *Town Harbor Engineering Services*

Bob Panek next presented a recommendation regarding engineering services for the Town Harbor. He explained that the Town had worked successfully with Langley and McDonald under a continuing engineering services agreement for more than a decade, during which the firm had assisted with numerous harbor planning, engineering, and capital improvement projects. Bob Panek advised Council that principal engineer Tom Langley was retiring and no longer wished to continue providing engineering services. For several years, however, McPherson Design Group had served as Langley and McDonald's engineering subconsultant and had completed much of the technical design work associated with the Town's recent harbor improvement projects. To ensure continuity and avoid disruption to ongoing projects, staff recommended assigning the existing engineering services agreement directly to McPherson Design Group. Bob Panek noted that the Town's Fiscal Year 2026–2027 Budget included funding to complete engineering design for replacement of the Inner Harbor fixed dock with a floating dock system. Completing that design work would allow the Town to pursue future Virginia Port Authority grant funding for construction.

Councilman Grossman asked whether McPherson Design Group was located in Virginia Beach. Bob Panek confirmed that the firm was based in Virginia Beach and was thoroughly familiar with the Town's harbor facilities and ongoing capital improvement plans through its previous work under Langley and McDonald.

Motion made by Councilman Grossman, seconded by Vice Mayor Buchholz, to authorize assignment of the engineering services contract for harbor improvements from Langley and McDonald, Inc. to McPherson Design Group, Inc. The motion was approved by unanimous vote.

C. Resolution Changing the Day of Future Town Council Meetings

Mayor Charney introduced consideration of **Resolution #20260716**, proposing to change the Town Council's regular meeting day from **Thursday evenings** to **Wednesday evenings**. He explained that Council members had previously discussed the proposal and generally agreed that Wednesday meetings would better accommodate Council schedules and avoid conflicts that had increasingly arisen on Thursdays.

Motion made by Councilwoman Holloway, seconded by Vice Mayor Buchholz, to adopt Resolution #20260716 Changing the Regular Meeting Day of the Cape Charles Town Council. The motion was approved by unanimous vote. Roll call vote: Ashworth, yes; Buchholz, yes; Butta, yes; Grossman, yes; Holloway, yes; Newman, yes.

TOWN MANAGER COMMENTS

Rick Keuroglan commented as follows:

- i) He provided Council with updates on several operational matters, beginning with the recent Virginia American Water (VAW) sewer overflow and the Town's emergency response efforts. He had remained in regular communication with VAW representatives, including Matt Elliott, regarding the incident and the utility's ongoing corrective actions. Rick Keuroglan advised that VAW would attend the August 5th Work Session to provide Council with a comprehensive review of the event, the emergency response undertaken by the utility, coordination with Town staff, corrective measures already implemented, and additional improvements planned to reduce the likelihood of similar incidents in the future. VAW prepared a public statement explaining the incident, which was shared with the community. He emphasized that both the Town and the utility recognized the importance of improving communication with residents during emergency situations. Following the incident, Town staff conducted an internal debrief to evaluate the response and identify opportunities for improvement. As a result, the Town had strengthened its internal notification procedures by designating additional backup personnel capable of issuing emergency notifications to ensure timely communication between the Town and residents. Addressing questions that had been raised, Rick Keuroglan clarified that responsibility for

notifying regulatory agencies rested with VAW, and he confirmed that the Virginia Department of Environmental Quality (DEQ) and the Virginia Department of Health were promptly notified by the utility, conducted the required inspections, reviewed the proposed remediation measures, and verified that the corrective actions were completed in accordance with applicable requirements. He further reported that routine beach water quality monitoring continued throughout and following the incident. Testing conducted before and after the incident indicated no significant impact on water quality, and bacterial levels remained well below thresholds requiring beach advisories. He noted that while it was impossible to determine precisely how much wastewater ultimately entered the Bay, Public Works personnel responded immediately to minimize impacts. He specifically commended **Public Works Director Ralph Bowen**, who quickly deployed heavy equipment to construct a temporary sand berm, helping contain the discharge and preventing a potentially more significant environmental event. Mr. Keuroglian also reminded Council that routine beach water monitoring would continue throughout the summer season and that the Town would post public notices if elevated bacterial levels were identified.

Councilwoman Holloway suggested that the Town explore methods of communicating emergency information more effectively to visitors staying in short-term rental properties. She noted that while several local property management companies and the Vacation Rental Homeowners group voluntarily assisted in notifying guests during the recent incident, establishing a more formal notification protocol would improve future emergency communications. She asked whether the Town's short-term rental program could accommodate sending notifications to the public. Rick Keuroglian responded that he would ask whether guest notification capabilities could be incorporated into the system.

Rick Keuroglian went on to express appreciation to Town staff, emergency responders, VAW personnel, and Council members for their cooperation throughout the incident. He stated that although the event presented significant operational challenges, it also provided valuable lessons that would strengthen the Town's emergency preparedness, interagency coordination, and public communication procedures moving forward.

