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Code of Ethics

Members of the Anaheim Rental Association (ARA) are committed to maintaining the highest standards of integrity, professionalism, and community responsibility in the operation of short-term rental properties in the City of Anaheim. This Code of Ethics is to ensure that activities contribute positively to the neighborhoods in which they operate and to provide a framework for responsible and respectful practices.

1. Compliance with Laws and Regulations

Members shall comply with all local, state, and federal laws and regulations governing short-term rentals. This includes obtaining and maintaining all necessary permits and licenses, and adhering to zoning, health, and safety codes.

2. Respect for Neighbors

Members shall respect the rights and privacy of neighbors.

- Minimize noise and disturbances;
- Ensure guests adhere to neighborhood norms and quiet hours;
- Promptly address matters or issues raised by neighbors.

3. Property Maintenance and Safety

Members shall ensure that their property is well-maintained and safe for guests.

- Regularly inspect and repair the property, as needed;
- Provide necessary safety equipment such as smoke detectors, fire extinguishers, and first aid kits;
- Ensure clear emergency exit routes are posted.

4. Transparent Communication

Members shall provide clear, accurate, and transparent information about their rental properties.

- Accurately advertise the property's amenities, conditions, and rules in listings;
- Clearly communicate booking terms, community requirements, house rules, and check-in/check-out procedures to guests.

5. Responsible Hosting

Members shall act as responsible hosts.

- Ensure guests understand and agree to follow house rules;
- Be available or have a designated contact available to address guest needs and emergencies.

6. Community Contribution

Members shall contribute positively to the local community.

- Encourage guests to support local businesses and attractions;
- Participate in community events and initiatives;
- Address potential negative impacts of their rental activities on the community.

7. Environmental Responsibility

Members shall operate their properties in an environmentally responsible manner.

- Promote energy efficiency and conservation, when possible;
- Encourage recycling and waste reduction, when possible.;

8. Ethical Business Practices

Members shall conduct their business ethically.

- Provide fair and non-discriminatory services to all guests;
- Ensure transparent and fair pricing;
- Honor all contractual agreements and commitments;
- Collect and submit Transient Occupancy Tax in an accurate and timely manner.

9. Professional Development

Members shall strive for continuous improvement.

- Seek ongoing education and training in property management and hospitality;
- Remain informed about best practices and industry standards.

10. Accountability

Members shall hold themselves accountable to this Code of Ethics.

- Self-monitor and address any personal breaches of this code;
- Report violations of this code by other members to the Anaheim Rental Association (ARA) for appropriate action.

Conclusion

By adhering to this Code of Ethics, the members of the Anaheim Rental Association (ARA) commit to fostering a positive, respectful, and sustainable environment for short-term rentals, benefiting both the guests they host and the communities in which we operate. Members in good standing must adhere to the ARA Code of Ethics.