

TPHR Out of City Business
Address - City Use Only:

Amount Paid _____
Rec# _____ Date _____
Ref # _____
Rec'd By _____
Created _____
Issued _____
SIC _____

CITY OF BIG BEAR LAKE
ADMINISTRATIVE SERVICES
DIVISION

P.O. BOX 10000 • 39707 BIG BEAR BLVD
BIG BEAR LAKE, CA 92315-8900
(909) 866-5831 Fax # (909) 866-5491

APPLICATION FOR
BUSINESS LICENSE

Renewal fee due Sept. 30th of each year

Proposed Opening Date: _____

BUSINESS LICENSE #
(City Issued)

Please check any that apply:

- NEW
- Relocation
- Private Home Rental (TPHR)
 - Copy to TPHR Program Administrator
- TOT/BBLTBID (*Applies to ALL Short-term overnight lodging*)
 - Copy to TOT/BBLTBID Administrator

Please Type or Print with Pen

Business Name: _____

Fictitious Business Name(s), if any: _____

Primary Business Activity: _____ Secondary: _____

Type of Ownership: Sole Prop. _____ Partnership _____ Corporation _____ Non-Profit _____

Required Licenses: _____

TPHR RENTAL PROPERTY ADDRESS (s): _____

NO. OF RENTABLE UNITS (IF OVERNIGHT RENTALS) _____

TPHR NOTE:

Business address is where you will be doing business from; please use your current home address as your business location (*Location where you will be booking reservations*).

Business Location: _____ City _____ State _____ Zip _____
(Street Address)

Mailing Address: _____ City _____ State _____ Zip _____

Business Phone #: _____ Fax # _____ Web/Email _____

OWNERS OR PRINCIPAL OFFICERS:

Name	Title	Residence Mailing Address/City/Zip	Residence Area Code/Phone #
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1) _____

2) _____

BUSINESS LICENSES EXPIRE ON SEPTEMBER 30TH OF EACH CALENDAR YEAR. ANNUAL LICENSE FEES ARE DUE ON OR BEFORE THIS DATE. DELINQUENT RENEWALS WILL BE ASSESSED A PENALTY ACCORDING TO THE PENALTY SCHEDULE ADOPTED BY THE CITY COUNCIL.

APPLICANT: I understand that: **1)** this is an application for a Business License and **not** an authorization to conduct business in the City of Big Bear Lake; **2)** NO BUSINESS may be conducted in the City of Big Bear Lake without the actual Business License, and if structure is physically located within the city limits, a Certificate of Occupancy; **3)** It may take up to two weeks (minimum) to process this initial application and that, depending on the inspection results, processing may take longer; **4)** the City of Big Bear Lake has a sign ordinance regulating all signs and banners within the City; **5)** I must contact the Planning Division **before altering or installing any sign(s) or banner(s)**; **6)** that I must contact Big Bear Disposal - 866-3942 - regarding refuse service (mandatory trash service in city) and **7)** I will pay for re-inspection fees.

I certify that: 1) I have read and understand all information on this application, 2) I agree to comply with all of its provisions,

_____/_____/_____
Signature Date Print Name

A Private Home Registration Application must be completed for each private home rental.

The TOT/BBLTBID to be charged letter must be provided to applicant.

****THIS APPLICATION SHALL NOT BE ACCEPTED WITHOUT COPIES OF EXECUTED IN-PERSON CHECK-IN AND 24/7 RESPONSE AGENT'S AFFIDAVITS – PLEASE FIND THE REQUIRED FORMS ATTACHED**

*** FOR CITY USE ONLY ***

DIVISIONAL REVIEWS

Administrative Services Division: Yes _____ No _____ Conditional _____ By: _____

City of Big Bear Lake



Finance Division

Dear Business Owner:

The City of Big Bear Lake would like to take this opportunity to provide all of our Transient Occupancy Tax (TOT) and Big Bear Lake Tourism Business Improvement District (BBLTBID) Remitters with a few answers to some frequently asked questions:

