



Town Council Regular Meeting
December 18, 2025
6:00 PM
Cape Charles Civic Center, 500 Tazewell Avenue

CALL TO ORDER

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

ROLL CALL

Council members in attendance: Mayor Charney; Vice Mayor Buchholz; Councilmen Butta, Grossman and Newman, Councilwomen Ashworth and Holloway

Others in attendance: Town Manager Rick Keuroglan, Project Manager Bob Panek, Treasurer Marion Sofield, Planning & Zoning Director Katie Nunez, Code Official Jeb Brady, Compliance Officer & Inspector Casey Quilter, Finance Clerk Ryan Silvey, Sergeant Billy Lewis, Assistant to the Town Manager Pam Endlein, Town Clerk Libby Hume

There were three 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 HEARING

No public hearing was held.

RECOGNITION OF VISITORS / PRESENTATIONS / RECOGNITIONS

A. *Short-Term Rental Software Presentation*

Town staff provided a detailed presentation on the implementation of the Town's new Short-Term Rental (STR) software platform, which was intended to centralize STR licensing, compliance monitoring, and Transient Occupancy Tax (TOT) reporting. Staff introduced the Town's Short-Term Rental Compliance Officer, Casey Quilter, and explained that the system had been under development and testing for several months in coordination with multiple departments.

Staff demonstrated the public-facing STR portal, which will be accessible through the Town's website. The portal would display a GIS-based map of all licensed short-term rental properties within the Town, allowing the public to view the general location and number of bedrooms associated with each licensed STR. Staff explained that this information was intended to provide transparency while balancing privacy, and that unlicensed properties would be tracked internally for enforcement purposes.

The presentation also covered the new STR complaint reporting portal. Staff explained that the complaint form was designed primarily for neighbors and members of the public to report potential STR issues such as noise, trash, parking, overcrowding, or illegal rentals. Council discussed whether complaints should be anonymous or require contact information. Staff noted that providing contact information would assist with follow-up and investigation considerations and the limitations of modifying vendor-hosted forms. Council members expressed concern about anonymous complaints and discussed options such as requiring contact information or implementing authentication measures to reduce frivolous or duplicate submissions.

Staff then demonstrated the STR owner and manager portal, including account creation, two-step authentication, dashboard navigation, certificate renewal, application for new STR certificates, and online payment processing. Staff explained that all existing STR owners had been pre-populated in the system and would verify and update their information during renewal. Council discussed the requirement that applications be completed in one session, as information could not be saved mid-process, and staff noted that training materials and future instructional sessions would be provided to assist users.

A significant portion of the discussion focused on Transient Occupancy Tax (TOT) reporting. Staff explained the proposed transition from monthly to quarterly reporting and demonstrated how gross revenue would be reported by platform, including Airbnb, VRBO, and other rental methods. Council raised detailed questions regarding reconciliation of third-party intermediary payments, the \$4-per-night fee, verification of reported nights, and the potential for double taxation. Staff acknowledged existing challenges with obtaining detailed reporting from third-party platforms and stated that the new system was intended to improve long-term tracking and auditing, and additional refinements might be explored with the software developer.

Council members discussed the importance of accurate data for budgeting, enforcement, and policy decisions, as well as the need for clear guidance to STR owners to avoid confusion. Staff confirmed that true-ups would occur as needed to reconcile estimated versus actual revenues and that future licenses would not be issued until outstanding obligations were resolved. No formal action was taken following the presentation, and staff would continue refining the system and return with recommendations as appropriate.

PUBLIC COMMENTS

No public comments were received.

CONSENT AGENDA

A. Approval of Agenda Format

B. Approval of Minutes

- November 6, 2025 Town Council Work Session
- November 20, 2025 Town Council Regular Meeting
- November 20, 2026 Town Council Work Session

C. Approval of October 2025 Financial Report

Motion made by Councilman Grossman, seconded by Councilwoman Holloway, to approve the Consent Agenda items as presented. The motion was approved by unanimous vote.

UNFINISHED BUSINESS

A. *Downtown Restrooms*

Town Manager Rick Keuroglian stated that it might have been his misunderstanding of the Council's discussion at the last meeting, but he had been working with the building owner on a lease agreement with the terms that were discussed. He understood that Council needed to vote on the location prior to reviewing a lease agreement. This item would be brought to Council at a special meeting on January 8th for further review.

Councilwoman Ashworth asked for an update on the temporary restrooms. Rick Keuroglian stated that he reached out to the vendor and was awaiting their response. He would be able to provide an update on the temporary restroom at the January 8th special meeting.

B. *Permitting Accessory Dwelling Units for Short-Term Rentals*

Katie Nunez explained that this item was brought forward as a follow-up to prior Council discussion, including the October meeting, during which concerns were raised regarding

consistency between the Comprehensive Plan, zoning regulations, and the Town's existing short-term rental ordinance. Staff noted that the current zoning framework allows ADUs in certain districts and that short-term rentals are regulated separately through licensing, inspection, and Transient Occupancy Tax requirements.

There was some discussion as follows: i) Councilman Grossman reiterated his position that the Comprehensive Plan already provided sufficient policy direction and that adding further language could unnecessarily complicate implementation. He emphasized that the Town's short-term rental ordinance already established operational controls, enforcement mechanisms, and licensing requirements that would apply equally to ADUs if they were otherwise permitted by zoning; ii) Council members expressed concerns related to neighborhood compatibility, density, parking impacts, and enforcement consistency.

Katie Nunez stated that the comprehensive plan and zoning text amendment relative to this issue were scheduled for a public hearing for the Planning Commission on January 6th, then for Town Council public hearing on January 15th.

