

# Good Neighbor Initiative

## *Best Practices*

**Guest Screening:** Screen each guest by collecting their driver's license and credit card information. Have each guest sign a rental agreement that allows you to post charges for violations of the house rules. This is an effective deterrent against bad behavior.

**Rental Agreement:** Have a rental agreement in place that covers important topics such as parking, noise, occupancy, and trash. Have each guest agree to follow these rules.

**Pre-Arrival Forms:** Before arrival, have the guest complete a form that identifies their reason for visiting and the names of everyone who will be staying in the home. Have the primary guest acknowledge that any visitors not listed on the form can result in eviction with no refunds. Take occupancy rules seriously.

**Inspections:** Conduct inspections of your home before and after each guest stay to ensure that guests are following the house rules and treating your property with respect.

**Signage:** Prominently display signs and labels throughout the home to inform guests of house rules and expectations.

**"Zero Tolerance Policy":** Maintain a contact list for any guests that refuse to follow house rules and/or were disruptive to the community. Do not rent to them again.

**Neighbor Communication:** Provide your direct contact information to neighbors and encourage them to reach out with any issues. Always follow up with complaints promptly and work to resolve any concerns that arise.

**Partner with Professionals:** Consider partnering with a reputable host or professional management agency to efficiently handle all guest issues and neighbor communications. Explore your options and avoid burnout with cleanings, maintenance and laundry.