- ii) He had spent the majority of his time involved in the Planning & Zoning department. He had authorized over 200 STR permits and over 20 building permits for zoning review. It was a lot of work to do, on top of his daily responsibilities. He was working as best as he could. The Berkley Group was working on recruitment of the Planning & Zoning Director.
- iii) He announced Bob Panek's planned retirement, adding that the job posting had been advertised and interviews would begin upon his return from training.
- iv) Personnel: 1) 2 new seasonal employees were hired in Public Works – Tavon Owens, who was a former employee, and Andi Hernandez who just returned from military deployments overseas. Unfortunately, the Public Works employee that we just promoted to full-time was no longer with Town; 2) A new Planning & Zoning Technician, Damion Geist, was hired to replace Jack Steinmayer who recently left for another position. Damion had a lot of experience and was currently the Chairman of the Exmore Planning Commission.
- v) Training: 1) Library Manager Sharon Silvey completed Finance and Budgeting for Library Staff from the American Library Association; 2) Jodi Outland was completing a Public Policy and Ethics class through the Public Sector Human Resources Association (PSHRA); 3) Libby Hume completed several classes through the Virginia Risk Sharing Association – Active Listening, De-Escalation Techniques, and Avoiding Phishing Attempts; 4) PSHRA had asked him to be a speaker at their conference in September; v) On June 17th, all staff attended Harassment 101: Staying Compliant with Federal EEO Laws. On June 24th, all supervisors attended Best Practices: Recruiting, Interviewing & Hiring. On June 26th, all supervisors attended Legal Training with Jeff Wilson from Pender & Coward regarding the Americans with Disabilities Act, the Family and Medical Leave Act, Progressive discipline and documentation.

Councilman Butta stated that the organization that conducted the Certified Planning Commission training program also offered a course which would be beneficial for the Historic District Review Board (HDRB). He felt it would be beneficial to enroll our HDRB members in this training program.

- vi) He made a zoning determination for a new restaurant, Local Ketch, to approve a fence for outdoor seating. He went through the guidelines to determine its appropriateness, with the condition that it be stained to match or compliment the dark windows of the establishment.

Vice Mayor Buchholz noted that Council had been striving to simplify the process for minor improvements such as this so the owner would not have to go through the HDRB process. This was a perfect example of what we were trying to do.

MAYOR & COUNCIL COMMENTS

Councilman Grossman informed Council that the Northampton County Board of Supervisors had adopted an ordinance related to enforcement ability on the Rail Trail since it was on private property. Without an ordinance, the police department could not enforce any laws. He spoke to the County attorney and Eastern Shore Rail Trail Executive Director Ron Wolff and they agreed that the Town needed to adopt a similar ordinance. Councilwoman Holloway suggested that the August 5th meeting be a special meeting so Council could vote on an ordinance.

Councilman Butta asked if we could find out how many residents were subscribed to the Town's Nixle system, adding that we needed to get more people to sign up. Libby Hume stated that she would get the numbers and send them to Council via email. Libby Hume went on to explain that the Nixle system was under the Everbridge "umbrella" and was designed for small towns and police departments. It was being phased out and we would be migrating to Everbridge 360 in the near future. All current subscribers would be transitioned to Everbridge 360 as well. Rick Keuroglan added that Everbridge 360 would allow staff to post advisories using an app rather than having to use a computer, which would make it much easier to access.

Mayor Charney commented as follows: i) He requested that a sign stating "No Golf Carts Beyond This Point" be installed heading out of town just past the Cape Charles Brewing Company, as he had seen golf carts traveling in and out of town. This had been discussed in the past, but no signage had yet been installed; ii) He asked when the "silver bullet" portable restroom would be moved to the beach so the current rented porta-potties could be removed. Rick Keuroglan stated that he would contact the Public Works staff about relocating the unit, adding that the department was stretched thin with the increased demand. The beach comber had just been repaired and Ralph Bowen cleaned the beach this past Tuesday beginning at 1:00 a.m. He recommended assigning 2 or 3 staff to work only on the beach, but Ralph Bowen preferred to cross-train all of his staff.

Councilwoman Ashworth thanked all of the volunteers who help with SailFest. It was a great success. The numbers showed that there were about 17K people in town over the course of the weekend with over 6K just in the harbor area. The marketing and planning worked. She heard from businesses that they ran out of food and goods to sell. Everyone was happy, and the fireworks were spectacular. Councilwoman Holloway added that it was nice to have music during the fireworks.

Councilwoman Holloway stated that because of the emergency over the July 4th weekend, no credit was given to the staff who pulled off an great 4th of July event without a hitch. It was one of the hottest days of the year and everyone worked so hard. She was so appreciative to the staff. Mayor Charney added that it was another unbelievable fireworks show.

Councilman Newman noted that the beach pavilion was being painted this week.