NEW BUSINESS

A. *Town Code Changes re Transient Occupancy Tax (§§ 18-196 & 18-198)*

Council considered proposed amendments to the Town Code related to the administration of the Transient Occupancy Tax (TOT), specifically §§ 18-196 and 18-198, in order to align reporting and remittance requirements with the Town's newly implemented short-term rental software platform.

Town staff explained that the proposed amendments would revise the TOT reporting and remittance schedule from **monthly to quarterly** and eliminate the **on-time payment discount** currently provided in the Code. Staff noted that these changes are necessary to ensure consistency with the capabilities and structure of the new STR software system and to improve long-term tracking, reconciliation, and auditing of TOT revenues.

There was discussion as follows: i) Council members discussed the limitations of third-party intermediary reporting, particularly from platforms such as Airbnb and VRBO, which remit taxes in aggregate without property-level detail. Staff explained that the new system is designed to begin addressing these gaps by collecting standardized revenue data directly from property owners, while also reconciling payments received from third-party platforms; ii) Council discussed the existing on-time payment discount and expressed differing views regarding its fairness and effectiveness. Some Council members noted that the discount primarily benefited a limited subset of lodging operators and did not apply uniformly to short-term rentals using third-party platforms. Staff further explained that the current software was not configured to calculate or administer the discount across all reporting categories, creating potential inconsistencies; iii) Council also discussed the \$4-per-night fee and challenges associated with verifying the number of occupied nights when third-party intermediaries remitted payments without detailed breakdowns. Staff noted that the revised reporting structure represented a first step toward improved data collection and compliance verification and that additional refinements might be pursued as more reliable data became available.

Motion made by Councilman Butta, seconded by Councilman Grossman, to amend the Cape Charles Town Code, Chapter 18, Article V (Transient Occupancy Tax), §§ 18-196 and 18-198, to revise the reporting and remittance schedule from monthly to quarterly and to eliminate the on-time payment discount. The motion was approved by unanimous vote. Roll call vote: Ashworth, yes; Buchholz, yes; Butta, yes; Grossman, yes; Holloway, yes; Newman, yes.

B. *Reappointment of Historic District Review Board Member*

Motion made by Councilman Grossman, seconded by Vice Mayor Buchholz, to reappoint Kathy Glaser to the Historic District Review Board for another five-year term. The motion was approved by unanimous vote.

Councilwoman Holloway thanked Ms. Glaser for her service on the Historic District Review Board and her willingness to continue on the board for another five years.

TOWN MANAGER COMMENTS

Town Manager Rick Keuroglian provided several administrative and operational updates to Council:

- i) He advised Council that Town staff had recently experienced a significant level of illness, which affected multiple departments simultaneously and created operational challenges. He noted that despite these circumstances, staff continued working through critical deadlines and responsibilities;
- ii) He reported on the recent distribution of the Town survey, explaining that the survey was successfully issued earlier in the week after an intensive effort by staff. He stated that approximately 2,500 surveys were mailed and that initial responses had already begun to come in. While early participation was limited, he expressed confidence that additional responses would be received over time. He emphasized the substantial amount of staff time and effort required to prepare, distribute, and manage the survey, noting that multiple staff members were heavily involved throughout the process. He publicly acknowledged and thanked staff for their work, specifically recognizing Pam Endlein, Libby Hume, Marion Sofield, Katie Nunez, and others for their contributions and coordination under tight timeframes. He further explained that staff had been asked to track and calculate the total number of staff hours and associated costs dedicated to the survey effort. He stated that this information would be valuable for Council's consideration when evaluating whether future surveys should continue to be handled internally or whether contracting with a third-party vendor might be more cost-effective and efficient. He noted that this analysis would help inform broader discussions about survey frequency, methodology, and resource allocation, including whether surveys should be conducted less frequently or using alternative approaches to reduce staff burden while still obtaining meaningful community input. He reiterated his appreciation for staff resilience and teamwork during a demanding period and indicated that additional updates would be provided to Council as survey data and cost analyses become available;
- iii) He advised Council that he had been in communication with Virginia American Water regarding service performance, coordination, and the required report to Council that was due within 12 months of purchase. Virginia American Water was expecting to finish their studies by February and would be bringing their plan to Council afterwards. Katie Nunez added that she had been working with Virginia American Water over the last 9 months regarding growth projections. There was some discussion regarding the frequency of water flushes;
- iv) The site plan drawings for the new municipal building at the corner of Randolph and Fig were completed by HBA and submitted to VDOT and the zoning administrator for review. It was anticipated that the review of the site plan and any necessary revisions would be completed by the end of January. Updates to the building drawings to reflect the new building code and any changes necessitated by the new site plan should be completed by the end of February. We were targeting advertising for bids by mid-March;
- v) He briefed Council on the **workforce housing proposals** that had been received by the Town and are currently under review by a subcommittee. Follow up questions were sent to three of the proposers and their responses were expected by late January;
- vi) He provided an update regarding the **Beachfront Master Plan**. We were hoping to have the RTA Grant (Rural and Tribal Assistance Pilot Program) awards announced in December but this could be delayed due to the government shutdown. If we did not get the RTA grant award, Ricky Wiatt, our consultant, was preparing to work on two other grants. Ricky Wiatt would like to meet with Council in January or February to present the final plan. He would provide dates to Council after hearing back from Mr. Wiatt;
- vii) He provided a statement regarding the external investigation. A special prosecutor was named and would most likely begin interviews with selected staff in January. He contacted the author of the Mirror to address the misinformation;
- viii) All department heads would be submitting their mid-year budget adjustments in early January. This information would be compiled and presented to Council, hopefully in time for the January regular meeting. If the aggregate

amount of the adjustment exceeded 1% of the current budget, a public hearing would be required under state law; ix) Staff would provide Council with the financial closing information for fiscal year 2025 at the February regular meeting; x) In our staff department meetings, we had been discussing the creation of values that we would upload. We were pretty close to finalizing things and he hoped to bring those values to Council at the January regular meeting. We would be creating posters and other items to display in Town Hall, the civic center, etc; xi) His manager's report was submitted to Council earlier today; xii) A previous staff member, Jerry Murphy, passed away a couple of days ago. He was our staff accountant and worked with the town for years. Jerry was hoping to come back to work but ended up retiring in October. He was a great employee and well-loved by all who worked with him.

