

Best Practices

{ Certified Local Contact Section 4

Q & A:

Q Am I qualified to serve as the local contact of a vacation rental?



Local Contacts must be:

1. Certified.
2. Well-versed in all VHR rules and able to inform renters of these rules.
3. Available at all hours that a VHR is being rented.
4. Able to respond to complaints in person within 30 minutes time, when needed to resolve an issue.

Best Practices

- ⌘ Set up the VHR to be safe for renters and to encourage compliance with the rules.
- ⌘ Inform potential renters of rules and expectations through good online listings.
- ⌘ Screen guests to ensure that they plan to rent the VHR respectfully.
- ⌘ Make contact with the renters, preferably in person.
- ⌘ Ensure that renters 18 or over acknowledge and sign that they understand all rules and consequences for violations
- ⌘ Practice good record keeping.
- ⌘ Keep Local Contact information updated for both renters and neighbors
- ⌘ Be available and responsive to calls

The success of El Dorado County Vacation Home Rental licensing and operation is heavily reliant on informed, responsible Certified Local Contacts.

{ Safety Measures

- ⌘ Functional Smoke alarms
- ⌘ Functional carbon monoxide alarms
- ⌘ A fire extinguisher in the kitchen and near other flammable surfaces
- ⌘ A landline if cell coverage is spotty
- ⌘ Fire areas, where allowable, meet safety requirements
- ⌘ Yard is well-kept and free of brush or other potential fire fuels

{ Signs and Postings

- ⌘ Clearly visible address so that emergency personnel may respond if needed
- ⌘ Contact information of the local contact and other emergency numbers
- ⌘ Instructions for operation of appliances and heat sources
- ⌘ Occupancy limits for sleeping areas, decks, or other elevated structures

Vacation Home Rental Set-Up: Preparing the Home



{ What additional practices may be used to operate a vacation rental more effectively?

- ⌘ Establish hours for arrival and check our procedures
- ⌘ Noise monitors that measure decibel levels and will notify renters when noise levels exceed standards
- ⌘ Motion sensor lights to ensure outside and inside lights are not left on when not in use

{ What additional measures will enhance guest and neighborhood safety?

- ⌘ Investing in a security system to help reassure the guests that you care about their safety and want them to enjoy a comfortable stay
- ⌘ Ensuring that the home is well-maintained and structures are sound
- ⌘ Maintaining well-established emergency procedures, including the location of:
 - ⌘ Emergency kits
 - ⌘ Fuse boxes
 - ⌘ Fire extinguishers
 - ⌘ First aid kits

Strategies for Success

Preparing Informative Online Listings

Preparing your listing is not just about a perfect location and great photos. You also want to ensure that you are targeting responsible guests that will be respectful of the neighborhood setting.



- It is required that you post your VHR Permit number and Transient Occupancy Tax Certification. This will ensure that guests know the VHR is legal.
- Post the number of bedrooms and occupancy, ensuring that these numbers do not go over the maximum listed in your permit.
- Quiet Hours must be posted in the listing. This could help guests determine activities and arrival times.
- It is highly recommended that potential guests be informed of strict rules and steep fines for violations as part of your advertisements.

Screening Guests

Asking potential renters a few questions about them and their plans for the stay will help determine if the renters are planning to rent the property respectfully. The following are examples of questions the property manager may ask guests prior to booking:

- ⌘ What is the purpose of the guest's trip? Will the guests be celebrating a special occasion, such as a bachelorette/bachelor party, birthday, wedding party, etc.?
- ⌘ Have the guests stayed in a short-term rental before?
- ⌘ How many adults and children will be staying in the vacation rental? Will additional guests be visiting?
- ⌘ Do the guests smoke?

What questions may not be asked to screen potential renters?

- ⌘ Questions that violate federal, state, and local anti-discrimination and housing laws may not be asked.
- ⌘ Federal and local laws prohibit discrimination on the basis of race, religion, national origin, gender, familial status, and physical or mental disability.
- ⌘ Additional laws may also prohibit discrimination based on marital status or sexual orientation.





Meeting On-Site?

{ While meeting guests at the VHR is not required, El Dorado County considers it a best practice to greet vacation rental guests in person during the initial guest check-in at the vacation rental.

The Certified Local Contact may utilize this opportunity to help guests get acquainted with the building and amenities, go over emergency procedures, and remind the guests of the rental's rules as well as the regulations that are required of all VHRs.

Rental Agreements

The Certified Local Contact is responsible for obtaining the following information from renters of the Vacation Home Rentals:

- ⌘ Written contract with:
 - ⌘ Limits to occupancy of the VHR according to the VHR permit
 - ⌘ Quiet Hours
- ⌘ Name, address, and phone number for each renter (18 years or older)
- ⌘ Formal, written acknowledgement that the renter is legally responsible for the compliance of all other occupants of the VHR, and that violations may result in fines to the renters

Please note: If you cannot meet on-site with the renters, you will need to obtain these documents via email or mail prior to the rental period.



- ⌘ The Local Contact is responsible for maintaining the name, contact information, and acknowledgment of responsibility for all renters for at least one year from date of occupancy
- ⌘ This information must be made available upon request by the County

Rental Record Keeping

Q & A:

What happens if the Certified Local Contact for the VHR changes?



- ⌘ Changes to the Certified Local Contact must be made through submittal of a new Certified Local Contact form, and must include the signature, address, and contact information of the certified property manager and the effective date of the change in representation. In order to make this change, a \$10 fee is required to verify certification and post new contact information.
- ⌘ In no case may a VHR operate without a current Certified Local Contact. Updated information is essential to ensure the neighbors have access to the current contact information.
- ⌘ New interior and Exterior signs are also required to reflect changes to the Certified Local Contact.

...and the #1 Certified Local
Contact Best Practice:

Answer every call!