

## **RENTER POLICY UPDATE**

At the Board of Directors January 6, 2007 meeting the renter policy was updated. While there was a standing requirement that all long-term renters (over 29 days) be registered with the Association by the property owner/landlord seven days in advance of their arrival and all short-term renters (29 days and under) be registered two days in advance of their arrival, the fact was many property owner/landlords were ignoring this regulation. Renters would arrive at Arrowhead to sign in and many times our member services personnel had no information on them. As a result our personnel had to contact the property owner/landlord to have the information faxed to us before we could issue gate cards to the renter. This was a time consuming process and was responsible for long lines of people, especially guests of members, to wait while our personnel tended to registering renters.

Additionally, more often than not, the renter had no information that they were required to purchase gate access cards and renter badges. Property owner/landlords failed to share this information with renters and our personnel were placed in the unenviable position of explaining our badge requirements for renters.

Management felt and the Board agreed that the responsibility for processing these renters falls on the property owner/landlord. Our personnel should not be charged with conducting business for property owner/landlords. Significant changes in the renter policy are as follows:

- There will be strict adherence to the registration of long term renters seven days in advance and short term renters two days in advance. In addition, the property owner/landlord must assure that all gate card fees and badge purchases for their renters are prepaid pursuant to the policy; the Association reserves the right to refuse entry to any renter not properly registered and/or without prepaid gate cards and badges;
- Several payment methods will be allowed to prepay gate cards and badge purchases pursuant to this policy (prepaying fees seven days before arrival for long-term renters and prepaying fees two days before arrival for short-term renters). The landlord may enclose a check with the renter's registration, the landlord may call in the payment with a credit card (VISA & MASTERCARD) after mailing in the registration and the landlord may ask to be billed for the charges through their homeowner account (due in 30 days). You may also opt to have the renter prepay their fees directly to us by check or credit card pursuant to this policy (seven days before arrival for long-term renters and two days before arrival for short-term renters). This method of payment does not remove the landlord from their responsibility for these fees. Should there be any problems with the payment or lack of payment received from the renter (insufficient check funds, adjustments, changes that can't be paid at the time of entry or

refunds), these problems which remain unresolved with the renter shall be the responsibility of the property owner and, as such, will be added to and billed to the landlord through their homeowner account. Should a landlord opt for this payment method the landlord agrees to hold ALCA harmless with regard to any payment problem and it shall be the landlord's responsibility to settle corrections with their renters should they opt to have the renters pay us directly for the gate cards and fees.

- Renters, whether long term or short term, may not use member cards;
- Renters must display renter badges to access any facility or event open to renters;
- Property Owner/landlord who rents for a minimum of one (1) year may purchase badges for renters listed on the submitted lease for \$120.00 per year; this charge is renewable for each year the lease is extended;
- Current prices for daily, weekly, one month, two month, and three month renters will stay in effect;

Under this policy all information and fees will be submitted in the timeframe required. Renter packets will be prepared based on this submitted information so that the renter need only sign off that he/she has received the gate cards and renter badges after proper identification.

This policy goes into effect March 1, 2007.

Please feel free to contact Member Services at (570) 646-1771 if you have any questions on this updated policy.

Revised 3/2/07