



TOWN OF WAYNESVILLE

Planning Board

9 South Main Street
Suite 110
Waynesville, NC 28786
Phone (828) 456-8647 • Fax (828) 452-1492
www.waynesvillenc.gov

Ginger Hain (Chair)
Travis Collins (Vice Chair)
John Baus
Michael Blackburn
Tommy Thomas
John Mason
Alex McKay
Tommy Rose

Development Services
Director
Elizabeth Teague

Regular Meeting of the Planning Board
Town Hall, 9 South Main Street, Waynesville, NC 28786
Monday, November 17, 2025, 5:30 p.m.

A. CALL TO ORDER

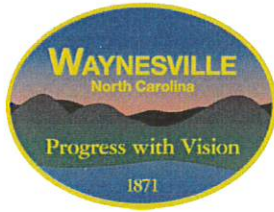
1. Welcome/Calendar/Announcements
 - Next meeting is Monday December 15th, unless there are no applications.
 - January meeting falls on MLK Day and will be cancelled. Recommended alternate date for a Special called meeting (if necessary) is January 26th.
 - Council meetings available: <https://www.youtube.com/@TownofWaynesville/streams>
 - Past Planning Board and Council minutes available at:
<https://www.egovlink.com/waynesville/docs/menu/home.asp>
2. Approval of minutes as presented (or as amended):
 - Regular Meeting on October 20, 2025.

B. BUSINESS

1. Continuation of Public hearing to consider a text amendment related to Short-Term Rentals, Land Development Standards sections 2.5, 3.3, 13.5, and 17.3.

C. PUBLIC COMMENT/CALL ON THE AUDIENCE

D. ADJOURN



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MINUTES OF THE TOWN OF WAYNESVILLE PLANNING BOARD Regular Meeting Town Hall – 9 South Main St., Waynesville, NC 28786 October 20, 2025

THE WAYNESVILLE PLANNING BOARD held a Regular Meeting on October 20th, 2025, at 5:30 p.m., in the board room of the Town Hall at 9 South Main Street, Waynesville, NC 28786.

A. CALL TO ORDER

1. Welcome/Calendar/Announcements

The following members were present:

Ginger Hain (Chair)
Travis Collins (Vice Chair)
John Baus
Michael Blackburn
Alex McKay
John Mason
Tommy Rose
Tommy Thomas

The following staff members were present:

Elizabeth Teague, Development Services Director
Olga Grooman, Assistant Development Services Director
Alex Mumby, Land Use Administrator
Esther Coulter, Administrative Assistant
Ron Sneed, Board Attorney

Chair Ginger Hain welcomed everyone and called the meeting to order at 5:30 pm. Ms. Hain recognized new Planning Board member Tommy Rose and he introduced himself.

A motion was made by board member Michael Blackburn and seconded by board member Tommy Thomas to approve the September 15, 2025, Regular Meeting minutes. The motion passed unanimously.

Chair Ginger Hain read through the process and procedures for the 3 public hearings. She opened the first public hearing at 5:34 p.m.

B. BUSINESS

1. Public hearing to consider a text amendment to the Flood Damage Prevention Ordinance, Land Development Standards section 12.3.

Assistant Development Services Director, Olga Grooman read through her staff report, noting that after Hurricane Helene, the Emergency Management Division of the State, FEMA, and NC Department of Public Safety visited municipalities making sure that Towns are compliant with the floodplain permitting requirements. One of the auditors told staff that the State's Model Flood Damage Prevention Ordinance has the survey provision as optional. Waynesville's ordinance has the survey provision as mandatory. This would require even minor projects, such as HVAC replacements, heat pump changes or interior remodels, to get a survey. This requirement adds unnecessary costs to those doing minor repairs.

Board member Tommy Thomas wanted to clarify the wording in the text amendment that requires a professional engineer and license land surveyor. Mr. Thomas said the wording in text amendment is acceptable.

Chair Ginger Hain asked Ms. Grooman if this would help the mounting of propane tanks.

Ms. Grooman responded that propane tanks are regulated in another part of the ordinance. She stated that changing the text would only allow HVAC replacements, heat pump changes or interior remodels, to be placed without a survey required.

Chair Ginger Hain closed the first public hearing at 5:42 p.m.

A motion was made by board member Michael Blackburn and seconded by board member Alex McKay to approve the text amendment as written. The motion passed unanimously.