MAYOR & COUNCIL COMMENTS

Councilwoman Holloway commented as follows: i) She hoped that everyone had been able to enjoy Festive Fridays as they had been incredible this year. She hoped we could take some moments to thank the many volunteers from our community who made it all happen. The public works crew had been wonderful every week; ii) Over 700 people participated in the Cookie Trail on Saturday. She gave special thanks to Ami Butta and the Vacation Rental Homeowners group who took over the event from the Bed & Breakfasts years ago and made it their own. They had done a phenomenal job with it.

ANNOUNCEMENTS

- A. December 19, 2025 – Town offices closing at noon for Employee Christmas Party
- B. December 24–26, 2025 – Town offices closed for Christmas Holiday
- C. January 1–2, 2026 – Town offices closed for New Year's Holiday
- D. January 8, 2026 – Town Council Special Meeting
- E. January 15, 2026 – Town Council Regular Meeting

Mayor Charney wished everyone a Merry Christmas and a Happy New Year.

ADJOURNMENT

Motion made by Councilman Grossman, seconded by Vice Mayor Buchholz, to adjourn the Town Council Regular Meeting. The motion was approved by unanimous vote.

The meeting adjourned at 8:17 p.m.

Adam Charney, Mayor

Libby Hume, Town Clerk

Cape Charles STR Portal Introduction



← ↻ https://www.capecharles.org/planning-zoning/page/short-term-rentals-vacation-rentals

STR Home Page Northampton Coun... Google Earth Online Time and Att... Rentalscape ICC Auth Portal Property Info Search eBridge Login Housing Code Login Anthem.com USPS Tracking

Scammers Sending Fraudulent Invoices

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
- Harbor Area Master Plan
- Online Planning Files
- Railroad & Harbor Area Master Planning
- Resilience Adaptation Feasibility Tool (RAFT)
- Sandbox Maps
- Short-Term Rentals - Vacation Rentals**
- Tree Policies and Regulations
- Zoning Ordinance

Short Term Rentals - Vacation Rentals

We are excited to launch a more convenient way for you to renew or apply for a new Short Term Rental (STR) certificate online!

Please go to the Cape Charles STR Certificate and Tax Portal here: [Customer Portal](#)

The Town's STR customer portal integrates the process of obtaining your Town business license, STR application, STR inspection, Transient Occupancy Tax (TOT) reporting and payment, Zoning approval, and Occupancy Certificate all in one.

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. You will also need to have a Visa or Mastercard to make payments.

Information needed to complete this application:

1. Property Owner Name, mailing address, phone number

Contact Information

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

I. STR Renewals

 Town of Cape Charles, VA STR Certificate and Tax Portal

Welcome to the Town of Cape Charles, VA STR Certificate Registration and Tax Portal!

All Short-Term Rentals within Town of Cape Charles, VA are required to hold a valid STR Certificate and remit taxes quarterly for nights that the property is occupied by guests.

This portal allows STR Certificate Holders to manage their str certificates, report and remit their tax, and view their history of past remittances.

To apply for a STR Certificate, start by creating an account using the button below. If you already have an account, please login using the panel on the right-hand side of the page. You can use the same account to manage str certificates for multiple properties.

[Create Account](#)

Account Login

To get started, please enter the email address associated with your STR Certificates below.

Email Address

[Login](#)



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[Create Account](#)

Account Login

To get started, please enter the email address associated with your STR Certificates below.

Email Address

[Login](#)



Validating user sign request...

Verification

We have sent a verification code to the email provided. Please enter the code below. Make sure to check your spam folder.

[Resend code](#)

[Submit](#) [Cancel](#)

2-Step Verification Code Screen

Your secret login code

SR str-registration@deckard.com
To: Casey Gutter

This is your secret login code:

euPpCk

Reply Reply All Forward Thu 12/16/2023 12:42 PM

Actions Required

Action	Due by	
Renew STR Certificate 101 William Scott Lane	12/31/2025	Renew

Active STR Certificates (1)

101 William Scott Lane 1698	Expiration: 2025-12-31	View
--------------------------------	------------------------	------

Apply for new STR Certificate

Pay Tax

See all STR Certificates



< Back

Update Details

Please update your details below. Note that you cannot change some details.

First Name

Marion

Last Name

Sotfield

Company Name (optional)

Q-utopia

Email Address

casey.quilter@capecharles.org

Phone Number

757-635-7791

Mailing Address

3804 Mystic Cove Court, Virginia Beach, Virginia 23455

Update Details

II. TOT's

Marion Sotfield



Actions Required

Action	Due by	
Renew STR Certificate 101 William Scott Lane	12/31/2025	Renew

Active STR Certificates (1)

101 William Scott Lane 1698	Expiration: 2025-12-31	View
Apply for new STR Certificate	Pay Tax	See all STR Certificates



Report Revenue

For the current and previous months, please report the taxable receipts

Taxable receipts are defined as the consideration paid by the occupant of any rental where the cost of occupancy is at the rate of \$2 or more per day. Taxable Receipts INCLUDE, but are not limited to: non-refundable charges such as nightly or weekly rents for a period of 30 days or less, standard cleaning fees, pet fees, internet charges, late check-out fees, extra person fees, and resort fees. Taxable receipts EXCLUDE refundable deposits and any additional items included in a special package rate, such as recreational activities.

