



Rental Off-Site

FREQUENTLY ASKED QUESTIONS

Where is the off-site rental office located?

The rental office is located in Liberty Plaza at 906 Route 940, Suite #101, Pocono Lake, PA 18347

What are the operation hours?

The hours of operation are 10am-10pm daily, including holidays. **Note:** Homeowners are responsible for informing renter guests the office hours for checking in.

Is the STR process changing when ABDi goes live on May 20?

The only changes to rental guests is that QR codes will be replacing wristbands and gate cards. Each renter guest will receive a QR pass for registered renters ages 6 and up. This can not exceed the occupancy limit on the properties township permit. For example: If the occupancy of the household is 8 then you will only be able to register up to 8 occupants for QR codes. Something to keep in mind—occupancy limit is for the total of ALL overnight guests.

What is the purpose of the off-site check-in location?

The purpose of moving rental check-ins off-site is to eliminate the traffic at the Welcome Center and alleviate the additional lines for Members when it goes live and last minute Photo IDs are needed.

What is the check-in process for the off-site office?

Renters that are properly registered will go to the off-site location first to check-in, pick up their QR access codes and rules and regulations. After the renters have received their QR codes they are set to go to the rental property in ALCA.

What if my renters check in after 10pm?

Emergencies that may cause an after-hours check in, will have to inform the host of a late arrival, and will be unable to check in as normal with the office closed. Please call the rental office and let a staff member know that your renters will be checking in after closing. The renters will go straight to the Welcome Center at ALCA to receive a one-day pass, until able to go to the offsite office and pick up their assigned QR codes.

How will renter use the QR codes?

Renters will use the QR codes the same way they would use a gate card. At any gate or amenity, the renter will scan the QR code for access.

What about Long Term Tenants?

Tenants with a 6-month or longer lease agreement will need to get a photo ID, anything shorter than 6 months will receive the same QR passes as an STR. The process for tenants will not be changing.

Friendly reminder, homeowners are responsible for renewing long term tenant fees and leases each year.

****Please also note that property managers WILL NOT be able to have access to the ABDI member portal, property managers must continue to use the registration forms that are on our website!***