- ❖ TOT and BBLTBID are to be charged for the right and privilege of occupancy of the room or home whether the consideration is received in money, goods, labor, or otherwise. The current TOT rate is 8% of gross short-term room rental revenue. The current BBLTBID rate is 3% of gross short-term room rental on contracts executed on or after April 1, 2016.
- ❖ TOT and BBLTBID remittance due dates and deadlines will be noted on all of the City's remittance slips or payment notification letters. If the City of Big Bear Lake does not receive your TOT or BBLTBID payments by the dates indicated in our correspondence, penalties and interest will apply.
- ❖ The City of Big Bear Lake's TOT must be separate from any other line items on the customer's receipt. If you choose to pass the BBLTBID assessment on to the customer, the BBLTBID assessment must also be separate from any other line items on the customer's receipt.
- ❖ The following is a list of fees, by the way of example, that must be included in the gross receipts and are therefore subject to TOT and BBLTBID. This is not meant to be a comprehensive list, please contact the Finance Department if you have questions regarding any nonrefundable, nondiscretionary fees that your establishment may be charging.

Booking Fees	Reservation Fees	Administration Fees
Management Fees	Pet Deposits/Fees	Nonrefundable Deposits
Cleaning Fees	Linen Fees	Credit Card Usage Fees
Damage Waiver Fees	Maid Fees	Utility Fees/Surcharges
Spa Fees (if charged without option to all transients)		

All TOT and BBLTBID registrants are encouraged to contact the Finance Department at (909) 866-5831 if you feel further clarification is needed.



CITY OF BIG BEAR LAKE

39707 BIG BEAR BOULEVARD • P O BOX 10000, BIG BEAR LAKE CA 92315

(909) 866-5831 / (909) 866-7511 Fax

TRANSIENT PRIVATE HOME RENTAL REGISTRATION APPLICATION

Please bring in or mail to the Finance Division - Application Fee of \$ _____ must be included.

Property Owner's Name _____

Phone _____ Cell Phone _____

Mailing Address _____

City _____ State _____ Zip _____

Property Owner's Email Address _____

Property Address _____

Assessor's Parcel # _____

Property Manager (If Not Owner Managed) _____

Property Manager's Phone # (Work/Cell) _____

Property Manager's Email Address _____

In-Person Check-In Agent Name _____

In-Person Check-In Agent Phone # _____

City Business License Number _____ **Or** Applied For? _____

House Living Area (Square Footage) _____ Number of Bedrooms _____

Number of on-site parking spaces _____ Spa (circle one) Y N Interior Exterior

24/7 Complaint Response Agent (Contact must reside within fifteen miles from the City's boundaries)

Name _____ 24/7 Phone (Home/Cell) _____

Address _____

Prior to using this property as a private home rental, all inspections must be passed and rental approval issued.

Signature (Prop Owner/Mgr.)

Date

Print Name

Print Title

(This renewal may be paid online at www.citybigbearlake.com. Click on "Online Payment Center – Pay Online Here" on the home page and Select "Community Service/Code" and then select "Transient Private Home Rental Application" and enter the property address you will be paying for and fax completed form to 909-866-7511, attn: Code Compliance Division.

OFFICE USE ONLY:

Rec'd By (Initials) _____ Receipt # _____ Date: _____

BCA# _____ N / R _____ Inspector _____ Processed By _____

City of Big Bear Lake



CODE COMPLIANCE DIVISION

TRANSIENT PRIVATE HOME RENTAL

“NEW BUSINESS LICENSE ADVISORY NOTICE – AUGUST 1, 2017”

As of January 20, 2017, In-Person Check-in Agent and 24/7 Complaint Response Agent acting on behalf of a Transient Private Home Rental (TPHR) managing agency/owner manager were required to submit notarized affidavits personally acknowledging their agreement to act as an agent in one or both of these capacities. Additionally, the agent submitting the affidavit acknowledges that they will obtain City of Big Bear Lake certification as an In-Person Check-in Agent and/or 24/7 Complaint Response Agent within 90 days of submittal of the notarized affidavit.

Effective immediately, all new business license application submittals by a TPHR managing agency or owner manager shall include a copy of the notarized affidavit for their In-Person Check-In Agent(s) and their 24/7 Complaint Response Agent(s). A new business license application will not be accepted for processing without these affidavits.