Collection Agreement Notice

Town of Cape Charles, VA has signed collection agreements with Airbnb and Vrbo.

By default, Airbnb will remit TOT directly for all rentals facilitated through their platform. Some hosts have opted out of this process or are part of the Professional Host program, meaning that they must remit their own TOT to Town of Cape Charles, VA directly. Airbnb does not remit other taxes directly.

Vrbo will remit TOT directly for all rentals facilitated through their platform.

Please ensure that you follow the directions and report your income by platform below, splitting it into three separate groupings:

- VRBO
- Airbnb (if not part of Professional Host Program)
- All Other Platforms

Jul 2025 - Sep 2025

510 NECTARINE ST CAPE CHARLES VA 23310

Reporting Incomplete

CONTINUE

BACK

Select Properties

Report Revenue

Confirm and Sign

Payment

510 NECTARINE ST CAPE CHARLES VA 23310

Reporting Incomplete

Property Occupancy

No. Days Available

No. Days Occupied

Airbnb (if not part of Professional Host Program)

Gross Revenue

\$

Allowable Deductions

\$

Taxable Receipts

\$

0

VRBO

Gross Revenue

\$

Allowable Deductions

\$

Taxable Receipts

\$

0

All Other Platforms (including Airbnb if part of the Professional Host Program)

Gross Revenue

\$

Allowable Deductions

\$

Taxable Receipts

\$

0

CONTINUE

BACK

Jul 2025 - Sep 2025

510 NECTARINE ST CAPE CHARLES VA 23310

Reporting Complete

Property Occupancy

No. Days Available

90

No. Days Occupied

30

Airbnb (if not part of Professional Host Program)

Gross Revenue

\$

15000

Allowable Deductions

\$

1000

Taxable Receipts

\$

14000

VRBO

Gross Revenue

\$

5000

Allowable Deductions

\$

0

Taxable Receipts

\$

5000

All Other Platforms (including Airbnb if part of the Professional Host Program)

Gross Revenue

\$

1000

Allowable Deductions

\$

0

Taxable Receipts

\$

1000

Confirm and Sign

Please confirm the following information and sign below

Tax Summary

All Periods

All Licenses

Jul-Sep 2025

Tax due:

510 Nectarine St Cape Charles Va 23310

\$178.93

Total due Jul-Sep 2025

\$178.93

Total Payment Due

\$178.93

Certifications

☐ I certify under penalty of perjury that the foregoing is true and correct.

Legal Name of Authorized Signatory

Date

2025-12-18

CONTINUE

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- Select Properties
- Report Revenue
- Confirm and Sign
- Payment

Airbnb (if not part of Professional Host Program)	
Total Revenue including all fees	\$15,000.00
Allowable Deductions ⓘ	\$1,000.00
Taxable Receipts	\$14,000.00
AirBnB	
AirBnB Tax Due	\$0.00
Penalties	\$0.00
Interest	\$0.00
Total for Airbnb (if not part of Professional Host Program)	\$0.00
VRBO	
Total Revenue including all fees	\$5,000.00
Allowable Deductions ⓘ	\$0.00
Taxable Receipts	\$5,000.00
VRBO	
VRBO Tax Due	\$0.00
Penalties	\$0.00
Interest	\$0.00
Total for VRBO	\$0.00
All Other Platforms (including Airbnb if part of the Professional Host Program)	
Total Revenue including all fees	\$1,000.00
Allowable Deductions ⓘ	\$0.00
Taxable Receipts	\$1,000.00
TOT	\$178.93
TOT Due ⓘ	\$160.00
Penalties ⓘ	\$16.00
Interest	\$2.93
Total for All Other Platforms (including Airbnb if part of the Professional Host Program)	\$178.93


Town of Cape Charles, VA STR Certificate and Tax Portal

Matthew Silvey ▾

Total Amount Due
\$178.93

TOT
\$160.00
AirBnB
\$0.00
VRBO
\$0.00
Penalties
\$16.00
Interest
\$2.93

Payment Method

The button below will take you to our third-party payment system to make your payment.

