

City of Big Bear Lake



CODE COMPLIANCE DIVISION

TPHR 24/7 Complaint Response Agent Acknowledgement

I _____, having agreed to act as the “24/7 Complaint Response Agent” on behalf
(name of agent)
of _____ and declare under penalty of perjury that I will personally exercise
(name of management agency/owner manager)
my responsibilities as this agent diligently in accordance with City of Big Bear Lake regulations and ordinances.

I understand that the City of Big Bear Lake Municipal Code requires a Transient Private Home Rental (TPHR) managing agency or owner manager to conduct an investigation of complaints received regarding the inappropriate use of or inappropriate activities associated with the rental of a TPHR unit that they manage and that failure to comply with the “Complaint Response” provisions of Section 17.03.315D of the Municipal Code is a violation of the Municipal Code subject to the issuance of a citations and assessment of a civil penalty of not less than two hundred and fifty dollars (\$250) or more than five hundred dollars (\$500) for each day on which such violation occurs. I further acknowledge that I will participate in a “24/7 Complaint Response Agent” training session conducted by the City of Big Bear Lake within ninety (90) days of the date of submittal of this acknowledgement. I further understand that I am signing this declaration under penalty of perjury and that perjury is punishable under California Penal Code Section 126 by imprisonment for a period of from two (2) to four (4) years.

I declare that I have read the above provisions and that I sign this declaration with the full knowledge and understanding of the consequences of any violation of the laws noted above.

Signed _____

Date _____