



Rules Awareness & Compliance Task Force Report

Evaluation, Recommendations and
Workplan for Implementation

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Section I

Project Overview

Per a Resolution of the Sunriver Service District (SSD) on April 16, 2020 (*see Exhibit 1 SSD Resolution 2020-004 with accompanying rationale*), a request was made to the SROA Board of Directors to establish a rental property registry for Sunriver. The overarching goal is to improve the safety and livability for all Sunriver owners, residents and guests. The understanding was that the primary purpose for creating the registry was to assemble a regularly updated inventory of rental properties so that messaging and education regarding Sunriver Rules and Regulations and other factors can be efficiently conveyed to owners, visitors/renters, and property management agencies. The intent of the messaging and education is multi-faceted and includes the potential for preventing rule and regulation infractions, as well as for emergency notifications and other common issues associated with visitor/second home/rental properties.

The creation of a task force comprised of stakeholders from the community was created to direct the project. The stakeholders include representatives of the following agencies and organizations, as well as resident owners, second-home owners and owners who rent their property privately. The following membership was suggested (approximately 12):

- SROA Staff
- SSD Staff (police and fire)
- Property managers
- Resident owners
- Second-home owners
- Rental owners
- SROA and SSD Board liaisons

The final product of the task force is intended to be a Rental Registry Report and Recommendation (**now a Rule Awareness and Compliance Task Force Report and Recommendation**) to the SROA Board of Directors that includes:

- The intent/purpose for the registry (as well as what the registry is not intended for)
- Goals and action items.
- The methods by which the rental property registry/database will be created and regularly updated.
- Responsibility for creating/keeping/updating the registry (SROA database).
- Confidentiality of and access to the registry/database (who has access to the list).
- How to use the registry/database (such dissemination of rules and other information pertinent to owners and visitors alike, as well as using the database as an incident reporting tool).
- Owner property registration, compliance and enforcement of Rules and Regulations – includ-

- ing the development and enactment of a Nuisance Property Rule (enacted as an SROA rule).
 - The creation of new educational materials and distribution methods for all SROA rules.
 - Regular meetings (semiannual) with all stakeholders to evaluate effectiveness of methods employed and need for updates.
-

Pursuant to the SROA Bylaws, the creation of a task force or work group is permitted and can be created by the SROA Board of Directors pursuant to a five-point directive adopted by the Board. The following is the verbatim five-point directive that was presented to, considered by and ultimately approved by the Board at their July 18, 2020 meeting.

1 Scope of work with anticipated completion date

- Creation of the task force with specific members appointed by the Board
- Elements of the task force assignment
 - The intent/purpose for the registry (as well as what the registry is not intended for)
 - The method by which the rental property registry will be created and updated (transient room tax records, request to owners, etc.)
 - Responsibility for creating/keeping/updating the registry (SROA database)
 - Confidentiality of the registry (who has access to the list)
 - How to use the registry (such dissemination of rules and other information pertinent to renters)
 - Requirement and enforcement (enacted as an SROA rule, with penalty for not registering)
- Timeline - six-months during Fall/Winter 2020/2021 – completed February 2021
- Report to SROA Board in February/March 2021
- Registry created winter/spring 2021, with implementation immediately thereafter

2 Background information

Sunriver is substantially built out, with just under 4,200 residences, and less than 100 remaining vacant properties. Of the total residences, approximately 40% are full time rentals (between 1,600 and 1,700). The rental units result in thousands of visitors to the community at any given time. The many visitors are often not aware of the rules and regulations of the community, and therefore often violate such rules unknowingly. The violations are often-times minor in nature but can be a nuisance to residents and other guests to Sunriver. Such violations can also pose safety hazards resulting in risk to life and property.

The majority of the rule violations are experienced during the peak tourist seasons and are linked to the rental properties and their visitors. The uninformed and sometimes blatant rule violations can impact the livability for full time residents and result in confrontational enforcement/compliance visits to such properties by the Sunriver Police and Fire Departments. It is believed that the rental registry will allow distribution of pertinent Sunriver information to visitors to the community and result in fewer rule violations and safer conditions for all.