A motion was made by board member Tommy Thomas and seconded by board member Michael Blackburn to find the recommended text amendment as being consistent with the 2035 Land Use Plan and reasonable and in the public interest. The motion passed unanimously.

Chair Ginger Hain opened the second public hearing at 5:44 p.m.

2. Public hearing to consider a rezoning request for the 5.48-acre parcel located at 1399 Plott Creek Rd, Waynesville, NC (PIN 8605-32-8929) to Plott Creek Neighborhood Residential (PC-NR) zoning district.

Assistant Development Services Director, Olga Grooman presented that the applicant is requesting the Town Council to annex the property into Town. They are asking to rezone the property to Plott Creek Neighborhood Residential (PC-NR) district, to match the adjoining 41-ac parcel, also owned by the applicant. Rezoning of the adjacent 5.48-ac property would enable the applicant to develop the site for multi-family residential use. Ms. Grooman referenced LDS 2.3.3.F for proposed Zoning District. Ms. Hain asked if there were additional questions and if the applicant would like to speak.

The applicant William Ratchford introduced himself and spoke on behalf of Triangle Real Estate of Gastonia. Mr. Ratchford stated that Hurricane Helene undercut the entrance into the apartment complex. It took little over a week to repair the entrance. He stated that a 2nd road access off Plott Creek could be installed on the newly acquired parcel.

Board member Michael Blackburn clarified that when the committee worked on the 2035 Comprehensive Plan there was discussion as to whether this area should stay with the existing density which is high density as a neighborhood center district, or changed to low density. He noted that there was discussion of the need for housing and that areas to build were limited, and the committee decided the zoning should stay the same.

Chair Ginger Hain asked if there were other questions or comments and closed the second public hearing at 6:09 p.m.

A motion was made by Vice Chair Ginger Hain and seconded by board member Tommy Thomas to approve the rezoning request and it's consistent with the 2035 Comprehensive Land Use Plan and is reasonable and in the public interest. The motion passed unanimously.

A motion was made by Vice Chair Ginger Hain seconded by board member Michael Blackburn to recommend the rezoning to town council. The motion passed unanimously.

Chair Ginger Hain Open the third public hearing 6:11 p.m.

3. Public hearing to consider a text amendment related to Short-Term Rentals, Land Development Standards sections 2.5, 3.3, 13.5, and 17.3.

Development Services Director, Elizabeth Teague stated that over the past two years the Planning Board has discussed regulations pertaining to STR'S or Short-Term Rentals. In March of 2023 a draft was given to the board. On April 15th, 2024, a public hearing was held, and a work group was formed to research and make recommendations back to the Planning Board. Ms. Teague reminded the board that in December 2024 two separate drafts were given for review and the board chose not to take action at that time. The proposed ordinance defines two types of short term rentals – homestays, where there is an owner or manager on-site, and STRs, which are properties where someone is not on site. The ordinance does not limit where these uses can be located, but does set supplemental standards for STRs.

Ms. Teague stated that the Tourism Development Authority has provided updated data within our zip code which shows that the number of STRs has decreased in the past year. Ms. Teague noted that the TDA tracks STRs to follow the payment of their Occupancy Tax.

Board member Michael Blackburn wanted to state for the record, that the complaint about the bear getting into trash cans that was discussed was not clear if the property was an Air BNB or not. Board member John Baus stated that his concern is protecting the neighborhoods. He feels that a property that has an absent homeowner needs to be held to the same hosting standards as local homeowners. He had passed along additional information on STRs that he found as part of research. Ms. Hain asked if he could make specific recommendations for changing the ordinance and he indicated he would. She noted that there was someone from the public who might like to comment.

Public Comment

Jackie Cure of Waynesville said she has been a Real Estate Broker for 30 years and is grateful to have been invited to attend the work group. Ms. Cure stated that Short Turn Rentals have always been around, even before the internet, and her real estate office serviced as a vacation rental office. She stated that when Air BNB became popular people, bought houses to have for retirement, and this enable a way to pay the taxes, insurance and other overhead. STR's grew as a business when Covid-19 hit the housing market, which skyrocketed as people bought up houses. Ms. Cure said she wanted to attend the meeting to get clarification on the zoning, and other issues. She stated with her STR rentals strive to receive 5-star ratings with every rental, and she's never had any complaints.

Ms. Hain asked if there was any other discussion. Ms. Teague noted that she had been contacted by a representative of the Association of Realtors who could not be here tonight.

