

# City of Big Bear Lake



## CODE COMPLIANCE DIVISION

### TRANSIENT PRIVATE HOME RENTAL

#### **“REGISTRATION RENEWAL ADVISORY NOTICE – AUGUST 1, 2017”**

As of January 20, 2017, In-Person Check-in Agent and 24/7 Complaint Response Agent acting on behalf of a Transient Private Home Rental (TPHR) managing agency/owner manager were required to submit notarized affidavits personally acknowledging their agreement to act as an agent in one or both of these capacities. Additionally, the agent submitting the affidavit acknowledges that they will obtain City of Big Bear Lake certification as an In-Person Check-in Agent and/or 24/7 Complaint Response Agent within 90 days of submittal of the notarized affidavit.

Effective immediately, all TPHR registration renewal application submittals by a TPHR managing agency or owner/manager shall include, at a minimum, a statement identifying the names of the In-Person Check-in and 24/7 Complaint Response Agents acting on behalf the management agency or owner manager and an acknowledgement that these agents are the same as identified in the previous year’s business license application paperwork. Notarized affidavits will be required to be submitted for any newly identified agent.

The Code Compliance Division will validate compliance with agent certification requirements during the TPHR registration renewal process. Failure of a Check-in and/or Response agent to obtain City certification within ninety (90) days of their affidavit submittal may result in the suspension of the management agency or owner manager business license and authorization for rental activities at the TPHR unit(s) they represent.

If you have any questions or require additional information regarding this matter, please contact the Code Compliance Division at (909) 866-5831. Policies, documents and forms pertaining to this and other TPHR matters may be viewed and downloaded from the City’s website at <http://www.citybigbearlake.com/index.php/city-departments/code-compliance>