ANNOUNCEMENTS

- July 18, 2026 – Concert in Central Park – Roberta Lea
- July 25, 2026 – Concert in Central Park – Good Shot Judy
- August 1, 2026 – Salsa Night in Central Park – Salsa Night with Kadencia
- August 5, 2026 – Town Council Special Meeting
- August 8, 2026 – Concert in Central Park – Full Moon Fever
- August 15, 2026 – Concert in Central Park – Brasswind
- August 19, 2026 – Town Council Public Hearing and Regular Meeting

ADJOURNMENT

Motion made by Councilman Newman, seconded by Councilwoman Ashworth, to adjourn the Town Council Regular Meeting. The motion was approved by unanimous vote.

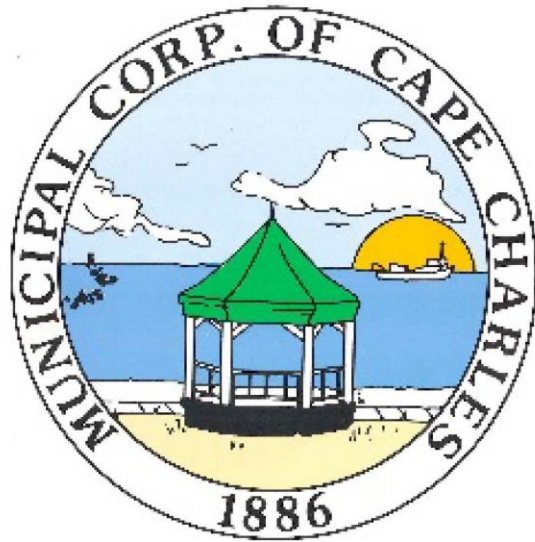
The meeting was adjourned at 7:36 p.m.

Adam Charney, Mayor

Libby Hume, Town Clerk

Cape Charles STR Compliance Update

July 2026



Purpose

1. To re-introduce the Short-Term Rental (STR) webpage at CapeCharles.org
2. To re-introduce the STR Public Portal, STR Customer Portal, Inspection Portal and Rentalscape since it has been populated with Town information
3. To share new data with the Town on STR's



1.

WWW.CAPECHARLES.ORG

Fraudulent Email Scam Targeting Residents and Planning & Zoning Customers



[Search](#)
[Our Community](#) [Government](#) [Residents](#) [Visitors](#) [Business](#)

Planning & Zoning

- [Annexation Agreement](#)
- [Applications and Forms](#)
- [Boards and Commissions](#)
- [Cape Charles Community Multi-Use Trail Project](#)
- [Chesapeake Bay Preservation Act](#)
- [Comprehensive Plan](#)
- [Flood Insurance Rate Maps](#)
- [Online Planning Files](#)
- [+ Railroad & Harbor Area Master Planning](#)
- [Resilience Adaptation Feasibility Tool \(RAFT\)](#)
- [Sanborn Maps](#)
- [Short Term Rentals - Vacation Rentals](#)
- [Tree Policies and Regulations](#)
- [Zoning Ordinance](#)

Short Term Rentals - Vacation Rentals

To see all 2026 Certified Short Term Rental (STR) businesses currently operating in the Town of Cape Charles, please visit the [Public Portal map](#) using the link below.

Please go to the Cape Charles STR Public Portal here:

[STR Public Portal Map](#)

The Public Portal also provides useful links for reporting STR compliance issues.

To apply for a **Short Term Rental (STR) Certificate**, which includes your **2026 Business License** and **Certificate of Occupancy**, follow the link below to our **Customer Portal**. The Customer Portal is where all STR applications are processed and paid. It is also where all Quarterly **Transient Occupancy Taxes (TOT)** are reported and paid. All applicants can enter the portal with their email address of record or use the **"Create Account"** and **"Apply for new STR Certificate"** buttons to get started.

Please go to the Cape Charles STR Customer Portal here:

[STR Customer Portal](#)

Once you apply and pay for your annual STR Certificate online you will be contacted by the Town of Cape Charles 1) Finance Department, 2) Building Department, and 3) Zoning Department.

- The **Finance Department** will check to make sure the property owner's name matches the deed, property taxes have been paid to the town, and nothing is owed to the Town from the previous year in terms of fees for trash carts, etc. and all TOT has been reported and remitted.
- The **Building Department** will schedule and conduct your physical STR inspection to make sure your rental meets all occupancy and safety requirements for lodgers and the applicable building codes.
- The **Zoning Department** will review your STR's existing files to verify that the appropriate site plan, bedroom floor plans, parking plan, and photos of existing site conditions are on file and your STR meets any new STR ordinances passed by Town Council.
- Finally, the **Planning Director & Zoning Administrator** will issue your new STR Certificate in the form of a PDF by email.

All applications will be reviewed in the order in which they were received. If you have questions please email inspector@capecharles.org or call (757) 331-3259, ext. 42.