The Code Compliance Division will validate compliance with agent certification requirements during the business license review process. Failure of a Check-in and/or Response agent to obtain City certification within ninety (90) days of their affidavit submittal may result in the suspension of the management agency or owner manager business license and authorization for rental activities at the TPHR unit(s) they represent.

If you have any questions or require additional information regarding this matter, please contact the Code Compliance Division at (909) 866-5831. Policies, documents and forms pertaining to this and other TPHR matters may be viewed and downloaded from the City’s website at <http://www.citybigbearlake.com/index.php/city-departments/code-compliance>

**CITY OF BIG BEAR LAKE
CODE COMPLIANCE DIVISION
POLICY & PROCEDURE MANUAL**

Effective Date: October 20, 2016

Subject: IN-PERSON CHECK-IN AND 24/7 RESPONSE PERSONNEL TRAINING CERTIFICATION AND RESPONSIBILITY ACKNOWLEDGEMENT REQUIREMENTS FOR TRANSIENT PRIVATE HOME RENTAL AGENCIES AND OWNER-MANAGERS

PURPOSE

The Code Compliance Division is responsible for ensuring that Transient Private Home Rental (TPHR) managing agencies and individual TPHR unit owner-managers are in compliance with the in-person check-in and 24/7 complaint response requirements contained in City Ordinance No. 2007-375. This policy identifies training and certification and responsibility acknowledgement requirements that will be followed to ensure that management agency and owner-manager personnel personally acknowledge that they are assuming responsibility for providing compliant in-person check-in and/or 24/7 complaint response; and, that these individuals have received training specific to the proper performance of in-person check-in and/or 24/7 complaint response as required by City Ordinance No. 2007-375.

PROCEDURE

ACKNOWLEDGEMENT OF RESPONSIBILITY

1. Within ninety (90) days of the effective date of this policy and procedure, every TPHR management agency and owner-manager of a TPHR unit registered in the City's TPHR program as of the effective date of this policy and procedure, shall submit to the Code Compliance Division an "Acknowledgement of Responsibility" (sample of acknowledgements attached) for each individual responsible for in-person check-in and 24/7 complaint response for the TPHR units they have registered. The "Acknowledgement of Responsibility" shall be fully executed by the individual responsible for performing in-person check-in and/or 24/7 complaint response and shall be notarized. In lieu of a notary attachment, the individual executing the "Acknowledgement of Responsibility" may appear personally at the City and present for inspection by a Code Compliance Division staff member, a current California drivers license, California ID card or other legally recognized form of personal identity verification.
2. Within ninety (90) days of the submittal of a registration application for a new TPHR unit by an owner-manager, the owner-manager shall submit to the Code Compliance Division an "Acknowledgement of Responsibility" (sample of acknowledgements attached) for each individual

responsible for in-person check-in and 24/7 complaint response for the TPHR units they have registered. The “Acknowledgement of Responsibility” shall be fully executed by the individual responsible for performing in-person check-in and/or 24/7 complaint response and shall be notarized. In lieu of a notary attachment, the individual executing the “Acknowledgement of Responsibility” may appear personally at the City and present for inspection by a Code Compliance Division staff member, a current California drivers license, California ID card or other legally recognized form of personal identity verification.

3. Within ninety (90) days of the submittal of the first registration application for a TPHR unit being represented by a new TPHR management agency, the new TPHR agency shall submit to the Code Compliance Division an “Acknowledgement of Responsibility” (sample of acknowledgements attached) for each individual responsible for in-person check-in and 24/7 complaint response for the TPHR units they have registered. The “Acknowledgement of Responsibility” shall be fully executed by the individual responsible for performing in-person check-in and/or 24/7 complaint response and shall be notarized. In lieu of a notary attachment, the individual executing the “Acknowledgement of Responsibility” may appear personally at the City and present for inspection by a Code Compliance Division staff member, a current California drivers license, California ID card or other legally recognized form of personal identity verification.
4. TPHR management agencies and TPHR owner-managers are responsible for immediately notifying the City’s Code Compliance Division of changes to their identified in-person check-in personnel and/or 24/7 complaint response personnel. An “Acknowledgement of Responsibility” for each newly identified in-person check-in and/or 24/7 complaint response individual shall be submitted to the City at the time of notification of the change. All rental activity shall be immediately discontinued at a TPHR unit that is not provided with in-person check-in and/or 24/7 response personnel recognized by the City. Such rental activity shall not be recommenced until full compliance with this Section is attained.

