



## **Arrowhead Lake Community Association Short Term Rental Policy FAQ**

### **What is the purpose of this policy and why is this policy change needed?**

This policy promotes responsible renting within Arrowhead Lake. The last rental policy was passed over four years ago and the volume of short-term rentals has increased substantially since that time, which affects the operations of the Association and access to the community. Additionally, there are now new ordinances affecting short-term rentals in Tobyhanna Township, so there was a desire to make the rental policy consistent across the community. This policy adopts new fees for the purpose of offsetting the cost of overhead that rentals place upon the Association.

### **What do I need to do in order to rent my home starting January 1st, 2023?**

First, you'll need to receive and submit to ALCA a permit or license from your respective Township. Then you'll need to apply for an ALCA permit. Once you receive both permits, you'll be permitted to rent your home in Arrowhead Lake.

**What do I need to do in order to get an ALCA permit?** Here are the requirements in order to obtain an ALCA permit:

1. Name, address, telephone number, and email address of the owner
2. Name, address, telephone number, of all person(s) in charge.
3. Total number of bedrooms.
4. If not on Arrowhead Lake Community Association's sewer system, a septic system inspection report showing the existing system is functioning, and proof that the tank was pumped in accordance with the Arrowhead Lake Community Association Rules and Regulations. This is already a requirement for all homes in Arrowhead Lake.
5. Copy of a valid Short Term Rental license or permit from Tobyhanna/Coolbaugh Township.
6. Signatures of the owner and any persons in charge.
7. Payment of an annual rental permit application fee.
8. A separate permit is REQUIRED for EACH rental property.
9. A permit is effective for a period of one (1) year from date of issuance.
10. A renewal application for the next year can be applied for up to ninety (90) days prior to the start of the new annual term.
11. By signing the rental permit application, the owner/person in charge agrees to abide by, and ensure compliance of, their temporary members with all rules and regulations set forth by Arrowhead Lake Community Association and all sections of this policy.



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**I have multiple rental properties within Arrowhead. Does my permit cover all of my properties?**

No. You'll need to apply for a permit for each rental property that you have.

**How much is the ALCA permit fee and why was this fee added?**

The ALCA permit fee is currently set at \$350. Fees reflect the costs of administering the rental program.

**Why must renters pay in full and register at least three days in advance?**

Arrowhead has very little space in the Member Services Building to process large volumes of last-minute rentals. Also, the size of ALCA's check-in staff and parking areas creates significant bottlenecks during peak registration periods. This new requirement streamlines the check-in process and protects the health and safety of all members from dangerous backups to nearby Locust Ridge Road. With winter approaching, the need for this change becomes even more apparent.

**I've heard rentals generate a lot of revenue for the Association. Why have these fees gone up?**

The volume of rentals within Arrowhead Lake has increased significantly in recent years. This has required the Association to hire more staff in all departments – In Public Safety due to increased disturbance calls, in Public Works due to increased trash and traffic, in Member Services due to increased rental activities and in Accounting to manage transactions.

**I can't find the in season and off-season rate for the temporary membership fee. Where is this located?**

The new policy reflects a year-round rate of \$6 per night for each person aged 6 and older. The Board determined that the fee is associated with the nature of "temporary membership" and not seasonal fluctuation or ability to enjoy various amenities. Those amenities are only a part of what Arrowhead offers. In fact, there is no "off season" in the Poconos any longer - only a busy season and an even busier season.

**Why does the renting homeowner need to pay fees on behalf of the temporary member under the new policy?**

Arrowhead is transitioning away from acting as the business agent to facilitate the private financial transaction between homeowners and their clients. As the renting homeowner, it will be your responsibility to pay for all fees associated with the rental policy at least three days in advance. This will greatly streamline check-ins, especially during busy periods.

**What is the new "Failure to Comply" citation?**

Going forward, the renting homeowner will be issued a "Failure to Comply" citation for any violation of the Short-Term Rental Policy or for any of the following violations that their renter(s) commits during their stay in Arrowhead:



- a. Illegal Dumping
- b. Disturbing the peace
- c. The use of fireworks
- d. Improper use of gate cards
- e. Failure to register a renter or day guest

Renting homeowners will be cited for the renter's bad behavior and will have a right to appeal citations they receive through the Appeals Committee. All fines shall be imposed and all suspensions shall commence at the conclusion of ALCA due process procedures.

**Why is the "Failure to Comply" citation even needed?**

As a renting homeowner, ALCA recognizes your right to responsibly rent your home. We must balance that right with your neighbor's right to enjoy their property without disturbance or danger.

**How do suspensions from "Failure to Comply" citations work?**

Each time a renting homeowner is issued a "Failure to Comply" citation, they have the opportunity to appeal the citation in the Appeals Committee. In the event of a conviction, they are issued the appropriate penalty. On the third penalty for the same property, your ALCA rental permit shall be suspended for a period of 90 days. You cannot rent your home while your ALCA permit is suspended.

**How do "Failure to Comply" citations affect renting homeowners with multiple properties?**

Each "Failure to Comply" violation is tied to the specific permit of their rental property. If you're a renting homeowner with two rental properties and one property receives three citations and convictions but the other receives none, your permit will only be suspended for the property that received the citations.

**How are "Failure to Comply" citations removed from my record?**

Each convicted offense is removed from a renting homeowner's file after twelve consecutive months of good behavior where no citations and convictions have been issued while their rental privileges remain in effect.

**What is the "False Nuisance" citation?**

In the event that a Member intentionally calls Public Safety while knowing there is no violation occurring, they shall be cited with a "False Nuisance" violation, which carries a \$500 penalty. ALCA will not tolerate false complaints.