Note:

- Please ensure you have gathered the information listed below before you start your application process. You will not be able to save your progress if you are missing any information and will have to restart the registration process again. We accept Visa/Mastercard payments (a 2.9% + \$0.30 transaction service fee will be added) or you may use an e-Check (\$2.50 transaction fee). To make an e-Check payment you need to have your bank's routing number and your account number.

Information needed to complete this application:

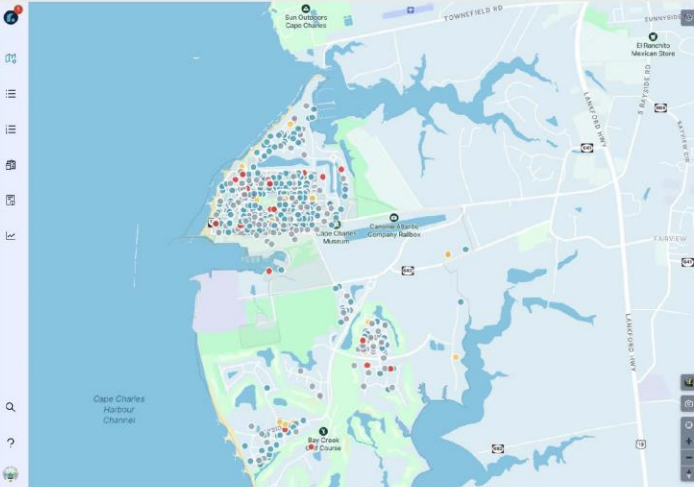
- 1) Property Owner- Name, mailing address, phone number, email address
- 2) Property Manager (if applicable)- Name, mailing address, phone number, email address (Property managers must hold a separate Town DPOL)
- 3) 24/7 Local Contact- Name, mailing address, phone number, email address
- 4) Number of bedrooms

Contact Information

Address
 Planning & Zoning Department
 412 Townwell Avenue
 Cape Charles, VA 23110

2.

Rentalscape



396 identified properties (999 Listed)

Filters: Sort by:



501 Armes Loop Cape Charles VA 23110
 5/1H - Licensed
 Renewal Status - Approved
 Possible Violations (1)



310 Sunset Blvd Cape Charles VA 23110
 5/1H - Licensed
 Renewal Status -



137 Sunset Blvd Cape Charles VA 23110
 5/1H - Licensed
 Renewal Status -



108 Monroe Ave Cape Charles VA 23110
 5/1H - Licensed
 Renewal Status -

3.

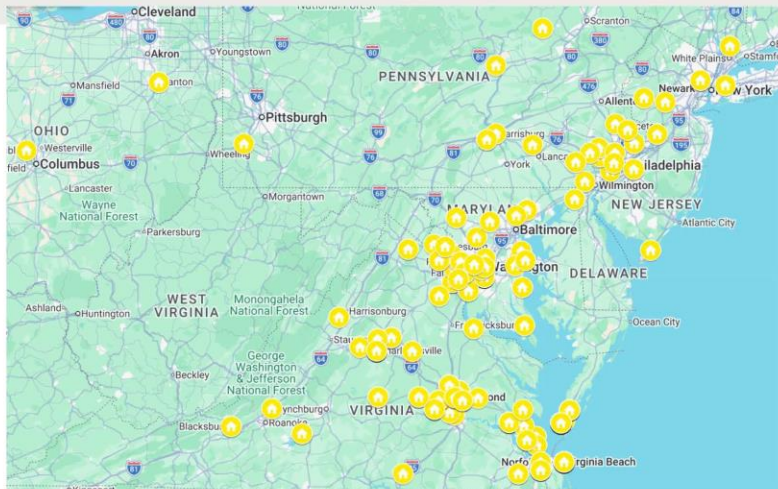


STR Data

- 334 applications
- 308 certifications
- 4 Accessory Dwelling Units (ADU)
- 24% of all STR's are locally owned
- 1/3 of all inspections Fail
 - Safety Corrections
 - Occupancy Corrections (Code Amendments 2024)
- 19 BOSTR Permits
- 26 Additional Off-Street Parking Spaces
- Compliance
 - Complaints
 - 39 STR's investigated
 - Violations
 - TOT
- 2025 STR TOT & Revenue Tracking
- 2027 Changes
 - #1 – Turn Around Time



Who Own's CC STR's?



3.



