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**LATE DISTRIBUTION****Vhr's**

1 message

**DATE**

7/19/2018

7/24/2014

**Mike Rich** <tahoemassage@sbcglobal.net>

Thu, Jul 19, 2018 at 12:58 PM

To: edc.cob@edcgov.us

Good afternoon, here are a few comments on vhr's in the Lake Tahoe basin.

While I see that we have a new purposed ordinance, this does not work for vacation hotels that have been built in our residential neighborhood. Even if 10 To 20 guests speak in normal voices we still need to keep our windows closed in the summer. These hotels (and they are hotels) have completely ruined our neighborhood.

I don't see anything in the new ordinance to stop additional homes on our street becoming Vhr's. Don't the residents have a say into how many Vhr's are on our street?

I can either put up with the current situation, or I can move , or I can work to ban all Vhr's in the county. After reading the current proposal I believe I'll work for the ban..

Thank you for your time

Michael rich  
2231 columbine trail  
So. Lake Tahoe ca  
530-544-8745

Sent from my iPad



EDC COB &lt;edc.cob@edcgov.us&gt;

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## Comments for the July 24 BOS Meeting

1 message

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**Stu @ RnRVR.com** <stu@rnrvr.com>  
To: "edc.cob@edcgov.us" <edc.cob@edcgov.us>

Thu, Jul 19, 2018 at 2:28 PM

Hello,

I sent the attached letter (email) to Sue Novasel with feedback for the Ad Hoc Committee presentation at the BOS meeting on July 24. Please include this in the records for the meeting.

Also, can you confirm the time the VHR proposal will be discussed during the meeting?

Thank you,

Stu Roberson

RnR Vacation Rentals

530-314-2021 – Direct

530-208-5001 - Company



----- Forwarded message -----

From: "Stu @ RnRVR.com" <stu@rnrvr.com>  
To: "Sue Novasel (novasel@aol.com)" <novasel@aol.com>  
Cc: "Stu @ RnRVR.com" <stu@rnrvr.com>  
Bcc:  
Date: Thu, 19 Jul 2018 18:16:13 +0000  
Subject: Ad Hoc Committee Recommendations

Hello Sue,

I was reviewing the conceptual recommendations to be presented next week and commend the work that has been done. Compromise and change is always controversial. I completely understand the direction and need to address the concerns of all of us that live in Tahoe. I support the Committee's recommendations in the attached presentation with one exception...

Require the owner or property manager to check-in with the renter on-site at the time of arrival or within 10 hours of arrival. There are three key reasons:

1. It is not possible to execute reliably and ineffective.
  - a. Guests arrive at all hours of the day and night without notice and never "on time". Sometimes due to their own schedules and other times due to traffic and weather.
  - b. We have tried to visit guests at the home the next morning and frequently they are not in the home, already skiing, hiking, biking, and enjoying their vacation
  - c. We have tried to visit guests at the home the next morning and upset them for waking up someone in their party.
  - d. Even when we do meet someone at the home, rarely are we able to meet with all guests due to the above.
  
2. Screening and communications prior to the guest arriving are far more important. It is too late once a guest is in the home.
  - a. The county already requires an approved agreement that states all the rules of the county and the guest must sign it.
  - b. We turn down hundreds of people requesting reservations because they do not meet our requirements (which are stricter than the county's)
  - c. I suggest requiring the signing of an EDC provided "Rules" document along with the rental agreement. The owner/manager will be required to keep this and provide a copy of the signed agreement for any complaint or risk a fine for non-compliance.
  
3. It is not enforceable
  - a. Who will know if the guest was talked to. If the guest says the owner or manager never stopped by the home to review the rules, do you believe this? If the owner manager says they did? Did they really? I don't think the county wants to mediate this.
  - b. If a guest checks in at 7:00 PM in the middle of a snow storm, are we to endanger our staff at 5:00 AM and wake up the guests?

The idea is fine for an apartment complex or condo complex where you have on-site management but in a community as spread out as the Tahoe Basin with extreme weather and traffic, it is not practical. Even if this was a perfect world and all guests could be greeted at the home at 8:00 AM in the morning, it would not add to the effectiveness of advanced screening and communications.

A recommendation for the BOS consideration:

- All guests must sign an acknowledgement of EDC county rules. The document would be provided by EDC for all owners/managers and each owner/manager must keep this on file. If a citation occurs, the owner/manager must produce the signed document as evidence of providing all rules information to the guest. Along with the Reservation Agreement that was required to obtain a permit. If these are not provided, the owner/manager is cited and fined.
- Require posting of the rules in the home. EDC can provide a document or guidelines.
- The fines and penalties for an infraction are severe enough for any owner/manager to avoid any citation. The city may have gone too far with \$2,000 fines but man, it has been effective. You can bet that every single guest has been informed of the rules. The fines to the guests should be substantial enough to cause good behavior

Thank you for your consideration. I can't stress how important this one topic is to us. We manage 15 properties in the county and greeting every guest will not be possible. We have the highest number of employees per home and suspect that other companies may just ignore this requirement if it comes to pass. Again, the most important point is that it will not cause better behavior. All the other efforts will do this.

Please share this with your fellow Ad Hoc Committee members and the rest of the Board of Supervisors and County Staff. I would like to be copied on that communication if possible and have my letter submitted into the record for the 7/24 Board of Supervisors meeting.

Kind Regards,

Stu Roberson

RnR Vacation Rentals

530-314-2021 -- Direct

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 **noname.eml**  
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