A motion was made by board member John Baus, seconded by board member Alex McKay, to continue the public hearing to November 17, 2025.

C. ADJOURN

Chair Ginger Hain adjourned the meeting at 6:48pm.

Ginger Hain, Chair

Esther Coulter, Administrative Assistant

Town of Waynesville Planning Board Staff Report

Subject: Public Hearing on short-term rental ordinance
 Ordinance Section: 2.5. Permitted Uses; 3.3 Supplemental Standards; 13 Nonconformities; and 17.3 Definitions
 Applicant: Staff and Planning Board Initiated Ordinance
 Meeting Date: November 17, 2025 (Continued from October 20, 2025)

Background

The Planning Board continued the publicized hearing from October 20, 2025 to consider regulations related to Short Term Rentals ("STRs"). The STR draft was developed from a working group of board Members Travis Collins, Micheal Blackburn, and John Baus; community volunteers Linnea McAden, Patrick McDowell, and Jackie Cure; and staff Olga Grooman, David Kelley, and Elizabeth Teague; and then revised based on public and planning board input.

Staff feels that the Town could benefit administratively from the proposed ordinance by providing the public clarity with definitions and zoning recognition. This would allow the Town to provide a coherent response to those asking about creating short term rentals, and to provide zoning verification letters for property owners. Further, it would assist the Town by creating basic supplemental standards that protect the interests of neighbors. If the Planning Board makes a recommendation for the ordinance to move forward as presented, or as amended, Council will schedule a public hearing to take legislative action.

Staff Comment and Recommendation

This ordinance version meets identified needs while preserving the rights of all property owners.

- It defines two types of short-term rentals. "Homestays," on property where the owner or a manager live on-site, are determined to be a use permitted outright. "Short Term Rentals," on property which have no on-site owner or management, are permitted with supplemental standards. Both types are allowed in all zoning districts except for the Commercial-Industrial District which is reserved for industrial and heavy commercial uses and does not permit any type of residential or lodging use. Because the LDS does not currently define or categorize either homestays or STRs, Town staff has no way of confirming to the public that they are expressly allowed in all districts. This ordinance would allow Town staff to certify compliance on a zoning verification letter for a bank loan or investor.
- When short-term rentals are not situated on property with a local on-site resident, there is no direct way to contact a responsible party should a need arise. This creates a concern for neighbors or emergency services should something happen that needs immediate attention. If not managed well, STRs can impact neighbors in terms of noise, overflow parking onto streets, trash management, signage, or potential safety concerns. Supplemental standards are proposed for STRs (but not "homestays") to:
 - require off-street parking at a ratio of 1 space / bedroom which is the same as other lodging uses under the parking ordinance,
 - require a plan for sanitation management to avoid bear and other animal issues,
 - limit the dimensions of advertising signage to the same category as "home occupations," and

- provide a contact phone number to be posted on the outside of the building for police, fire, code enforcement, or other needs.

The goal of these standards is to protect the character of existing neighborhoods when there is no on-site management provided. These standards are in alignment with recommendations from the “Good Neighbor Guide” of the Short Term Rental Alliance, and guidance provided by Air BandB or VRBO.

- The proposed ordinance would create an exemption clause under the pre-existing nonconformity rules (LDS Section 13.2 and 13.5), so that those property and business owners that already have an active STR may continue that use as they are. This accommodates the need for flexibility so that people may choose to continue, discontinue, and then continue again, the usage of their property as a short-term rental. This also simplifies code enforcement so that if a complaint or violation arises, staff only considers the STR requirements within the current timeframe and use status.
- The proposed ordinance **does not** require local registration of homestays or STRs, impose additional inspection requirements, or require on-going Town monitoring.

Consistency with the 2035 Comprehensive Land Use Plan

Staff recommends that the proposed text amendments to the LDS are consistent with the following 2035 Comprehensive Plan goals and objectives:

Goal 1: Continue to promote smart grown principles in land use planning and zoning.

- Encourage infill, mixed-use and context-sensitive development.
- Reinforce the unique character of Waynesville.

Goal 5: Create Opportunities for a sustainable economy.

- Encourage creatively designed, mixed use, walkable centers and commercial districts that appeal to residents and visitors.