STR Data

- 334 applications
- 308 certifications
- 4 Accessory Dwelling Units (ADU)
- 24% of all STR's are locally owned
- 1/3 of all inspections Fail
 - Safety Corrections
 - Occupancy Corrections (Code Amendments 2024)
- 19 BOSTR Permits
- 26 Additional Off-Street Parking Spaces
- Compliance
 - Complaints
 - 39 STR's investigated
 - Violations
 - TOT
- 2025 STR TOT & Revenue Tracking
- 2027 Changes
 - #1 – Turn Around Time



STR Inspections – Safety First

inspections.deckard.com

Town of Cape Charles Inspection Portal

Inspector@capecharles.org

STR Health & Safety Inspection
240 MONROE AVE CAPE CHARLES VA 22310

Exterior Elements

Interior Elements

Exterior Doors Working Condition
The exterior door is in proper working condition and can be unlocked from the inside without a key or special knowledge. 2 images, 10 MB each

Pass ☐ Needs Correction ☐

Windows Operable No Damage
All windows are operable without force and free of peeling, chipping or breaking glass. 2 images, 10 MB each

Pass ☐ Needs Correction ☐

Stairways and Surfaces Safe
All stairways, ramps, landings and other walking surfaces are maintained in safe working condition. 2 images, 10 MB each

Pass ☐ Needs Correction ☐

Handrails and Guards Safe Support Loads
All handrails and guards are capable of supporting normal imposed loads. 2 images, 10 MB each

Pass ☐ Needs Correction ☐

Bedrooms Egress to Hall
All bedrooms require egress to a hall without going through another bedroom. 2 images, 10 MB each

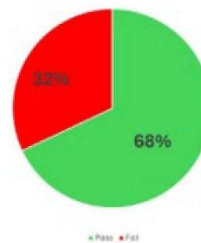
Pass ☐ Needs Correction ☐

Bedrooms Emergency Egress
There is egress from every bedroom free from obstructions in case of emergency (Windows must be 9 sq. ft. on 1st floor and 5.7 sq. ft. on other floors with a sill no higher than 44"). 2 images, 10 MB each

Pass ☐ Needs Correction ☐

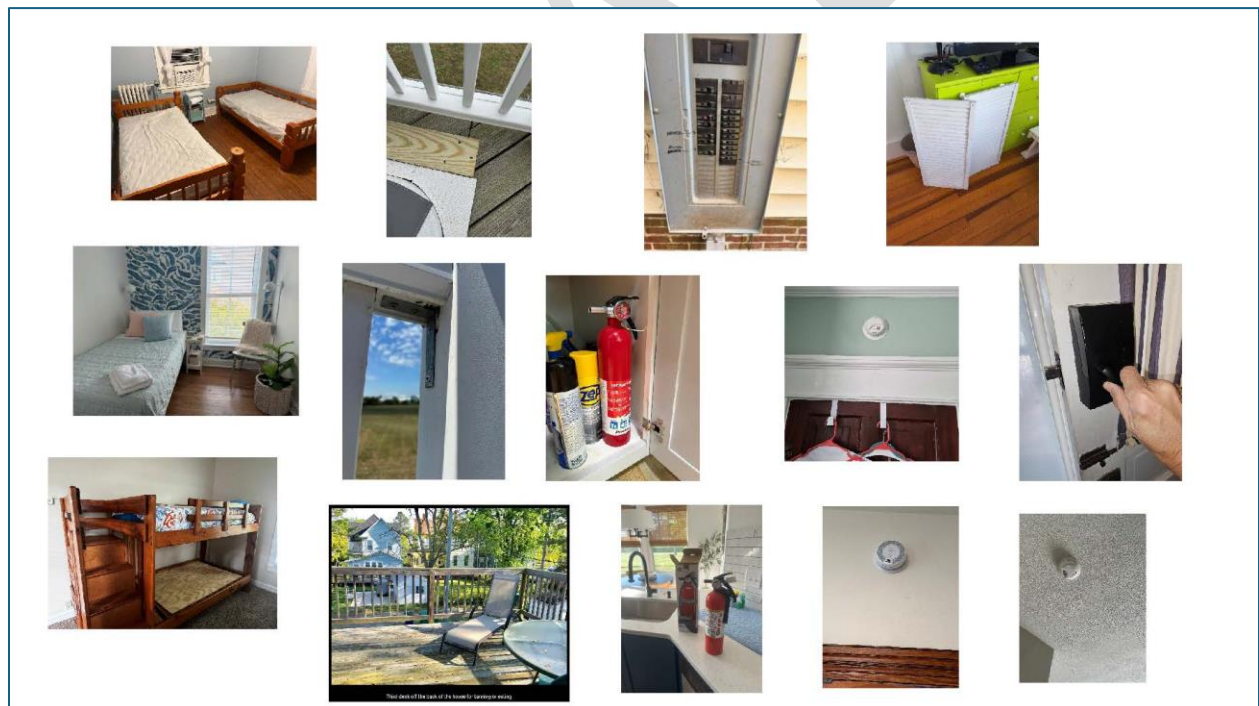
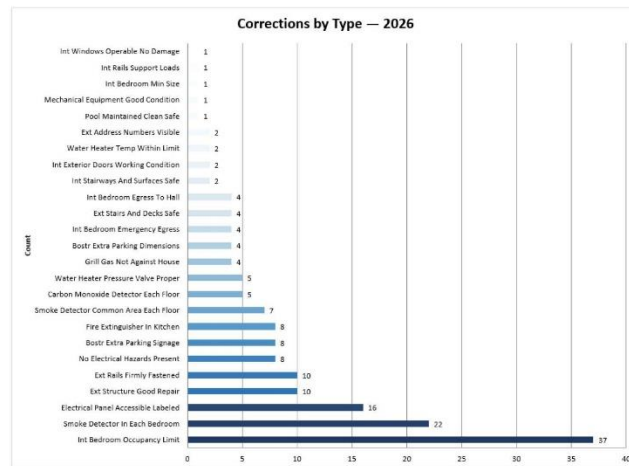
Randomness Minimum Size

