
**CITY OF BIG BEAR LAKE
CODE COMPLIANCE DIVISION
POLICY & PROCEDURE MANUAL**

Effective Date: October 20, 2016

***Subject: IN-PERSON CHECK-IN AND 24/7 RESPONSE PERSONNEL TRAINING
CERTIFICATION AND RESPONSIBILITY ACKNOWLEDGEMENT
REQUIREMENTS FOR TRANSIENT PRIVATE HOME RENTAL AGENCIES
AND OWNER-MANAGERS***

PURPOSE

The Code Compliance Division is responsible for ensuring that Transient Private Home Rental (TPHR) managing agencies and individual TPHR unit owner-managers are in compliance with the in-person check-in and 24/7 complaint response requirements contained in City Ordinance No. 2007-375. This policy identifies training and certification and responsibility acknowledgement requirements that will be followed to ensure that management agency and owner-manager personnel personally acknowledge that they are assuming responsibility for providing compliant in-person check-in and/or 24/7 complaint response; and, that these individuals have received training specific to the proper performance of in-person check-in and/or 24/7 complaint response as required by City Ordinance No. 2007-375.

PROCEDURE

ACKNOWLEDGEMENT OF RESPONSIBILITY

1. Within ninety (90) days of the effective date of this policy and procedure, every TPHR management agency and owner-manager of a TPHR unit registered in the City's TPHR program as of the effective date of this policy and procedure, shall submit to the Code Compliance Division an "Acknowledgement of Responsibility" (sample of acknowledgements attached) for each individual responsible for in-person check-in and 24/7 complaint response for the TPHR units they have registered. The "Acknowledgement of Responsibility" shall be fully executed by the individual responsible for performing in-person check-in and/or 24/7 complaint response and shall be notarized. In lieu of a notary attachment, the individual executing the "Acknowledgement of Responsibility" may appear personally at the City and present for inspection by a Code Compliance Division staff member, a current California drivers license, California ID card or other legally recognized form of personal identity verification.
2. Within ninety (90) days of the submittal of a registration application for a new TPHR unit by an owner-manager, the owner-manager shall submit to the Code Compliance Division an "Acknowledgement of Responsibility" (sample of acknowledgements attached) for each individual

responsible for in-person check-in and 24/7 complaint response for the TPHR units they have registered. The “Acknowledgement of Responsibility” shall be fully executed by the individual responsible for performing in-person check-in and/or 24/7 complaint response and shall be notarized. In lieu of a notary attachment, the individual executing the “Acknowledgement of Responsibility” may appear personally at the City and present for inspection by a Code Compliance Division staff member, a current California drivers license, California ID card or other legally recognized form of personal identity verification.

3. Within ninety (90) days of the submittal of the first registration application for a TPHR unit being represented by a new TPHR management agency, the new TPHR agency shall submit to the Code Compliance Division an “Acknowledgement of Responsibility” (sample of acknowledgements attached) for each individual responsible for in-person check-in and 24/7 complaint response for the TPHR units they have registered. The “Acknowledgement of Responsibility” shall be fully executed by the individual responsible for performing in-person check-in and/or 24/7 complaint response and shall be notarized. In lieu of a notary attachment, the individual executing the “Acknowledgement of Responsibility” may appear personally at the City and present for inspection by a Code Compliance Division staff member, a current California drivers license, California ID card or other legally recognized form of personal identity verification.
4. TPHR management agencies and TPHR owner-managers are responsible for immediately notifying the City’s Code Compliance Division of changes to their identified in-person check-in personnel and/or 24/7 complaint response personnel. An “Acknowledgement of Responsibility” for each newly identified in-person check-in and/or 24/7 complaint response individual shall be submitted to the City at the time of notification of the change. All rental activity shall be immediately discontinued at a TPHR unit that is not provided with in-person check-in and/or 24/7 response personnel recognized by the City. Such rental activity shall not be recommenced until full compliance with this Section is attained.

IN-PERSON CHECK-IN AND 24/7 RESONSE PERSONNEL TRAINING AND CERTIFICATION

1. Within ninety (90) days of the effective date of this policy and procedure, every TPHR management agency and owner-manager of a TPHR unit registered in the City’s TPHR program as of the effective date of this policy and procedure, shall be responsible for ensuring that each individual responsible for in-person check-in and 24/7 complaint response for their TPHR unit(s) have attended and received a valid “Certification of Attendance” at a City conducted training session. The City will be responsible for conducting training sessions on a quarterly basis each year. Individuals participating in a City training session pertaining to in-person check-in or 24/7 complaint response and shall provide the information requested on a “sign-in sheet” provided by the City prior to the commencement of the training session; and, shall present for inspection by a

Code Compliance Division staff member, a current California drivers license, California ID card or other legally recognized form of personal identity verification.

2. Within ninety (90) days of the submittal of a new TPHR registration application by an owner-manager of a TPHR unit, the owner-manager shall be responsible for ensuring that each individual responsible for in-person check-in and 24/7 complaint response for their TPHR unit(s) have attended and received a valid “Certification of Attendance” at a City conducted training session. The City will be responsible for conducting training sessions on a quarterly basis each year. Individuals participating in a City training session pertaining to in-person check-in or 24/7 complaint response and shall provide the information requested on a “sign-in sheet” provided by the City prior to the commencement of the training session; and, shall present for inspection by a Code Compliance Division staff member, a current California drivers license, California ID card or other legally recognized form of personal identity verification.
3. Within ninety (90) days of the submittal of the first TPHR registration application by a new TPHR management agency, the management agency shall be responsible for ensuring that each individual responsible for in-person check-in and 24/7 complaint response for their TPHR unit(s) have attended and received a valid “Certification of Attendance” at a City conducted training session. The City will be responsible for conducting training sessions on a quarterly basis each year. Individuals participating in a City training session pertaining to in-person check-in or 24/7 complaint response and shall provide the information requested on a “sign-in sheet” provided by the City prior to the commencement of the training session; and, shall present for inspection by a Code Compliance Division staff member, a current California drivers license, California ID card or other legally recognized form of personal identity verification.
4. TPHR management agencies and TPHR owner-managers are responsible for immediately notifying the City’s Code Compliance Division of changes to their identified in-person check-in personnel and/or 24/7 complaint response personnel. Newly identified in-person check-in and/or 24/7 complaint response personnel shall attend a City conducted training session within 90 days of the date of the execution of their “Acknowledgement of Responsibility”.

Questions regarding the application or meaning of any portion of this policy shall be directed to the Director of Community Services for response.