Pay \$178.93

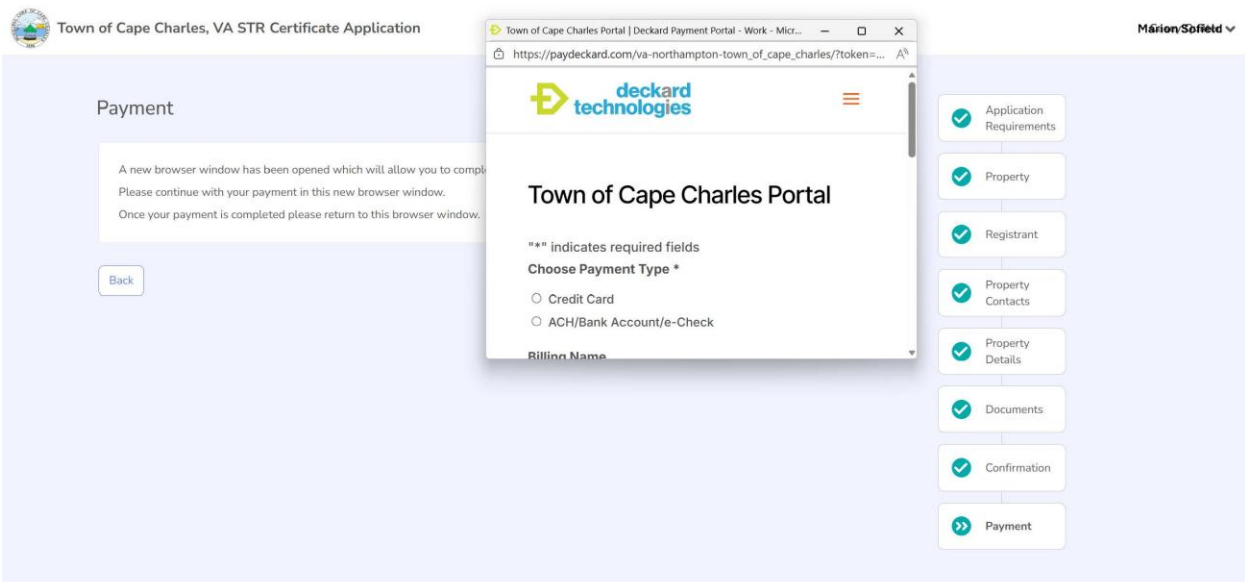
Select Properties

Report Revenue

Confirm and Sign

➡ Payment

BACK



DECKARD PAYMENT PORTAL

Town of Cape Charles Portal

*** indicates required fields

Choose Payment Type *

- ☐ Credit Card
- ☐ ACH/Bank Account/e-Check

Billing Name

First *

Last *

Billing Address

Street Address *

City *

State / Province *

ZIP / Postal Code *

Country *

Thank you for using our secure online payment form.



III. New STR Registration



Town of Cape Charles, VA STR Certificate and Tax Portal

Email Address

Let's get started by entering your email address. We will send a code to this email address to verify that this is your real email address, so please make sure that this is a valid email address, and that you have access to this email address at all times. Please choose an email address that can be used for the duration of this license. For property managers, please use a company email address (not an employee's email address) that you will have access to for your company's duration, as email addresses cannot be updated for your account at this time.

Email Address

caseyquilter@capecharles.org

CONTINUE

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Check Email

Create Account



Town of Cape Charles, VA STR Certificate and Tax Portal

Personal Details

Please enter your details below to create your account. These will be used as the Str Certificate Holder information for any str certificates you apply for.

First Name

Casey

Last Name

Quilter

Company Name (optional)

Q'Utopia

Phone Number

757-635-7791

Mailing Address

3804 Mystic Cove Court, Virginia Beach, Virginia 23455

CONTINUE

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Check Email

Create Account



Actions Required

No outstanding actions.

Active STR Certificates (0)

You don't have any Active STR Certificates.

Apply for new STR
Certificate

Requirements

1. Please review the Short-Term Rental (STR) ordinance ([Click Here](#))

The purpose and intent of the Cape Charles Zoning Ordinances for Short-Term Rentals (STR) that were adopted by the Town Council on November 21, 2024, as well as any subsequent amendments, is to regulate STRs. The zoning ordinance is intended to provide the requirements to allow these certain limited commercial uses in town zoning districts containing uses per Article III. The regulations for STRs are designed to accommodate an STR owner's and operator's limited commercial use in a way that is safe for the guest, meets town requirements, does not change the character of the town, and fits in with the districts in which STRs operate. These regulations are intended to work in tandem with the town's business license requirements as contained in the Town Code, as a measure for the town to monitor the number of STRs and enforce regulations.

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 once you have all of the information in hand. **You will also need to have a form of credit card payment available because you will be required to pay the calculated business license tax as part of this registration process.**

Information needed to complete this application:

Property Owner- Name, mailing address, phone number, email address

Property Manager (If applicable)- Name, mailing address, phone number, email address (Property managers must hold a separate Town BPOL)

24/7 Local Contact- Name, mailing address, phone number, email address

Number of Bedrooms

Maximum Occupancy

Gross Revenue (Estimated for the upcoming calendar year) and (Actual for the prior licensing year)

CONTINUE

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Property

We need to know the Tax Map # of the property you wish to make available for STR Certificate. You can type in your Tax Map # directly below if you already know it, or you can find the Tax Map # by typing in the property address.

☒ I know my Tax Map #

☐ I want to type in the property address

Tax Map #

[Lookup Tax Map # on Northampton County Website](#)

83A1-1-160

Selected property

640 WASHINGTON AVE CAPE CHARLES VA 23310
Tax Map #: 83A1-1-1

Unit Number (optional)

CONTINUE

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- ✓ Application Requirements
- Property
- ✗ Registrant
- ✗ Property Contacts
- ✗ Property Details
- ✗ Documents
- ✗ Confirmation
- ✗ Payment



Registrant

Are you the owner of the rental property?

☒ Yes, I'm the owner

☐ No, I'm a property manager

CONTINUE

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- ✓ Application Requirements
- ✓ Property
- Registrant
- ✗ Property Contacts
- ✗ Property Details
- ✗ Documents
- ✗ Confirmation
- ✗ Payment



Property Contacts

Property Management Company

Professional property management means a licensed firm charged with operating a real estate property for a fee. Self Managed means an individual maintains the STR, such as a private property owner.

Are you using a Property Manager for this property?

- ☒ Self Managed
☐ Property Manager

24/7 Local Contact

A 24/7 local contact is a person available 24/7 who can be at the property within one hour.

Who is the 24/7 local contact for this property?

- ☐ Myself (the Owner)
☒ Someone else

24/7 Local Contact Information

First Name Last Name
John Quilter
Company Name (optional)
Paid Person



Property Details

All fields must be completed before proceeding.