STR Inspection Pass Rate %



STR Inspections – Safety First

2026 Inspection Corrections Report	
Total Inspections	Failed
Correction Item	Count
Int Bedroom Occupancy Limit	37
Smoke Detector In Each Bedroom	22
Electrical Panel Accessible Labeled	16
Ext Structure Good Repair	10
Ext Rails Firmly Fastened	10
No Electrical Hazards Present	8
Bostr Extra Parking Signage	8
Fire Extinguisher In Kitchen	8
Smoke Detector Common Area Each Floor	7
Carbon Monoxide Detector Each Floor	5
Water Heater Pressure Valve Proper	5
Grill Gas Not Against House	4
Bostr Extra Parking Dimensions	4
Int Bedroom Emergency Egress	4
Ext Stairs And Decks Safe	4
Int Bedroom Egress To Hall	4
Int Stairways And Surfaces Safe	2
Int Exterior Doors Working Condition	2
Water Heater Temp Within Limit	2
Ext Address Numbers Visible	2
Pool Maintained Clean Safe	1
Mechanical Equipment Good Condition	1
Int Bedroom Min Size	1
Int Rails Support Loads	1
Int Windows Operable No Damage	1
Total Corrections	169



3.



STR Data

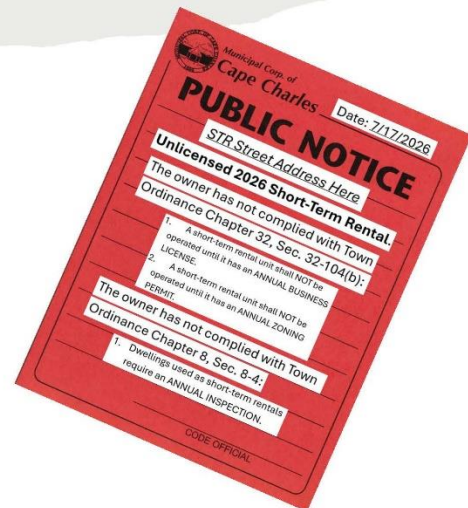
- 334 applications
- 308 certifications
- 4 Accessory Dwelling Units (ADU)
- 24% of all STR's are locally owned
- 1/3 of all inspections Fail
 - Safety Corrections
 - Occupancy Corrections (Code Amendments 2024)
- 19 BOSTR Permits
- 26 Additional Off-Street Parking Spaces
- Compliance
 - Complaints
 - 39 STR's investigated
 - Violations
 - TOT
- 2025 STR TOT & Revenue Tracking
- 2027 Changes
 - #1 – Turn Around Time



3.

Compliance

- **16 First Time Violations**
- **8 Second Time Violations**
- **9 New Applications in the last 14 days**
- **2-3 Placards for Unlicensed STR's**



TOT Compliance

Town of Cape Charles, VA
TOT reporting period is Now open.

This is a courtesy reminder to file and make full payment for the Jan-Mar 2026 period. The due date is 20 April 2026.

File and pay early to avoid penalties and interest (if applicable). If you have already submitted your monthly return, thank you.

[Click here to pay now](#)

License(s) due for reporting:

License No.	Payment Period
STR-26-00500	Jan-Mar 2026
STR-26-00787	Jan-Mar 2026

[Pay Now](#)

For More Information

Please contact us by email at str@capecharles.org, by phone at (757) 331-3259 ext. 42, or visit www.capecharles.org for additional information.



TOWN OF CAPE CHARLES, VA
TOT REPORTING OVERDUE

This is a courtesy reminder to file and make full payment for the Jan-Mar 2026 period. The due date is 20 April 2026.

Penalties and interest will continue to accrue until payment is received (if applicable).

The Jan-Mar 2026 period reporting is **7 days overdue**

[Click here to pay now](#)

3.