IN-PERSON CHECK-IN AND 24/7 RESONSE PERSONNEL TRAINING AND CERTIFICATION

1. Within ninety (90) days of the effective date of this policy and procedure, every TPHR management agency and owner-manager of a TPHR unit registered in the City’s TPHR program as of the effective date of this policy and procedure, shall be responsible for ensuring that each individual responsible for in-person check-in and 24/7 complaint response for their TPHR unit(s) have attended and received a valid “Certification of Attendance” at a City conducted training session. The City will be responsible for conducting training sessions on a quarterly basis each year. Individuals participating in a City training session pertaining to in-person check-in or 24/7 complaint response and shall provide the information requested on a “sign-in sheet” provided by the City prior to the commencement of the training session; and, shall present for inspection by a

Code Compliance Division staff member, a current California drivers license, California ID card or other legally recognized form of personal identity verification.

2. Within ninety (90) days of the submittal of a new TPHR registration application by an owner-manager of a TPHR unit, the owner-manager shall be responsible for ensuring that each individual responsible for in-person check-in and 24/7 complaint response for their TPHR unit(s) have attended and received a valid “Certification of Attendance” at a City conducted training session. The City will be responsible for conducting training sessions on a quarterly basis each year. Individuals participating in a City training session pertaining to in-person check-in or 24/7 complaint response and shall provide the information requested on a “sign-in sheet” provided by the City prior to the commencement of the training session; and, shall present for inspection by a Code Compliance Division staff member, a current California drivers license, California ID card or other legally recognized form of personal identity verification.
3. Within ninety (90) days of the submittal of the first TPHR registration application by a new TPHR management agency, the management agency shall be responsible for ensuring that each individual responsible for in-person check-in and 24/7 complaint response for their TPHR unit(s) have attended and received a valid “Certification of Attendance” at a City conducted training session. The City will be responsible for conducting training sessions on a quarterly basis each year. Individuals participating in a City training session pertaining to in-person check-in or 24/7 complaint response and shall provide the information requested on a “sign-in sheet” provided by the City prior to the commencement of the training session; and, shall present for inspection by a Code Compliance Division staff member, a current California drivers license, California ID card or other legally recognized form of personal identity verification.
4. TPHR management agencies and TPHR owner-managers are responsible for immediately notifying the City’s Code Compliance Division of changes to their identified in-person check-in personnel and/or 24/7 complaint response personnel. Newly identified in-person check-in and/or 24/7 complaint response personnel shall attend a City conducted training session within 90 days of the date of the execution of their “Acknowledgement of Responsibility”.

Questions regarding the application or meaning of any portion of this policy shall be directed to the Director of Community Services for response.

City of Big Bear Lake



CODE COMPLIANCE DIVISION

TPHR In-Person Check-In Agent Acknowledgement

MUST BE SIGNED IN PERSON AT CITY HALL OR NOTARIZED

I _____, having agreed to act as the “In-Person Check-In Agent” on behalf of
(Print name of agent)
_____ and declare under penalty of perjury that I will personally exercise my
(Print name of management agency/owner manager)
responsibilities as this agent diligently in accordance with City of Big Bear Lake regulations and ordinances.

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 “In-Person Check-In” for each rental of a TPHR unit and that failure to comply with the “In Person Check-In” provisions of Section 17.03.315E 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 an “In-Person Check-In” 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 _____

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
(Print name of agent)
of _____ and declare under penalty of perjury that I will personally exercise
(Print name of management agency/owner manager)
my responsibilities as this agent diligently in accordance with City of Big Bear Lake regulations and ordinances.

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 _____