

BE A GOOD OWNER

Remember, the City, and the neighbors around your rental property, look to you to maintain the feel of this residential neighborhood.

OPERATIONAL REQUIREMENTS AND STANDARD CONDITIONS

A property owner of a Vacation Rental unit must not rent the Vacation Rental unit for a period of 29 consecutive days or less without a valid City Business License and Vacation Rental Registration Certificate.

The property owner is responsible to ensure that the Vacation Rental unit is in compliance with all applicable codes regarding fire, building, health and safety, and all other relevant laws and codes.

The property owner is to comply with all provisions of Lake Havasu City Code Chapter 5.04, Vacation Rentals, and the City Tax Code concerning transient occupancy taxes and City business licensing.

The current City Business License and Vacation Rental Registration Certificate issued by Lake Havasu City must be displayed in a clear and legible manner on all advertising related to each Vacation Rental unit, including without limitation, web-based advertising, print media, and television.

LOCAL CONTACT PERSON

Each Vacation Rental unit must have a designated Local Contact Person who is available 24-hours a day, seven days a week.

The name and 24-hour telephone number of the Local Contact Person must be provided to all neighboring property owners within 300 feet of the Vacation Rental unit.

The Local Contact Person is to respond to any initial or successive complaints regarding the condition, operation, or conduct of occupants of the Vacation Rental unit in a timely and appropriate manner to prevent a recurrence of such conduct by those occupants or guests.

The phrase "in a timely and appropriate manner" is explained for each of the following components:

1. Telephone contact with the Responsible Person at the Vacation Rental unit within 30 minutes of a call for each incident during a rental period;

2. In-person contact at the Vacation Rental unit within 45 minutes of a call if contact with the Responsible Person is not made by telephone for each incident during a rental period;

3. If the Local Contact Person must be contacted by the Hotline with a complaint, the Local Contact Person must report back to the Hotline the details of the issue and resolution of the reported incident within 45 minutes of each call from the Hotline for each incident during a rental period.

Failure of the Local Contact Person to respond to calls or complaints from the Hotline regarding the condition, operation, or conduct of the occupants of the Vacation Rental unit in a timely and

appropriate manner is subject to penalties as described in the City Code.

Violations are punishable by a fine of one-thousand (\$1,000) dollars.

The Local Contact Person is responsible to establish the following requirements for each Vacation Rental unit:

- Occupants and guests are not to create unreasonable or excessive noise - City Code Chapter 9.30, nor create or engage in disturbances or disorderly conduct City Code Chapter 8.08.
- Occupancy limits must not exceed the maximum number of overnight occupants equal to two persons, plus an additional two persons per bedroom.

Number of Bedrooms	Total of Overnight Occupants
0	2
1	4
2	6
3	8
4	10
5	12
6	14
7	16

- Trash and refuse are not to be stored or left in public view, except in proper containers and no more than 12 hours prior to the trash collection day. The trash collection day must be provided to

the Responsible Person. City Code Chapter 8.04

- Occupants and guests are to use the garage and driveway as primary parking areas. Additional vehicle parking may extend to directly in front of the Vacation Rental unit. City Code Chapter 10.12.

The Local Contact Person must provide the following information to the Responsible Person of the Vacation Rental unit prior to occupancy:

1. *The name of the Local Contact Person and a telephone number at which that party may be reached on a 24-hour basis;*
2. *A “Good Neighbor Brochure”;*
3. *A copy of the Vacation Rental Property City Code, which provides the city ordinances pertaining to Vacation Rental units, violations and fines.*
4. *Notification that the occupant may be cited or fined by the City and may be evicted by the Local Contact Person pursuant to state law, in addition to any other remedies available at law, for creating a disturbance or for violating other provisions of the City Code;*

It is not intended that a Local Contact Person act as a peace officer or place him or herself in an at-risk situation.

Any property owner who fails to timely register a Vacation Rental unit is subject to a fine of two-thousand five-hundred (\$2,500) dollars. This penalty may also include interest from the date on which the

fee or charge became due and payable to the City until the date of payment.

DEFINITIONS

"Vacation Rental" means one or more residential dwellings, including either a single-family detached or multiple-family attached unit, or any portion of such a dwelling, including associated yards, rented for occupancy for dwelling, lodging, or sleeping purposes for a period of twenty-nine consecutive days or less, other than ongoing month-to-month tenancy granted to the same renter for the same unit, occupancy on a time-share basis, or a condominium hotel.

"Hotline" means the telephonic service operated by or for the City for the purpose of receiving complaints regarding the operation of any Vacation Rental and the forwarding of complaints to the appropriate Local Contact Person.

"Local Contact Person" means a local property manager, Owner or Owner's agent, who is available 24-hours per day, seven days per week for the purpose of responding in-person within 45 minutes to complaints regarding the condition, operation, or conduct of occupants of the Vacation Rental, or any Owner's agent authorized by the Owner to take remedial action and who responds to any violation of this Code.

"Responsible Person" means an occupant of a Vacation Rental who shall be legally responsible for compliance of all occupants of the unit and their guests with all provisions of this Chapter and this Code.



Vacation Rental Homes

Good Owner Brochure

What You Need to Know

This brochure is intended to provide an overview of Vacation Rental Home standards and highlight a few ways you can be a *Good Owner* of a Vacation Rental Home property.

ADMINISTRATIVE SERVICES DEPARTMENT

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