

# City of Big Bear Lake



## CODE COMPLIANCE DIVISION

### TPHR 24/7 Complaint Response Agent Acknowledgement

**MUST BE SIGNED IN PERSON AT CITY HALL OR NOTARIZED**

I \_\_\_\_\_, having agreed to act as the “24/7 Complaint Response Agent” on behalf of \_\_\_\_\_ and declare under penalty of perjury that I will personally exercise my responsibilities as this agent diligently in accordance with City of Big Bear Lake regulations and ordinances.

(Print name of agent)

(Print name of management agency/owner manager)

I understand that the City of Big Bear Lake Municipal Code requires a Transient Private Home Rental (TPHR) managing agency or owner manager to conduct an investigation of complaints received regarding the inappropriate use of or inappropriate activities associated with the rental of a TPHR unit that they manage and that failure to comply with the “Complaint Response” provisions of Section 17.03.315D of the Municipal Code is a violation of the Municipal Code subject to the issuance of a citations and assessment of a civil penalty of not less than two hundred and fifty dollars (\$250) or more than five hundred dollars (\$500) for each day on which such violation occurs. I further acknowledge that I will participate in a “24/7 Complaint Response Agent” training session conducted by the City of Big Bear Lake within ninety (90) days of the date of submittal of this acknowledgement. I further understand that I am signing this declaration under penalty of perjury and that perjury is punishable under California Penal Code Section 126 by imprisonment for a period of from two (2) to four (4) years.

I declare that I have read the above provisions and that I sign this declaration with the full knowledge and understanding of the consequences of any violation of the laws noted above.

Signed \_\_\_\_\_

Date \_\_\_\_\_

Property Address \_\_\_\_\_

Agent Phone Number \_\_\_\_\_

Agent E-mail \_\_\_\_\_

#### **OFFICE USE ONLY**

Address & Signature  
Verified

Date \_\_\_\_\_

By \_\_\_\_\_