

Please include the following in our new ordinance

1. Fines to Guests
2. Encouraging and Demanding “Best Efforts”
3. Fines to Owners violating the ordinance

As professional property managers, we insist on good behavior from our guests. Creating deterrents will support our best efforts and lead to improved behavior.

- Fines to guests - Yes! Absolutely! Please!
  - We have been fining the guests for years! We can't express this strong enough! Please cite and fine the guest. Law enforcement has far greater impact and influence.
  - Behavior that is inappropriate to being a good neighbor should have a penalty enforced by the county
  - The “Fine needs to fit the Crime”. Parking in front of someone else's house should not cost the guest \$1000 or a rent payment. Set fines that are appropriate for the offense and a strong deterrent.
- Best Efforts – Please include in the new ordinance the requirement for Property Managers and Owners to make Best Efforts. We are in this together. Neighbors, enforcement, owners, and managers all want great tenants. It is our BEST EFFORTS that have resulted in such a low level of complaints from our neighbors. We
  - We screen each and every guest that stays in our home. A conversation is required, not just an email, text or booking button like the Marriot
  - Guests must “Agree” to Terms and conditions with a signature. Some managers meet face to face prior to check-in and have the guests sign again that they know the rules. Others have mobile apps that present the rules front and center when they receive keys or access codes to the homes.
  - We send two pre-stay messages to our guests reminding them of the local rules and our rules.

- We post more signage than you could imagine. Quiet hours, parking, rules, pamphlets, warnings, you name it! We get complaints from guests that they have to walk on egg-shells and will not return because of all the rules. We are willing to sacrifice a few guests if it keeps others in compliance.
- Please draft language that clearly defines Best Efforts and hold owners and property managers accountable.
- Fines to Owners/Property Managers – Yes. Help educate the owner and encourage them to make Best Efforts
  - First, hold us accountable. Accountable for meeting the requirements of Best Efforts that you define.
    - If we comply with the requirements, no fine. Just as complying with any law ensures you are not cited
  - We all want compliance. When a “first offence” is committed, help the owner learn. Issue a warning; require them to go to “VHR School” just as a bad driver does.
  - When a second violation of the Best Efforts clause occurs, fine the owner/property manager.
  - Three offenses over a 12 month period is a sign of a bad owner or manager and should result in loss of the permit. Make that loss for a period of time, not the life of the owner.
- Fines to both the owner or the guest – No. With a clear ordinance, the enforcement office should be able to determine, is this a bad guest that is ignoring the rules or did the owner/manager not make best efforts to clearly set the expectations for good behavior of the guests.
  - If the owner/manager is cited, it is up to them to prove they provided Best Efforts
  - If the guest is cited, it is up to them to prove they were not informed.

Please, create clear requirements for Best Efforts, Fine the Guests, and Fine the Owners/Managers for not making Best Efforts.

PUBLIC COMMENT CARD  
2/1/18

Dear board of supervisor members

### Solution finding discussion

First and most importantly I believe the cap and number of permits issued is needed. You will hear a lot of opposition many will say a cap or moratorium will not give me relief of current VHR problems. This is not true. Myself as well as many local residents are seeing more and more homes on our streets turn into a VHR I currently have 3 around my home , the other two are second homes with nice families. The second home owners are becoming increasingly frustrated with their seven hour commute from the city, no parking at beaches, over crowded restaurants and loud VHR party houses. My fear is the second home owners will turn their homes into VHRs as well leaving me and my family completely surrounded by vacationers.

The increase of the vacation homes in my neighborhood has dramatically changed the character of my neighborhood in the past two years.

Another reason why the cap would help if I chose to leave my current situation and buy a new home, without a cap there is a potential that that home will also become completely surrounded by VHRs.

I believe the need for strict enforcement and high fines for noncompliance of new ordinances is necessary. I also feel we should eliminate the warning and fine property managers, owners and renters who do not comply. This alone the county will see increase of revenue from these fines. Also a higher permit fees are necessary to pay for code enforcement and host compliance.

I attended the first BOS Meeting and sat in on a discussion about El Dorados new slogan - work , live, play Great slogan, however with the oversaturation of VHRs, it is making the live portion Of that slogan challenging as our work force is increasingly finding it difficult to work, live and play in Lake Tahoe.

Thank you for the opportunity to voice my opinion, I truly hope the ad hoc is able to come up with strict and enforceable ordinance to give its residents relief from party VHRs.

Thank you  
Stephanie Demsar