

## Communication from Public

**Name:** Roxanne

**Date Submitted:** 11/29/2023 03:48 PM

**Council File No:** 22-0822-S2

**Comments for Public Posting:** Your approval of the “Responsible Hotel” ordinance may have unintended consequences. People like myself who were victimized in the 2008 financial crisis and have struggled to stay in their homes, for instance, may be forced to sell. As a Retired senior person who uses Airbnb STR to stay in my home, I hope the Police Permit process doesn’t add to the chaos and service issues already endemic in the license renewal process. Also, nearly everything on the list is either already covered in the STR registration and the rest is easily accessible as an add on. Instead you are choosing to involve a second completely separate department, at additional cost to taxpayers and also especially to residents such as myself. Where is the money going that we generate as hosts doing STR? As a lifelong resident who lives in the neighborhood I am as concerned, or probably even more concerned than you are about bad actors and housing for homeless. I’m not a big investor sitting up in the hills but, a single senior living in the ghetto, needing to feel secure and happy to own my own home. You already have rules on the books—enforce them! You already know which registered STR hosts have repeatedly violated the existing rules. I’m guessing most problems are caused by unregistered STRs. How is that being handled? For awhile I was a co-host up in Big Bear. They adopted an ordinance to deal with exactly the same kinds of issues LA has faced, except for rampant homelessness perhaps, but the difference is they put some teeth into it. There they require each guest to sign a standard agreement and they spell out consequences of violations to both the guest and property owner. They hired people who actually drive out and investigate issues and they give “tickets” that range from warnings to \$10,000 violation to both guests and owners. Rules on noise are based on property line. Quiet hours are imposed, party rules and even parking are part of the rules. You would need to speak to them to understand the successes/failures of their program, but did anyone do any research??! I’m frustrated that competent people feel it’s acceptable to solve a complex problem by simply adding another layer of smothering bureaucracy and washing your hands when problems persist and the bureaucracy is unequipped to handle the job.

## Rules to Vacation by

### Do not exceed the occupancy limit

Do not exceed the stated occupancy at any time during your stay. The maximum number of adult occupants may be less than the total maximum occupancy.  
**NO PARTIES ALLOWED.**

### No parking in street or yard

Parking is only permitted in the driveway, designated parking spaces, and garage. This includes trailers. The maximum number of vehicles permitted is on the exterior sign.

### No amplified music 24/7

Amplified music is not permitted to be heard beyond the property line 24/7. Close your windows to avoid music carrying beyond the property line.

### Head inside at 10:00 p.m.

Noisy outdoor activities and spa use are prohibited from 10:00 p.m. – 7:00 a.m.

### Take your furry friend with you

Take your dog with you so they do not disturb surrounding neighbors. You will find that Big Bear Lake is very dog-friendly!

### Take trash to dumpster locations

Trash needs to be taken to a local dumpsite unless there are commercial trash bins at your property (condo).

Clean Bear trash locations:

41970 Garstin Drive & 39690 Big Bear Blvd.

## Consequences

Unfortunately, a few of our guests refuse to extend common courtesy and neighborly behavior toward the guests and residents around them. For those guests who have come to party and disrupt the peace and tranquility of the neighborhoods, there are costly and severe consequences.

### Fines

The minimum fine for violating the rules stated previously is **\$500 per violation**. A second offense is **\$1000 per violation**.

### Eviction

Unruly guests who blatantly disregard the rules and expectations will be evicted without a refund. In addition, costly citations may be issued to the undersigned.

## Signature of Guest

(ID to be verified by Check-in Agent)

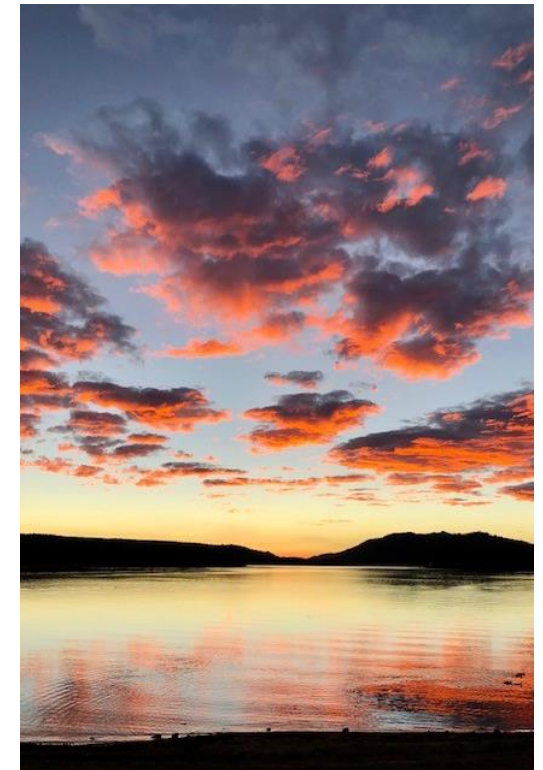
Print name:\_\_\_\_\_

Address:\_\_\_\_\_

City State Zip:\_\_\_\_\_

Signature:\_\_\_\_\_

Date:\_\_\_\_\_



# Good Neighbor Policy

CITY OF  
**BIG BEAR LAKE** *California*



## Welcome to the City of Big Bear Lake!

### Southern California's Premier 4-Season Resort Community

Thank you for choosing to vacation in Big Bear Lake. We are pleased to welcome over 1.2 million visitors per year to our beautiful community. Whether you are here to enjoy the abundant natural features and amenities found in our surrounding forest or looking for some rest and relaxation in our quiet and tranquil residential neighborhoods, we trust your experience will be world-class.

While enjoying your time in our mountain community, we'd like to remind you of some important community expectations for guests staying in our residential neighborhoods. We also want to provide some tips that will make your stay more enjoyable and help you vacation like a local. The last thing we want is for your visit to be interrupted by one of our Compliance Officers. We think you and your family & friends can have an amazing vacation while still being respectful and considerate to the neighbors around you.

## Expectations for guest behavior

Sound carries differently at higher elevations (thinner air) and in varying topography than it does on flat land at sea level. Sound in the mountains can carry for miles (listen for the coyotes at night). A normal private conversation between two people on a deck may be clearly heard from many houses away. Amplified music can be heard a mile or more away from the stereo speaker.

For these reasons, we have strict rules about amplified music and outdoor activities at night. Please help us maintain our quiet neighborhoods and enjoy the amazing stillness and tranquility that the forest provides.

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### Be a Good Neighbor

A big part of Big Bear Lake's charm is the friendly and helpful residents. If you are fortunate enough to be staying at a home near a full-time resident and see them on their deck or in their yard, introduce yourself! Many of our residents enjoy meeting visitors and providing tips on activities and restaurants.



Visit [careforbigbear.com](http://careforbigbear.com) for more information.

### Visit Like a Local

If you extend your visit beyond the weekend, you will see the large amounts of litter and trash left behind by the weekend visitors. Here are some tips to help you and your family preserve our natural playground for the next generation.

1. **Leave no trace.** Simply put, whatever you take into the forest, bring back out – including broken sleds.
2. **Don't litter.** There are dumpsters located at all trailheads and picnic areas. If a bin is full, find another. Animals will tear bags open and spread trash throughout the forest.
3. **Pick up after your pet.** Please bag your pet's waste AND TAKE IT TO A DUMPSTER. Leaving your pet's waste in a bag on the side of a trail is littering.
4. **Keep the peace.** If you are going to listen to music while hiking or enjoying the lake, use headphones instead of a Bluetooth speaker.