



Short-Term Rental Operating License Good Neighbor Guidelines

The Good Neighbor Guidelines (GNG) were created to remind Short-term Rental (STR) owners and tenants/guests of the importance of being a good neighbor.

Welcome neighbors!

- 1. 24-Hour Contact Information.** If at any time you have concerns about your stay or in regards to your neighbors, please call the 24-hour contact number listed in the rental lease agreement or posted in the unit. In the event of an emergency, please call 911.
- 2. General Respect for Neighbors.** Be friendly, courteous, and treat your neighbors like you want to be treated. Respect your neighbors and their property.
- 3. Occupancy Limits.** Short-term Rental overnight occupancy (10pm – 7am) is limited to two-persons per bedroom plus two additional persons. Daytime occupancy (7am – 10pm) is limited to the overnight occupancy plus six additional persons
- 4. Noise.** Be considerate of the neighborhood and your neighbor's right to the quiet enjoyment of their home and property. Quiet hours are 10pm – 7am.
- 5. Maintenance of Property.** Be sure to pick up after yourself and keep the property clean, presentable and free of trash.
- 6. Garbage Disposal.** Place trash and recycling containers at the appropriate place and time for pickup. Return trash and recycling containers to the designated location within 12 hours after pickup. Cigarette butts should be properly extinguished and disposed of in the garbage.
- 7. Parking & Traffic Safety.** Refer to the parking diagram posted in the unit and park in designated spaces. Do not park on lawns, or in a manner which blocks driveways, sidewalks, alleys or mailboxes. Drive slowly through neighborhoods and watch for pedestrians and children playing.
- 8. Pets.** Promptly clean-up after your pets. Prevent excessive and prolonged barking, and keep pets from roaming the neighborhood. Unattended barking dogs left at the rental are prohibited by Hood River Municipal Code. Control aggressive pets, and be sure to abide by the local leash laws. Store pet food indoors and in a secure container to reduce the likelihood of unwanted pest problems.
- 9. No Events on Premises.** Using the short-term rental as an event site is not allowed under Hood River Municipal Code. Examples of events include, but are not limited to, company retreats, weddings, rehearsal dinners, etc.
- 10. Tenant/Guest Responsibility.** Approved guests and visitors are expected to follow the Good Neighbor Guidelines. Be sure to read your rental agreement for additional terms and restrictions which may include consequences for violating the Good Neighbor Guidelines.



Short Term Rental (STR) Operating License Owner Information Sheet

This information sheet is provided as an overview to assist STR owners comply with Hood River Short-term Rental rules and is not a substitute for carefully reviewing applicable municipal code requirements set forth in HRMC 17.04 and 5.10.

STR Address 24-Hour Contact Representative

HRMC 5.10.080.2

The STR owner must be available or designate a representative to be available by phone (24 hours a day, seven days a week) to ensure a response to complaints regarding the condition, operation, or conduct of the occupants. Responses to complaints must be within 30 min with issues resolved in a timely manner. The City must be notified of changes in property contact information at least 14 days in advance.

24-Hour Contact Information

HRMC 5.10.080.3

The STR owner or designated representative's name, email address, and phone number must be provided to the City upon license application and renewal, and the information shall be kept current at all times.

The owner or designated representative must either: (1) provide an annual mailing or otherwise distribute by hand, a flier to neighbors within a 250 foot radius of the short term rental property address containing the owner and/or representative contact information, or post a small placard or sign near the adjacent street advising neighbors and tenants of the same information where it can be seen from the public right-of-way.

- a. Placard must be displayed on or within a sign up to two square feet in size.
- b. Placard must include Short Term Rental identifying language and the Owner Representative name and contact phone number.

Timely Response to complaints

HRMC 5.10.090

The licensee or representative shall resolve neighborhood questions, concerns, or complaints in a reasonably timely manner depending on the circumstances, initial response must be within 30min. by email, telephone or other manner. It is in the best interest of a STR owner or designated representative to maintain a record of all complaints received including the date, time, nature of the complaint, and the action and time the action was taken in response to the complaint.

Garbage Service

HRMC 5.10.080.3

The Vacation Home Rental owners shall have weekly solid waste collection service with assisted pick-up provided by the solid waste provider, if available, and provide proof of garbage service (Hosted Homeshares do not have this requirement).

License Number Included in Advertisements

HRMC 5.10.090.A

Your Short-term Rental License Number must be included on all advertisements for the property. It is illegal to operate a Short-term Rental without a license.

Mandatory Postings

HRMC 5.10.080.D

Parking - The approved off-street parking spaces must remain available for renters, including garage areas if required. A parking diagram of these approved parking spaces must be provided to renters and be available in a prominent location within the dwelling for rent.

Occupancy - The maximum overnight occupancy is limited to two persons per bedroom plus two additional persons, daytime occupancy is the overnight occupancy plus six persons, which must be posted in a prominent location in the dwelling. It is recommended that the maximum occupancy be included in the rental agreement/contract.

Trash Pickup - Day and week of trash pickup must be posted.

Good Neighbor Guidelines

HRMC 5.10.050.6

The City has developed Good Neighbor Guidelines which must be conveyed to tenants in one of several ways:

- a) Incorporating the Good Neighbor Guidelines into the rental contract.
- b) Including the Good Neighbor Guidelines in the rental booklet
- c) Providing the Good Neighbor Guidelines in a conspicuous place in the dwelling unit

Remit Transient Room Tax

HRMC 5.10.080.E

Short-term Rental operators must collect and remit Transient Room Tax per HRMC 5.09. Monthly Tax Return forms can be located on the City's webpage.

Activities Specifically Prohibited

HRMC 5.10.090.C

The following activities are specifically prohibited in the context of operating a Short-term Rental and will be strictly enforced. In addition to the the prohibitions below, Short-term Rental must adhere to all Hood River Municipal Code.

- Unattended barking dogs
- Events. Examples include, but are not limited to, company retreats, weddings, rehearsal dinners, etc.
- Exceeding noise limits set by HRMC Title 8 Chapter 9

Fines and License Revocation

HRMC 5.10.110

The goal of the following penalty structure is to promote compliance and limit impacts of STR operation to surrounding neighborhoods. The discovery of material misstatements or providing false information in the STR application is grounds for license immediate revocation.

		Occurrence* of Violation within 12-mo. Period			
		1st	2nd	3rd	4th & Each Add'l
Revocation				Revocation Initiated	<i>No License, previously Revoked</i>
Fine Amount	Written warning or Amt. Specified by existing HRMC, <i>whichever is more</i>	\$250 or Amt. Specified by existing HRMC, <i>whichever is more</i>	\$500 or Amt. Specified by existing HRMC, <i>whichever is more</i>	\$500 or Amt. Specified by existing HRMC, <i>whichever is more</i>	\$500 or Amt. Specified by existing HRMC, <i>whichever is more</i>

** An "Occurrence" is defined as one or more violations of Title 5, Title 17, or any other Hood River Municipal Code, within a 24-hour period associated with the operation of an STR*