



# Short-Term Rentals

## 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?**

No. 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.



### **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 (Coolbaugh or Tobyhanna). 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 ALCA.
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.

### **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 \$100. Fees reflect the costs of administering the rental program.

### **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 not less than one (1) day in advance. This will 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.

***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!