

## PARTY HOUSE PROTOCOL

From time to time, the Town receives complaints from neighbors regarding events at individual residences. The complaint might come in through dispatch as the neighbor is currently experiencing impacts of the event. It may come into the Code Compliance Officer on the following Monday. It might come into the receptionist for the Town. Handling such complaints often involves three different departments—Police, Community Development and Town Attorney’s Office. This document is intended to help guide how to handle such complaints.

### Police

- I. Receive Complaint
  - a. Get name and contact information from complainant so there can be follow-up.
- II. Response to the Scene/Gathering of Information
  - a. Identify who has control of the property.
  - b. Consider the following series of questions:
    - i. Is the property owner present?
    - ii. Are you related to the property owner?
    - iii. Who did you rent the residence from?
    - iv. How long are you staying at the property?
    - v. What are you celebrating? Or what’s the occasion?
    - vi. Do you have a lease agreement or similar virtual document?
    - vii. Can I get a look at the lease? (photograph)
  - c. Trying to gather information to determine if it is event.
    - i. Determine rough number of guests present
    - ii. Are there any tents
    - iii. Is there valet parking
  - d. Take pictures to show people, parking, and trash.
  - e. Make contact with complaining neighbor, if applicable. Get information from other neighbors if they are outside.
- III. On Scene Actions
  - a. Try to resolve any noise violations. Gather information on how the noise is causing a problem:
    - i. Can the neighbor sleep?
    - ii. Did it wake the children?
    - iii. Are they willing to assist in the prosecution?
  - b. If renting, inform that they need to get all parked cars on the property.
  - c. Make sure no one is parking in front of driveways, hydrants, or mailboxes.
  - d. Inform renter that events are not permitted on short term rental property and you will be passing the information along to code enforcement to follow-up.
  - e. Compile notes and/or a report and email to Tina Brindley before leaving shift.

### Community Development/Code Enforcement

- I. Receive Complaint
  - a. Try to get name and contact information from complainant so there can be follow-up.
  - b. Check email and/or dispatch each Monday morning for notice of events over the weekend.

- II. Determine if there was a code violation.
  - a. Was the property in question a rental? If yes:
    - i. Does the property owner have a business license for a home occupation?
    - ii. Is there evidence of an event?
    - iii. Is there evidence that parking was not contained on the property?
    - iv. Was there evidence (or does it exist today) of a garbage or litter violation?
    - v. If yes to any of these questions, write a long form citation and send it to the prosecutor.
  - b. Was the property in question occupied by the owner, relative of owner, or long term renter? If yes:
    - i. Was there an event?
    - ii. Did the event require a Special Event Permit?
    - iii. Is there a litter or garbage violation?
    - iv. If yes, make contact with the party and explain the code. Issue a warning.
  - c. Make contact with complainant and or neighbors for additional information.

Prosecutor

- I. Receive the Citation
  - a. Routinely check for citations from the Code Compliance Officer.
- II. Prosecution Review
  - a. Is this a violation associated with a Short Term Rental?
  - b. Is this a first offense? If so, seek compliance through
    - i. Owner develops and presents a manual for renters with rules about no events, parking on property, proper disposition of trash (day of the week, clean up of litter), town rules on noise.
    - ii. Owner has obtained a business license and sales tax license for home occupation.
    - iii. Owner has demonstrated the advertisement on on-line rental sites says "No Commercial or Events Allowed."
  - c. Second offense and failure to accomplish those items in II.b. proceed with prosecution.