How many bedrooms are in a Short-Term rental property?

Bedroom Definition in the Cape Charles Zoning Ordinance:

Bedroom is a room or space within a structure intended for sleeping. Requirements include:

- A minimum size of seventy square feet (70 sf); if more than one (1) person occupies the room, there must be fifty square feet (50 sf) per occupant.
- Access to a bathroom without crossing another bedroom.
- Every bedroom must have access to natural ventilation and have a permanent heat source.
- Two (2) means of egress: one (1) that leads to the rest of the home without going through another bedroom and one (1) that leads directly to the outside. If the outside egress is a window, it must be at least five-point seven square feet (5.7 sf) and can be no more than forty-four inches (44") from the room floor, unless there is a permanent step installed. It shall be illegal to have locking bar or grates covering an egress window.
- The ceiling must be no less than seven feet (7').

3

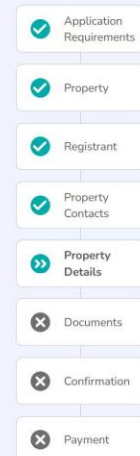
What is the maximum occupancy?

(Maximum occupancy can be no greater than 10 without approval)

8

Is the property providing any parking spaces on the property directly?

- ☐ Yes
☒ No



How many on-site parking spaces are available at the Short-Term Rental Property?

0

Does property have a curb cut?

☐ Yes

☒ No

Does the property have an existing driveway?

☐ Yes

☒ No

Does property abut alley?

☒ Yes

☐ No

Is there parking in the rear of property?

☒ Yes

☐ No

How many trash cans are available at the Short-Term Rental Property?

The # of trash cans, per our STR Zoning Ordinance, is based upon the # of bedrooms that we certify.

- One bedroom: One Trash Can

Is there parking in the rear of property?

☒ Yes

☐ No

How many trash cans are available at the Short-Term Rental Property?

The # of trash cans, per our STR Zoning Ordinance, is based upon the # of bedrooms that we certify.

- One bedroom: One Trash Can
- Two bedrooms: One Trash Can
- Three Bedrooms: Two Trash Cans
- Four Bedrooms: Two Trash Cans
- Five or More Bedrooms: Three Trash Cans

2

Gross Receipts Estimate

Since you are a new business, we require an estimate to calculate your business license fees. Please provide your estimated gross receipts for the calendar year.

When reporting gross receipts, use numbers only. Do not include symbols (\$ signs or commas). **There is a [non-refundable] business license tax due in the amount of \$30, regardless of the estimate of annual gross receipts**

15,000

CONTINUE

BACK



Document Upload

Your application requires the below documents to be uploaded.

Supported formats: .jpg, .jpeg, .png, .pdf, .heic; Minimum file size: 15 KB; Maximum file size: 4 MB; Maximum number of files per document type: 20.

An attestation of the owner's permission for the use of the property as a short-term rental.

For operators that are a lessee or sublessee, an attestation that the property owner has granted permission for use of such property as a short-term rental.

Select files...

Proof of authorization to operate the short-term rental by the homeowners or condominium association

If the property is governed by a homeowners or condominium association, proof that authorization to operate the short-term rental was provided by the homeowners or condominium association.

Select files...

Miscellaneous

Anything requested by the Town of Cape Charles

Select files...

- Application Requirements
- Property
- Registrant
- Property Contacts
- Property Details
- Documents
- Confirmation
- Payment

The screenshot shows a web browser window with the 'Town of Cape Charles, VA STR Certificate Application' interface. The 'Document Upload' section is active, displaying instructions and a list of required documents. A file explorer window is open, showing the 'Planning & BDC FORMS' folder. The file explorer lists various documents, including 'amusement_inspection_permit_11-2025', 'application_for_rental_inspection_11-2025', 'authorization_for_court_order_payment_for_permit_fees_2025', 'authorization_for_court_order_payment_for_permit_fees_2025', 'backflow_prevention_device_test_report_11-2025', 'BODFR_license_application_11-2025', 'building_x_dock_graphic_details_11-2025', 'business_license_contractor_only_11-2025', 'commercial_building_permit_11-2025', 'contractor_training_completion_worksheet_11-2025', 'electrical_permit_11-2025', 'electrical_permit_11-2025', 'fire_prevention_permit_11-2025', 'gas_permit_11-2025', 'mechanical_permit_11-2025', and 'plumbing_permit_11-2025'. The file explorer also shows the 'File name' field and 'Upload from mobile' button.



Confirmation

Please confirm the information below to proceed to the payment step.

Property Address
640 WASHINGTON AVE CAPE CHARLES VA 23310
Tax Map #
83A1-1-160

STR Certificate Holder

Same as property manager.

Owners**Owner #1**

First Name
Casey
Last Name
Quilter
Company Name
Q-utopia
Phone Number
7576357791
Email
casey.quilter@capecharles.org

Property Manager

Same as owner #1.

24/7 Local Contact**24/7 Local Contact**

First Name
John
Last Name
Quilter
Company Name
Paid Person
Phone Number
8047460622
Email
johnq@gmail.com

Application Requirements

Property

Registrant

Property Contacts

Property Details

Documents

Confirmation

Payment

Verification Documents

An attestation of the owner's permission for the use of the property as a short-term rental.
business_license_contractor_only 11-2025.pdf
Proof of authorization to operate the short-term rental by the homeowners or condominium association
commercial_building_permit 11-2025-1.pdf
Miscellaneous
amusement_inspections_permit 11-2025.pdf

Supplemental Questions ▾

Certifications

- ☐ I hereby certify that I have the authority to make the foregoing application for a Short Term Rental, that the information given is true and correct, and that the use of the property as a Short Term Rental will conform to the laws, codes and ordinances of the Town of Cape Charles for the operation of a Short Term Rental business as well as the Virginia Statewide Building Code.
- ☐ I certify that the Town's prepared STR training information has been reviewed annually.
- ☐ I certify that adjacent property owners have been notified that an application for a STR zoning permit has been submitted.
- ☐ I certify under penalty of perjury that this information is accurate and I am an authorized representative or owner of this business. I acknowledge that my signature is legally binding.