STR Data

- 334 applications
- 308 certifications
- 4 Accessory Dwelling Units (ADU)
- 24% of all STR's are locally owned
- 1/3 of all inspections Fail
 - Safety Corrections
 - Occupancy Corrections (Code Amendments 2024)
- 19 BOSTR Permits
- 26 Additional Off-Street Parking Spaces
- Compliance
 - Complaints
 - 39 STR's investigated
 - Violations
 - TOT reporting
- 2025 STR TOT & Revenue Tracking
- 2027 Changes
 - #1 – Turn Around Time

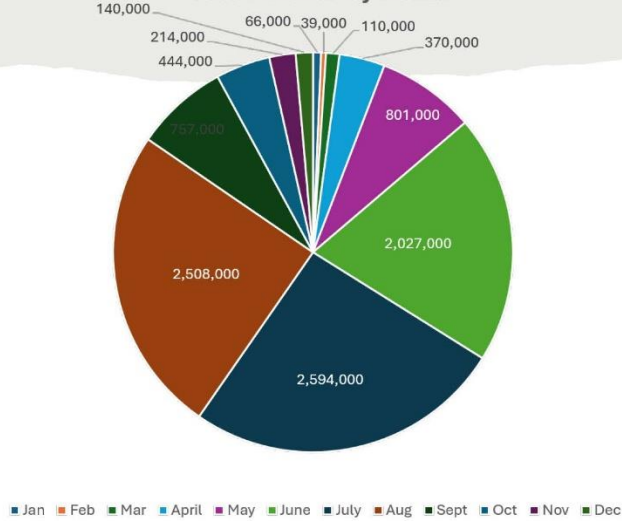


2025 STR Revenue Tracking

TRANSIENT OCCUPANCY TAX

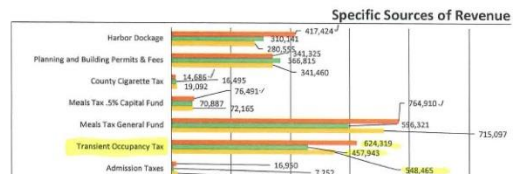
TRANSIENT OCCUPANCY TAX																							
Street Address		Room #	Oct-25						Nov-25						Dec-25						Total Annual STR Gross Receipts		
Dated	Filed by	20th of	Gross	Lodging Tax	# of	Per Night		Dated	Filed by	20th of	Gross	Lodging Tax	# of	Per Night		Dated	Filed by	20th of	Gross	Lodging Tax		# of	Per Night
ent	ent	subseque	Receipts	Due (4% of	Nights	Fee (\$4 per	Paid by?	ent	ent	subseque	Receipts	Due (4% of	Nights	Fee (\$4 per	Paid by?	ent	ent	subseque	Receipts	Due (4% of	Nights	Fee (\$4 per	Paid by?
nt month	nt month	nt month		Gross Receipts)		night)		nt month	nt month	nt month		Gross Receipts)		night)		nt month	nt month	nt month		Gross Receipts)		night)	
Amber's Loop	314	5	4225	\$ 169.00	3	\$ 12.00	Other	2	775	\$ 31.00	1	\$ 4.00	Other			5	0	\$ -	0	\$ -	Other	\$	\$ 30,654.00
Amber's Loop	501	5	2950.11	\$ 118.00	4	\$ 16.00	Airbnb			\$ -		\$ -						\$ -		\$ -		\$	\$ 32,544.66
Bahama Road	3	5	1428.00	\$ 57.16	3	\$ 12.00	VRBO	15	0	\$ -	0	\$ -	Other	15	0	\$ -	0	\$ -	Other		\$	\$	\$ 35,113.12
Bahama Road	5	3	0	\$ -	0	\$ -	Other	16	0	\$ -	0	\$ -	Other					\$ -	\$ -		\$	\$	\$ 16,385.00
Bay Avenue	4		0	\$ -		\$ -				\$ -	\$ -	\$ -						\$ -	\$ -		\$	\$	\$ -
Bay Avenue	14	14	0	\$ -	0	\$ -	Other	2	0	\$ -	0	\$ -	Other	6	0	\$ -	0	\$ -	Other		\$	\$	\$ 40,969.54
Bay Avenue	106	5	2541.8	\$ 101.67	5	\$ 20.00	Other			\$ -	\$ -	\$ -						\$ -	\$ -		\$	\$	\$ 35,449.51
Bay Avenue	204		0	\$ -		\$ -				\$ -	\$ -	\$ -						\$ -	\$ -		\$	\$	\$ -
Bay Avenue	212	16	7085	\$ 283.40	8	\$ 32.00	VRBO	9	5265	\$ 210.60	7	\$ 28.00	Airbnb	12	6285	\$ 251.40	0	\$ 32.00	VRBO		\$	\$	\$ 110,226.50
Bay Avenue	408	5	4851.90	\$ 194.08	5	\$ 20.00	Other			\$ -	\$ -	\$ -						\$ -	\$ -		\$	\$	\$ 31,550.08
Bayshore Road	1011	19	3350	\$ 134.00	12	\$ 48.00	Other			\$ -	\$ -	\$ -				1450	\$ 58.00	\$ 26.00	Other		\$	\$	\$ 45,570.00
Bayshore Avenue	303	5	0	\$ -	0	\$ -	Other	2	0	\$ -	0	\$ -	Other	5	0	\$ -	0	\$ -	Other		\$	\$	\$ 19,241.00
Bayshore Avenue	313	5	0	\$ -	0	\$ -	Other	2	0	\$ -	0	\$ -	Other	5	0	\$ -	0	\$ -	Other		\$	\$	\$ 8,150.00
Bayshore Avenue	505	5	0	\$ -	0	\$ -	Other	2	413	\$ 16.52	1	\$ 4.00	Other	5	0	\$ -	0	\$ -	Other		\$	\$	\$ 29,141.00
Bayshore Avenue	509	5	0	\$ -	0	\$ -	Other			\$ -	\$ -	\$ -						\$ -	\$ -		\$	\$	\$ 5,517.00
Bayshore Avenue	511	5	947.98	\$ 37.92	5	\$ 20.00	Airbnb			\$ -	\$ -	\$ -						\$ -	\$ -		\$	\$	\$ 14,119.25
Brass Ring Circle	509	5	0	\$ -	0	\$ -	Other	2	0	\$ -	0	\$ -	Other	5	0	\$ -	0	\$ -	Other		\$	\$	\$ 25,686.00
Bridgeway Drive	34		0	\$ -		\$ -		5	0	\$ -	0	\$ -	Other	9	0	\$ -	0	\$ -	Other		\$	\$	\$ 7,966.20
Captain Chris Browne	310		0	\$ -		\$ -		5	0	\$ -	0	\$ -	Other			\$ -	\$ -		\$ -		\$	\$	\$ 1,519.50
Captain Chris Browne	404	1	1740	\$ 69.60	4	\$ 16.00	Other	5	0	\$ -	0	\$ -	Other	8	0	\$ -	0	\$ -	Other		\$	\$	\$ 45,954.84
Captain Chris Browne	410	5	2563	\$ 102.52	4	\$ 16.00	Other	2	0	\$ -	0	\$ -	Other	5	0	\$ -	0	\$ -	Other		\$	\$	\$ 21,914.39
Carlissa Dr.	12		0	\$ -		\$ -				\$ -	\$ -	\$ -						\$ -	\$ -		\$	\$	\$ 1,199.83
Carousal Place	602	5	0	\$ -	0	\$ -	Other			\$ -	\$ -	\$ -						\$ -	\$ -		\$	\$	\$ 42,963.22
Carousal Place	614		0	\$ -		\$ -				\$ -	\$ -	\$ -						\$ -	\$ -		\$	\$	\$ -

