

## Complaint Response Plan for 2303 Eagle Bay Road

- I will be printing out a hand out to give to all neighbors in our area with the details of the rules involved with our STR. It will include our phone numbers, our manager's number and our cleaner's number as a back up. Therefore, if there is any issue and it goes against the house rules or TUP rules it can be dealt with in a timely manner.
- After a complaint is issued by a neighbor, I will first log in to the camera's to check on the situation. If I find the complaint is valid, I will reach out to the house guest through the platform. If this is unsuccessful I will contact my manager to drive over and asses the situation. If the guests are not following house rules and do not respond as needed to the manager, then I will either contact authorities (noise after certain time) or contact AIRBNB/VRBO and issue a complaint. If the problem continues, we will end the reservation early and issue fines.
- If the group did not follow rules they will be marked down in our journal as a "do not allow back". We will be communicating with the neighbors and which groups will be allowed back and which will not.
- Complaints from neighbors will be verified by myself, manager or the cleaner and then dealt with promptly.

Attention Neighbors of 2302 Eagle Bay Road

During the summer season we will be allowing people to stay at our home for short terms. Some of these guests are off platforms and others are friends and family. The rules are the same for all guests at our homes! Please do not hesitate to reach out to myself [REDACTED] [REDACTED] if you are having issues with any of our guests, friends or family! If you can not reach me right away please also try my husband [REDACTED]. If you can not get ahold of either of us please contact our STR manager [REDACTED] at [REDACTED] as she lives in the area and can be there quickly. We do have cameras to monitor the exterior of the property and can log in to see the situation at any time!

Our STR has a max amount of 10 people allowed. We also allow 4 vehicles to be parked on the driveway or in the garage. We do allow visitors during the day, but only on beach area if they are coming to share a boat that has been brought to property. Quiet times are after 10pm and before 8am. We have asked our guests to be either inside after this time, or respectful of the noise level. If they are not being quiet after this time please let us know.

We aim to keep all the our neighbors happy and to not be a nuisance but can only do this with your help! Please report to us if guests or family should not be able to return to the property! We will try our best to make sure we have families and responsible guests!

Our house rules for our guests are as follows:

- 1) Max overnight guests are 10.
- 2) No animals are allowed at this property.
- 3) Quiet hours are after 10pm and before 8am. Please keep noise level down outside of these hours.
- 4) Max 4 vehicles allowed at the property.
- 5) No music allowed to be play outside on deck after 10pm or before 8am.
- 6) Do not leave possessions on the beach overnight (towels, garbage, paddleboards, beach toys, blow up devices).
- 7) All garbage must be placed in the garage prior to leaving so animals are not into it.

- 8) Please no skipping rocks on beach as it can cause damage to other people's boats or docks.
- 9) Please be kind and courteous to our neighbors! There are some that are year-round residents and want to enjoy there home also!
- 10) Please always supervise children on the beach or outside. The road is busy and the water can be unpredictable.

These are the rules emailed out to our guests when booking. There is also another set of house rules that are more detailed about the house inside in our binder. If you see any of these rules being broken, please reach out immediately and we will make sure to correct the issue. Vrbo and Airbnb are great at supporting their hosts and making sure the guests are respecting the rules. It also helps the owners to choose who not to let return. Keeping our neighbors happy, and ensuring we have only high-quality guests is extremely important to us. Thanks again for working with us to make sure everyone is happy and can enjoy their beautiful homes in Blind Bay!

Sincerely [REDACTED] and [REDACTED]