

New Vacation Rental Rules Now in Effect

- With the adoption of the new vacation rental ordinance, new rules went into effect on September 15, 2021. These include:
- Guests must sign a Good Neighbor Policy published by the City prior to occupancy. Take a picture of the signed policy and provide it to the Compliance Officer if asked. Failure to provide a copy of the signed policy will result in a citation being issued to owner and agent.
- Trash cannot be left at a vacant vacation rental. Guests must take trash to the Clean Bear sites or dispose of trash in commercial bins located at condominium units.
- Advertising a property as having "self-check-in" is subject to a \$2,500 fine. Please be sure to update listings to remove this option and ensure occupancy numbers are correct! We currently have hundreds of properties offering self-check-in, which is prohibited by the ordinance.
- The maximum number of cars allowed at a vacation rental is equal to one per bedroom. The rental agreement and number on your exterior sign for maximum cars needs to reflect this limitation.
- Owners and agents must maintain an email account and accept all correspondence from the City via email. Do not submit a renewal application or fee until you receive an email from the City with instructions on how to renew via our new automated system. This email from "GovPilot" will arrive 45-days prior to expiration.
- Guests leaving their dogs at the property to incessantly bark and disturb the neighborhood are subject to a \$500 fine.
- Upon license renewal, owners and agents must submit proof of property insurance with the license application.
- Owners and agents must be annually certified by the City. The certification test has been updated and can be taken now. To date, only 583 people have been certified. Please complete this by October 1st. (Owners who hire a full-service management company and do not rent their property on their own do not have to be certified, but it is encouraged.) All management company staff members involved in check-in, reservations, and 24/7 response must be certified.

- An owner is limited to holding no more than two licenses. (Current holders of more than two are allowed to renew indefinitely.) Owners cannot hold property in more than two LLCs or corporations.
- Licensees making two or more late TOT/TBID submittals in a 12-month period will not be able to renew their license. They are also subject to penalties and interest on the amount due and may incur a \$500 fine. There is no valid excuse for submitting late payments, as TOT is required to be set apart from other revenue and not co-mingled in personal checking accounts.
- Business licenses are no longer required for owners.
- Affidavits from 24/7 and check-in agents are no longer required. Please make sure the agent number on your sign is accurate.
- Please read the new ordinance and become familiar with the regulations. We have updated the website with current information including the ordinance, Good Neighbor Policy brochure, Frequently Asked Questions, and a MS Word version of the policy that can be used to meet the Interior Notice requirement and pasted into rental agreements & house rules.

Source: The City of Big Bear