The text amendment is reasonable and in the public interest because:

- It creates a practical administrative approach to formally allowing Homestays and Short Term Rentals as a legal land use within the Town’s Zoning Ordinance by defining and placing them within the LDS Table of Permitted Uses.
- It meets potential code enforcement and emergency service needs.

Motions:

1. To find the Draft Ordinance consistent with the Comprehensive Plan and reasonable and in the public interest.
2. To recommend (or not) to Town Council the adoption of the ordinance as proposed (as amended).

Attachments:

STR Good Neighbor Guide

Proposed text amendment

Consistency worksheet

Short Term Rental Data

Haywood County TDA (Air DNA data) 2025

Period	Market Type	Market	Available Listings
2025	Main Market	Haywood County	1,593
2024	Main Market	Haywood County	1,716
2023	Main Market	Haywood County	1,657
2025	Submarket	Waynesville	583
2024	Submarket	Waynesville	625
2023	Submarket	Waynesville	606

*D R A F T (# 5) For Planning Board Review and Public Hearing
October 20, 2025 / November 17, 2025*

ORDINANCE NO.

AN ORDINANCE AMENDING THE TEXT OF THE
TOWN OF WAYNESVILLE LAND DEVELOPMENT STANDARDS
TO DEFINE AND REGULATE HOMESTARS AND SHORT TERM VACATION RENTALS

WHEREAS, the Town of Waynesville has the authority, pursuant to Article 7 of Chapter 160D of the North Carolina General Statutes, to adopt land development regulations, clarify such regulations, and amend such regulations from time to time in the interest of the public health, safety and welfare; and

WHEREAS, the Town of Waynesville Planning Board reviewed the proposed text amendments to the Land Development Standards (LDS) designed to define the use of residential properties as short term vacation rentals and recommends that the proposed ordinance and text amendments be found consistent with the 2035 Comprehensive Plan and that they are reasonable and in the public interest because they support the following goals as set out in the Comprehensive Plan:

Goal 1: Continue to promote smart growth principles in land use in planning, particularly to reinforce the unique character of Waynesville by preserving the character of neighborhoods.

Goal 5: Create Opportunities for a sustainable economy, and encourage creatively designed, mixed use, walkable centers and commercial districts that appeal to residents and visitors.

WHEREAS, the Planning Board has reviewed and recommends the proposed text amendments for enactment by the Board of Aldermen at their October 20, 2025 regular meeting and at their _____ meeting; and

WHEREAS, the Waynesville Town Council find this Ordinance is consistent with the Town's 2035 Comprehensive Plan as stated above and that it is reasonable and in the public interest to "make decisions about resources and land use in accordance with the North Carolina General Statutes" that will help achieve such goals; and

WHEREAS, after notice duly given, a public hearing was held on _____, at the regularly scheduled meeting of the Waynesville Town Council;

NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE TOWN OF WAYNESVILLE, MEETING IN REGULAR SESSION ON _____, 2025, AND WITH A MAJORITY OF THE BOARD MEMBERS VOTING IN THE AFFIRMATIVE, THE FOLLOWING:

That the Land Development Standards be amended with the following additions:

Section 17.4 Definitions, General, is hereby amended to add the following definitions:

Homestay: Homestay means a short-term rental use that occurs within a resident-occupied, single-family dwelling, duplex, or in an accessory dwelling unit on the same property as a resident-occupied dwelling, wherein parts of the home or property are rented for a period of less than thirty days; where the use is incidental and subordinate to the primary, full-time residential use of the property; and no meals or other services are provided by the owner or host. This use is subject to North Carolina Occupancy Tax regulations which apply to stays up to 90 days, and subject to town ordinances that apply to residential uses.

Short Term Vacation Rental: Short-term vacation rental means a short-term rental use within a dwelling unit for transient occupancy for a period of less than thirty days, and which does not have an owner-occupant, resident, or manager on-site. A short-term vacation rental is considered a "Lodging" that is distinct from a bed and breakfast, boardinghouse, inn, or hotel/motel, and encompasses commercial home-sharing platforms such as VRBO, AirBandB, Flipkey, or other platforms on properties that do not qualify as a *homestay*. This use is subject to North Carolina Occupancy Tax regulations which apply to stays up to 90 days, and subject to town ordinances that apply to lodging.