Electronic Signature

Legal Name of Authorized Signatory

Date

12/18/2025

business_license_contractor_only 11-2025.pdf

Proof of authorization to operate the short-term rental by the
homeowners or condominium association
commercial_building_permit 11-2025-1.pdf

Miscellaneous

amusement_inspections_permit 11-2025.pdf

Supplemental Questions

Certifications

- ☒ I hereby certify that I have the authority to make the foregoing application for a Short Term Rental, that the information given is true and correct, and that the use of the property as a Short Term Rental will conform to the laws, codes and ordinances of the Town of Cape Charles for the operation of a Short Term Rental business as well as the Virginia Statewide Building Code.
- ☒ I certify that the Town's prepared STR training information has been reviewed annually.
- ☒ I certify that adjacent property owners have been notified that an application for a STR zoning permit has been submitted.
- ☒ I certify under penalty of perjury that this information is accurate and I am an authorized representative or owner of this business. I acknowledge that my signature is legally binding.

Electronic Signature

Legal Name of Authorized Signatory

Date

Casey Quilter

12/18/2025

CONTINUE

BACK



Town of Cape Charles, VA STR Certificate Application

Casey Quilter

Payment

Total Amount Due

\$4.00

Base Fee
\$450.00

Revenue Portion Fee
\$54.00

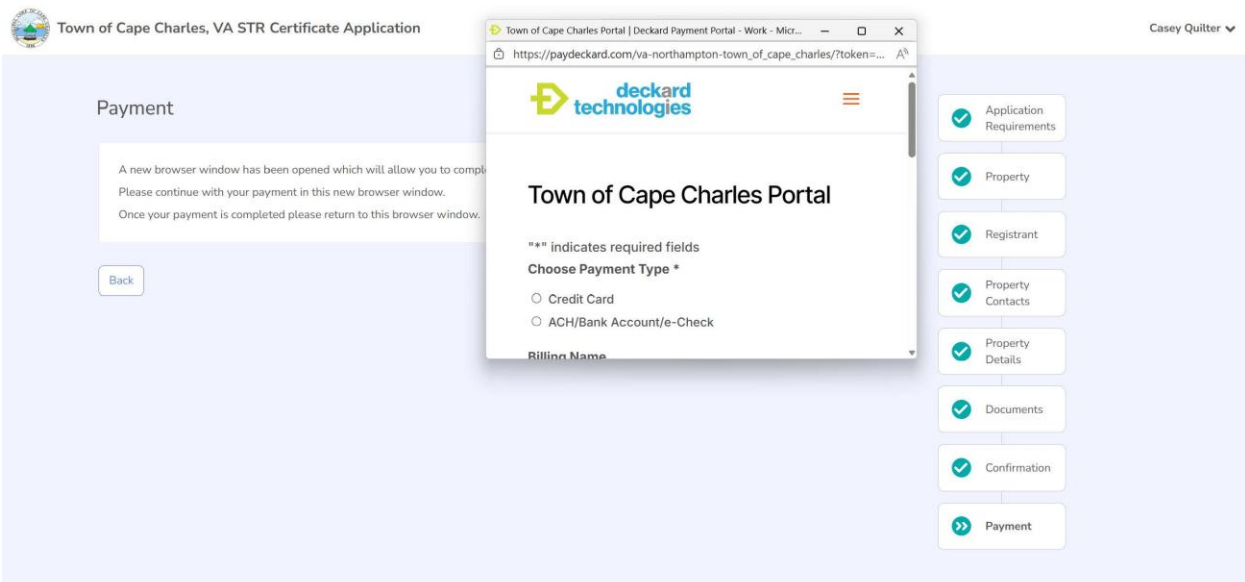
Payment Method

The button below will take you to our third-party payment system to make your payment.

Pay \$4.00

BACK

- ✓ Application Requirements
- ✓ Property
- ✓ Registrant
- ✓ Property Contacts
- ✓ Property Details
- ✓ Documents
- ✓ Confirmation
- » Payment



DECKARD PAYMENT PORTAL

Town of Cape Charles Portal

*** indicates required fields

Choose Payment Type *

- ☐ Credit Card
- ☐ ACH/Bank Account/e-Check

Billing Name

First *

Last *

Billing Address

Street Address *

City *

State / Province *

ZIP / Postal Code *

Country *

Thank you for using our secure online payment form.



Town of Cape Charles Portal

*** indicates required fields

Choose Payment Type *

- ☒ Credit Card
☐ ACH/Bank Account/e-Check

Amount Due	Credit Card Processing Fee	Total
\$4.00	\$0.42	\$4.42

Billing Name

First *	Last *
Casey	Quilter

Billing Address

Street Address *	
3804 Mystic Cove Court	
City *	State / Province *
Virginia Beach	Virginia
ZIP / Postal Code *	Country *
23455	United States



Town of Cape Charles, VA STR Certificate Application

Casey Quilter ▼

Thank you! Your STR Certificate Application has been submitted successfully! We have emailed you details of the application. Your application will be reviewed and processed by Town of Cape Charles, VA STR. We will contact you via email on the status of your application.