2025 STR Gross Revenue by Month



2025 TOT Reporting

Total Annual STR Gross Receipts	Total Lodging Tax Due (4% of Gross Receipts)	Total Nights	Total Per Night Fees Due (\$4 per night)	Total All Taxes Due (Paid by Owner and/or 3rd Party)
\$ 10,155,155.19	\$ 435,565.13	21,671.00	\$ 86,469.48	\$ 543,705.61

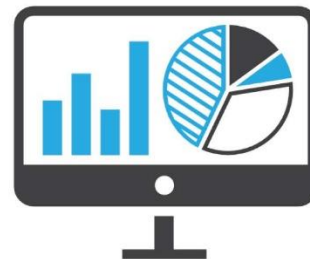


3.



STR Data

- 334 applications
- 308 certifications
- 4 Accessory Dwelling Units (ADU)
- 24% of all STR's are locally owned
- 1/3 of all inspections Fail
 - Safety Corrections
 - Occupancy Corrections (Code Amendments 2024)
- 19 BOSTR Permits
- 26 Additional Off-Street Parking Spaces
- Compliance
 - Complaints
 - 39 STR's investigated
 - Violations
 - TOT
- 2025 STR TOT & Revenue Tracking
- 2027 Changes
 - #1 – Turn Around Time



2027 STR Certification Turn-Around Time

The diagram illustrates the 2027 STR Certification Turn-Around Time. It features a green mountain with a brown base. A blue arrow points up the left side of the mountain, and another blue arrow points down the right side. A small red and white striped pole with a flag is on the peak. To the left is a blue circle containing a white monitor icon with a green waveform. To the right is a white rectangular box with a black border, containing the text 'SHORT TERM RENTAL CERTIFICATE' and a table with two columns: 'PROPERTY INFORMATION' and 'CERTIFICATE INFORMATION'. The table has rows for 'PROPERTY ADDRESS', 'PROPERTY TYPE', 'PROPERTY SIZE', 'PROPERTY AGE', 'PROPERTY ZONE', 'PROPERTY STATUS', 'PROPERTY TYPE', 'PROPERTY SIZE', 'PROPERTY AGE', 'PROPERTY ZONE', 'PROPERTY STATUS', 'PROPERTY TYPE', 'PROPERTY SIZE', 'PROPERTY AGE', 'PROPERTY ZONE', 'PROPERTY STATUS'. At the bottom of the box is a small circular logo and the text 'Please visit www.cityofpasadena.net for more information.'