Section 2-5-3 Table of Permitted Uses is amended as follows:

Homestay is hereby added as a permitted use ("P") as a residential use type, and the table is amended to show that homestays are allowed in all districts where residential dwelling uses are allowed on the Table of Permitted Uses. Short term vacation rental is hereby added as a permitted use with supplemental standards as a lodging use type ("PS"), and the table is amended to show that short term vacation rentals are allowed in all districts where residential dwelling units are allowed on the Table of Permitted Uses.

<u>Use Types</u>	<u>All Districts except Commercial-Industrial</u>
Residential	
Dwelling – Homestay	P
Lodging	
Short Term Rental	PS

Section 3.3 Supplemental Standards – Lodging is amended to add:

3.3.4 Short Term Rentals

A. Parking

1. Short-term rentals must comply with the Town parking standard for lodging of 1 space per bedroom, except in the Central Business and Hazelwood Business Districts in accordance with Section 9.2.1.

B. Signs

1. Signage is not encouraged, but if desired, only one on-premise sign may be placed to identify/advertise a short term vacation rental, and it must comply with the maximum square footage for home occupations of 8 square feet in accordance with Section 11.6.2.

C. Property owner responsibilities: Any property owner operating a STR lodging, shall:

1. Ensure that all refuse is stored in appropriate containers and set out for collection on the proper collection day(s) and the empty carts or cans are removed from the street or alley on the scheduled collection day. For units not served by Town of Waynesville Sanitation, arrangements must be made for a private service to manage solid waste collection from the site.
2. Post an emergency contact that may be reached at any time. Posting should be in a conspicuous location on the outside of the unit, near the main entrance, or as part of the on-premise sign if there is one. Posting should include the name and number of the operator or property manager.

Section 13.5 Nonconforming Uses and Structures is amended to add

13.5.1 Definition and Applicability

C. Short Term Vacation Rentals as a use with supplemental standards: Residential structures used for short-term vacation rentals prior to the adoption of the Town Ordinance on _____ are exempt from the standards for nonconforming uses and accessory uses. Owners of short term rentals may continue or discontinue the short-term rental use as permitted with supplemental standards without penalty.

ADOPTED this _____ Day of _____, 2025.

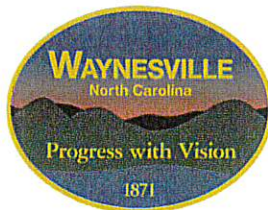
J. Gary Caldwell, Mayor

ATTEST:

Candace Poolton, Town Clerk

APPROVED AS TO FORM:

Martha Bradley, Town Attorney



To: Town of Waynesville Planning Board
From: Elizabeth Teague, Development Services Director
Date: November 17, 2025
Subject: Short Term Rental Ordinance
Description: An ordinance to define and regulate “homestays,” and “short term rentals,” while protecting property rights and neighborhoods.
Contact: Town of Waynesville Planning Department (“Development Services”)

The Planning Board hereby adopts and recommends to the Governing Board the following statement(s):

☐ The zoning map amendment **is approved and is consistent with the Town’s Comprehensive Land Use Plan** because: _____

The zoning map amendment and **is reasonable and in the public interest** because: _____

☐ The zoning map amendment **is rejected because it is inconsistent with the Town’s Comprehensive Land Use Plan and is not reasonable and in the public interest** because _____

☐ In addition to approving this zoning map amendment, this approval is **also deemed an amendment to the Town’s Comprehensive Land Use Plan**. The change in conditions taken into account in amending the zoning ordinance to meet the development needs of the community and why this action is reasonable and in the public interest, are as follows: _____