Close Window

Town of Cape Charles, VA STR Certificate Application # A-000020



support@cape-charles@deckard.com
To: Casey Quilter

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



Town of Cape Charles, VA
STR Certificate

Thank you for your efforts to register your property as a STR Certificate. Here is a summary of your STR Certificate application for your records:

STR Certificate Details

Application Number:

A-000020

Application Date:

2025-12-18

Payment

Total Fees: \$4.42

STR Certificate Fee Amount: \$4.00

Payment Method: Card

Payment Processor Fee: \$0.42

Payment Confirmation Code: 11491734015

Payment Status: Complete

Breakdown Fees

Base Fee: \$450.0

Revenue Portion Fee: \$54.0

Property Details

Property Address: 512 JEFFERSON AVE CAPE CHARLES VA 23310

Tax Map #: 83A1-1-160

STR Certificate Holder Details

STR Certificate Holder Type: Owner

STR Certificate Holder Name: Casey Quilter

STR Certificate Holder Phone Number: 7576357791

STR Certificate Holder Email Address: casey.quilter@capecharles.org

STR Certificate Holder Mailing Address: 3804 Mystic Cove Court, Virginia Beach, Virginia 23455

Property Manager Details

Property Manager Name: Casey Quilter

Property Manager Company Name: Q-utopia

Property Manager Phone Number: 7576357791

Property Manager Email Address: casey.quilter@capecharles.org

Property Manager Mailing Address: 3804 Mystic Cove Court, Virginia Beach, Virginia 23455

24/7 Local Contact Details

24/7 Local Contact Name: John Quilter

24/7 Local Contact Company Name: Paid Person

24/7 Local Contact Email Address: johnq@gmail.com

24/7 Local Contact Phone Number: 8047460622

24/7 Local Contact Mailing Address: 345 Mollie Way Saluda VA 23149

For more information please contact us by email at str@capecharles.org, by phone at (757) 331-3259 ext. 42 or find out more at our website [here](https://www.capecharles.org).

[Login to Customer Portal](#)

You are receiving this email because you have been listed as a Registrant, Owner, or Property Manager. For more details [login to the Customer Portal](#).

Cape Charles Municipal Corp Transaction Receipt



outgoing@safewebservices.com
To: Casey Quilter

If there are problems with how this message is displayed, click here to view it in a web browser.

Reply Reply All Forward

Thu 12/18/2025 1:36 PM

Cape Charles Municipal Corp



Your Card Sale is complete! Below is your receipt with all relevant transaction information.

Transaction Receipt



Dec 18, 2025

1:35:35 PM EST

\$4.42

Type

Transaction ID

Auth Code

Description

Order ID

Card Sale

11491734015

073481

Town of Cape Charles Payment

25

Billing Details

Casey Quilter

va-northampton-town_of_cape_charles

3804 Mystic Cove Court

Virginia Beach, Virginia 23455

US

casey.quilter@capecharles.org

Shipping Details



Payment

A new browser window has been opened which will allow you to complete payment through an external payment provider.
Please continue with your payment in this new browser window.
Once your payment is completed please return to this browser window.

[Return to Dashboard](#)

[Back](#)

- ✓ Application Requirements
- ✓ Property
- ✓ Registrant
- ✓ Property Contacts
- ✓ Property Details
- ✓ Documents
- Confirmation
- ✗ Payment



Actions Required

No outstanding actions.

Active STR Certificates (1)

512 Jefferson Ave Cape Charles Va 23310
A-000020 Submitted

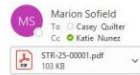
[View](#)

[Apply for new STR Certificate](#)

[Pay Tax](#)

[See all STR Certificates](#)

FW: Town of Cape Charles, VA STR Certificate # STR-25-00001



CONFIDENTIAL: This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

From: support@cape-charles@deckard.com <support@cape-charles@deckard.com>
Sent: Thursday, December 18, 2025 2:43 PM
To: Marion Sofield <marion.sofield@capecharles.org>
Subject: Town of Cape Charles, VA STR Certificate # STR-25-00001



Town of Cape Charles, VA

STR Certificate

Congratulations on successfully registering your rental property, your STR Certificate has been approved. Your actions today allow short-term rentals to be an attractive choice for Town of Cape Charles, VA visitors, while maintaining the resident al character of our neighborhoods.

We appreciate your efforts to register your listing.

Your STR Certificate Number

STR-25-00001

Please note that it is your responsibility to renew your STR Certificate prior to the expiration date, to keep all contact information up to date, and to comply with all ordinances related to short-term rentals and other applicable health and safety standards in this jurisdiction.

STR Certificate Details

STR Certificate Number: STR-25-00001

STR Certificate Holder Name: Matthew Silvey

Property Address: 510 NECTARINE ST CAPE CHARLES VA 23310

Issue Date: 2025-12-18

Expiration Date: 2026-12-31

For more information please contact us by email at str@capecharles.org, by phone at (757) 331-3259 ext. 42 or find out more at our website [here](https://www.capecharles.org).

[Login to Customer Portal](#)

You are receiving this email because you have been listed as a Registrant, Owner, or Property Manager. For more details [login to the Customer Portal](#).

SHORT TERM RENTAL CERTIFICATE	
STR Certificate Number STR-25-00001	24/7 Local Contact Matthew Silvey 1234567890
STR Certificate Holder Name Matthew Silvey	Maximum Occupancy 10
Property Address 510 NECTARINE ST CAPE CHARLES VA 23310	Parking Spaces 12
Issue Date 2025-12-18	# of Trash Cans 56
Expiration Date 2026-12-31	
Please post where easily viewed STR Certificate is not transferable.	