Planning Board Member _____, made a motion, seconded by _____

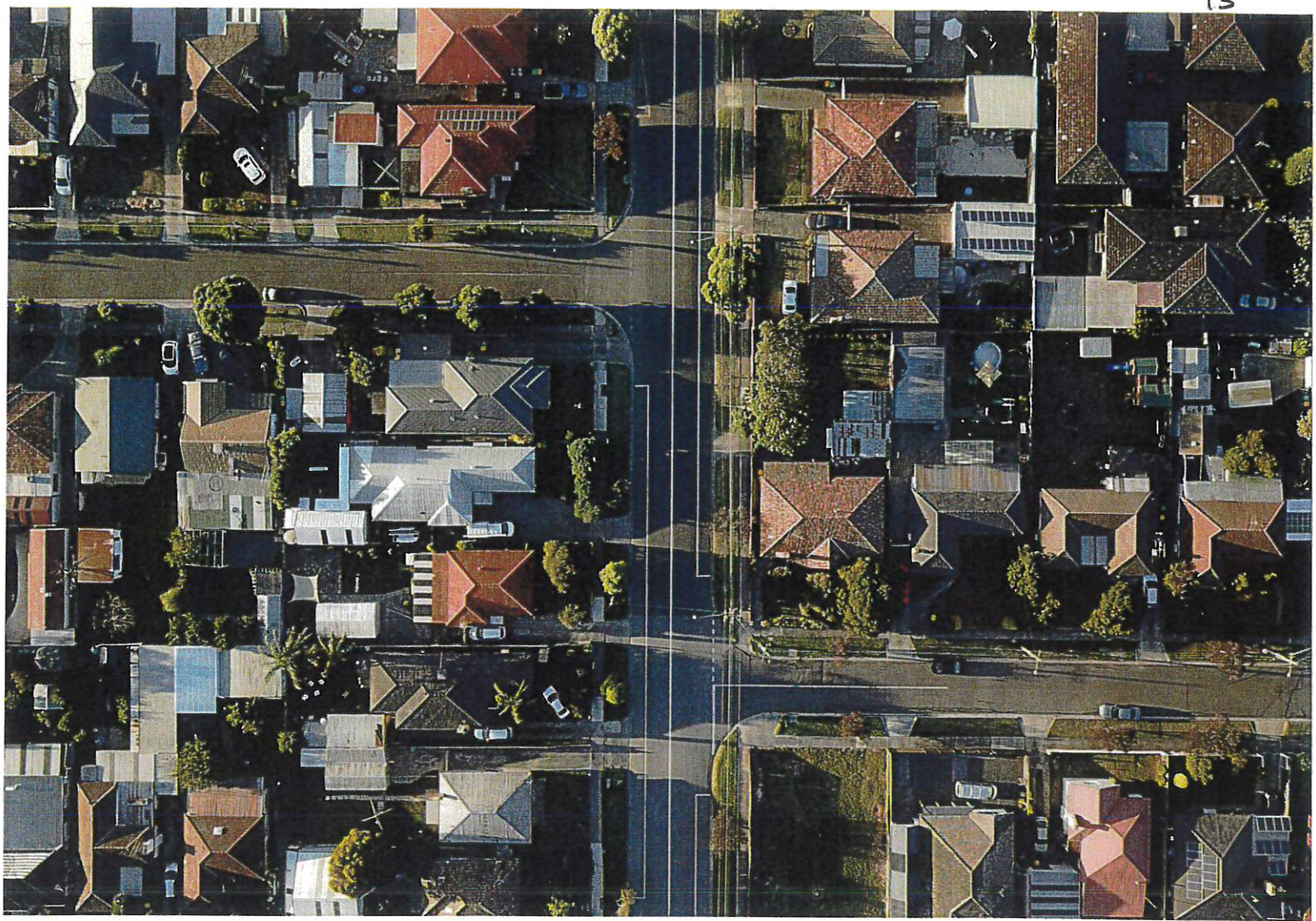
The motion passed _____. (*unanimously or vote results here*)

Ginger Hain, Planning Board Chair

Date

Esther Coulter, Administrative Assistant

Date



Fostering Good Neighbor Relations

& PREVENTING NUISANCE COMPLAINTS

BEING A GOOD NEIGHBOR MATTERS.

Welcome to the STR Trust Good Neighbor Guide! We are confident that the recommended strategies and guidance outlined in this Guide will enable you to be a better STR owner and host for your guests while simultaneously cultivating positive relationships with neighbors. In addition to the recommended practices regarding noise, trash, and parking, STR Trust also strongly recommends conducting an annual home inspection on your STRs as a preventative maintenance and health/safety measure.

As an STR owner and operator, you know that guests love STRs for their home-like experience and the opportunity to live like a local. But we can't forget that they're temporarily living amongst locals, our neighbors. Being a good neighbor – for both hosts and guests – is simply the right thing to do.

It's also smart business. Complaints from neighbors are red flags for police and local city councils, which can often be a fast track to severe STR limits or bans. Instead, proactively protect your business and your property with the strategies and good neighbor practices throughout this guide.

COMMUNICATE WITH YOUR NEIGHBORS PROACTIVELY

First things first, informing neighbors of the usage of your home as an STR before you begin welcoming guests is the best (and only) way to respectfully and proactively foster positive relationships with your neighbors. No one likes to be surprised, and, as Murphy's Law states, anything that can go wrong will.

EXTEND YOUR HOSPITALITY TO NEIGHBORS

Your neighbors can be your STR's best allies. Invite them over or offer your home up to them for when they need extra space for friends or family. By making this kind gesture, you are proactively extending your hospitality – and we are in the hospitality business! Empowering a neighbor to see an STR as an asset is important as they, too, care about the neighborhood.

CREATE WIN-WINS

A great way to show your commitment to neighbors is to create win-win situations. For example, if they don't have a lawn cutting service, consider offering to have your landscaping team extend their mowing and lawn care over to their lawn as well. This will demonstrate your interest in keeping positive relations with the community, and as a win for you, your guests will be impressed not just with your lawn but also the well-kept yard next door.

#1 STRATEGY: PROACTIVELY MANAGE NUISANCE ISSUES

It is no longer acceptable to wait for a call from a neighbor, the city or police to notify you of a disturbance at your rental. Putting nuisance prevention and management plans in place and informing your neighbors of those plans is a great way to give them peace of mind and inspire their trust that you will be responsible if an issue arises. Setting this expectation and meeting it is the most important element to fostering great neighbor relations.

The top three issues that cause nuisances for neighbors are **noise**, **trash**, and **parking**. The following sections of this guide cover management plans for each.

NOISE MANAGEMENT PLAN

Noise accounts for approximately 75% of neighbor nuisance complaints, and one bad experience for your neighbors can ruin your reputation as a conscientious host or manager. Furthermore, it is far more effective and cheaper to prevent nuisance issues from the start with a Noise Management Plan than it is to rectify a problem after it occurs.

If you don't live on site at your STR, consider using technology like a noise monitoring system to head off neighbor disruption before it happens. Noise monitoring solutions will alert you or your property manager when noise levels begin to become worrisome, and data shows that responding quickly to a simple noise alert will have guests quieting down within 15 minutes about 80% of the time.

If guests don't respond quickly, it will be time to go to plan B, which usually involves activating a friend, family member, or contracted service provider who can show up on site to check in on the property. Think of this as the equivalent of the front desk manager heading up to a hotel room to knock on the door when phone outreach doesn't solve a noise issue. Because noise issues can occur at any hour, 24-hour coverage is necessary, as is having a person at the property within 45 minutes.

Additionally, ensuring guests are familiar with quiet hours and expectations is critical. This can be done with pre-arrival messaging, on-site messaging and signage, as well as in-person check-ins or welcome phone calls upon arrival.

MY NOISE MANAGEMENT PLAN:

Noise Monitoring Solution:

City Quiet Hours : _____

City Penalty for Noise Violations: _____

Property Quiet Hours: _____

On Call Responder: _____

Phone Number: _____

Quiet hours and expectations are shared with guests through at least two of the following:

- ___ Property description
- ___ House rules
- ___ Rental agreement
- ___ Pre-arrival messaging
- ___ Guestbook
- ___ In-house signage
- ___ In-person check-in or welcome call

PARKING MANAGEMENT PLAN

The average group of short-term renters is 3+ guests, some of whom have to bring more vehicles than a property has parking spaces for. In some areas, this may not be an issue, but often the spillover of excess cars can irritate neighbors, understandably.

A good Parking Management Plan begins with communication. For groups that may be bringing multiple cars to the STR, ensure that the home can handle all of the expected cars in the driveway or garage. Cars should not be blocking sidewalks or taking up an inordinate amount of street parking. While it may not be illegal to use street parking, it can be a nuisance to neighbors, especially if guest cars crowd their driveways or block commonly accessed things like mailboxes, alleys, or trash cans.

An effective Parking Management Plan should include alternate locations where guests can park excess cars during their stay. Providing information about the parking limitations on-site and the location, contact info and rates for nearby overnight parking lots is a great way to provide thoughtful information to your guests – and it may keep them out of trouble if your local government enforces parking regulations strictly.

Lastly, leveraging technology like doorbell cameras or street-facing security cameras is a smart backup for making sure guests follow expectations. While no one wants to prevent guests from having a five-star

experience, neighbors will appreciate that your guests bring only as many cars that can be accommodated, which helps enable you to continue renting your home long into the future.

MY PARKING MANAGEMENT PLAN:

On-Site Parking Space Quantity: _____

Location: _____

Nearby Parking Alternatives & Costs:

City Parking Ticket/Fine: _____

Parking options and rules are shared with guests through at least two of the following:

- ___ Property description
- ___ House rules
- ___ Rental agreement
- ___ Pre-arrival messaging
- ___ Guest book
- ___ In-house signage
- ___ In-person check-in or welcome call

Doorbell/Exterior Camera Solution:

TRASH MANAGEMENT PLAN

Trash is not often the first thing that comes to mind when thinking of nuisance issues, but it's critical to have a plan in place for managing the storage and disposal of waste. It's also safe to assume that some guests will not properly follow instructions for how to deal with trash on check-out day. For guests, the last day of a stay is usually filled with people departing at different times and performing different parts of checkout procedures, which can result in simple mistakes or worse, unsightly piles or invitations for wild animals. To prevent this, put in place these key elements of a Trash Management Plan:

- ✓ **Communicate the Rules:** In pre-arrival information, in house manuals and especially in your check-out communications, make sure to let guests know the detailed information about how to properly deal with trash and recycling.
- ✓ **Communicate the Penalties:** The local government may have fines and fees associated with improper trash disposal. Find out these rules and penalties and make sure guests know the consequences as well. Some permits with three strike rules can be revoked for simple trash violations.

✓ On Site Signage is a Must: Guests may come from all over the world and have very different recycling and trash processes at home. Use signage so they don't have to guess when it comes to properly managing trash.

✓ Private Trash Collection: For homes with a high capacity, it's likely guests' trash will at some point exceed what the local government's trash collection allows. Have a solution in place to dispose of trash through a local contact or an on-call third-party vendor.

MY TRASH MANAGEMENT PLAN:

Trash & Recycling Bin(s) Location:

Pickup Day, Time and Location:

Other Trash/Recycling Rules to Know:

Improper Disposal Penalties:

Trash procedures and rules are shared with guests through at least two of the following:

- ___ House rules
- ___ Rental agreement
- ___ Pre-departure messaging
- ___ Guest book
- ___ In-house signage
- ___ In-person check-in or welcome call

Private Trash Collection:

HOSTING NEIGHBORLY GUESTS

Good responsible renting practices mean nothing if guests don't know about them. As we've outlined in the preceding nuisance management plans, educating guests across multiple touchpoints is an essential step in preventing disruptions to your neighbors.

Following is a customizable and printable **Good Neighbor Guidelines** sheet that combines all of the key info from the noise, parking, and trash management plans you just created into an easy-to-digest format.

HOW TO USE

Fill in the applicable information for your property, then print this page to display in your home and/or copy and paste into your guidebook, house rules, or other communication areas. You can even use this simply as inspiration to create your own Good Neighbor Guidelines document.

[Rest of page intentionally left blank]

WELCOME!

We're happy you're here. As a part of living like a local, we ask all guests to read and follow our Good Neighbor Guidelines.

PARKING: All vehicles must park in the designated parking spaces provided.

Parking Location: _____ Maximum Vehicles Allowed: _____

Alternative Parking Options: _____

Please note the city may issue tickets for parking violations.

OCCUPANCY: This home has a maximum capacity of ____ guests.

NOISE: Please be considerate of our neighbors' right to the quiet and peaceful enjoyment of their home by observing quiet hours from _____ to _____.

Please note the city can issue a fine of _____ for noise ordinance violations.

GARBAGE & RECYCLING:

Receptacle(s) Location: _____ Pickup Day, Time and Location: _____

PETS: Please clean up after pets, prevent excessive barking, and follow the leash law.

24-HOUR CONTACT INFORMATION

For questions or assistance, please call your host at _____

IN CASE OF EMERGENCY

In case of an emergency requiring 911 dispatch, this home's address is

A FIRST AID KIT IS LOCATED IN _____

Thank you for keeping our area such a wonderful place to visit, live, work and play!



RENT RESPONSIBLY

THIS GUIDE WAS BUILT WITH SUPPORT FROM RENT RESPONSIBLY

Rent Responsibly is the home of responsible short-term rentals. Our community-building platform makes it easy for hosts and managers to connect with each other, local businesses, and all others throughout cities and towns. Members get access to free resources, peer-to-peer learning, and a national network of like-minded STR enthusiasts. We help maximize the positive impacts of short-term renting to ensure STRs are an exemplary contributor to sustainable tourism in every destination.

Find more resources and a community of support on **RentResponsibly.org**.