3 Coordination requirements, accomplishing assigned task & reporting findings

SROA staff will take the lead on organizing the task force, including the scheduling of meetings, keeping notes, developing draft documents and distributing information among task force members. Due to the condensed timeline of approximately six-months, the meetings will occur bi-weekly, or as necessary as determined by the task force. SROA staff, with the assistance of the task force members, will assemble the final report. The final report will be presented to the SROA and SSD Boards, with final approval and any necessary rule changes be considered by the SROA Board.

4 Available support

Support to the task force will consist of SROA and SSD staff, as well as volunteer support from the task force members.

5

Other pertinent information (composition of the task force)

The task force should be composed of the following:

- SROA Staff
- SSD Staff (police and fire)
- Property managers
- Resident owners
- Rental owners
- SROA and SSD Board liaisons

Some key features of the Rental Registry could include:

- Rental property owners required to register with SROA
- Provide current contact information – keep it updated
- Rule acknowledgment and enforcement protocol as part of rental agreement
- Emergency messaging contact information (for owner and renter alike)
- Enforcement of/for registration

Through the ensuing work of the task force, the items identified and listed above that comprise the overall intent and direction for the task force and final product were used as a basis for conducting the meetings and formulating the report and recommendation that follow.

A sincere thank is warranted the task force participants for their time, insight and concern for the community in which they choose to live and recreate.

**Brad Skinner,
SROA Board Member**

**Gerhard Beenen,
SROA Board Member**

**Bill Hepburn,
SSD Board Member**

**Ron Stephens,
SSD Board Member**

James Lewis, SROA GM

Cory Darling, SR Police Chief

Tim Moor, SR Fire Chief

**Debbie Baker,
SSD Administrator**

**Tom O’Shea,
Sunriver Resort GM**

Susan Berger, SROA Staff

Christl Weaver, SROA Staff

Holly Hendricks, Owner

Randy Schneider, Owner

Kevin Fox, Rental Owner

Clark Anderson, Rental Owner

**Robert Bennington,
Property Manager**

**Stacy Wesson,
Property Manager**

Following the approval for the task force, participants were sought from each recognized stakeholder group. Subsequently, the task force was created and the first meeting was held on October 7, 2020. A total of six monthly meetings were held with the topics for each meeting as follows:

- **Meeting 1** – Introductions and background; discuss rationale for/against the project; having/not having the property database; and, begin developing the primary intent and purpose for the project. October
- **Meeting 2** – Continue discussion on the primary intent for the project and develop goal statements from which action items can be developed. Get commitment and buy-in from the stakeholders. November
- **Meeting 3** – Finalize intent/purpose statement, and develop protocols for implementation, including specific action items and assignment of tasks; discuss challenges for implementation; pro/cons of implementation. December
- **Meeting 4** – Review database/incident reporting tool; review Nuisance Property Rule; and, agree/reach consensus on all action items. January
- **Meeting 5** – Review draft report and recommendation to the Board of Directors; further define specific roles and duties among stakeholders for future/on-going implementation of the program. February
- **Meeting 6** – Agree on final report/recommendation to SROA Board of Directors, with on-going duties and action items as specified therein.

Upon conclusion of the task force meetings, and the production of a final report and recommendation to the Board of Directors, SROA staff, along with some members of the task force, will make a presentation to the SROA Board at a regular work session meeting. A formal action of the SROA Board will occur at a subsequent meeting to accept the report and recommendation, and to authorize the actions suggested therein.

Section II

Summary of Primary Issues

This project, and this resulting report and recommendation, is intended to provide a template of ideas and action items that can be implemented to reduce rule violations in Sunriver and provide methods for increased compliance.

Summarily consistent with the overall input from the task force throughout all meetings and indicative of the overall direction and recommendations of this report are the primary issues raised during the first task force meeting. It was from the initial discussion and brainstorming at the first meeting that the subsequent Purpose and Intent statement and Goals were developed. The issues raised and discussed at the first meeting included the following:

The Rules Awareness & Compliance Program Should:

- Be an entire community plan and focus on all “visitors” and not just renters.
- Be consistent with the rental agreements used by the property managers.
- Be very inclusive of the property managers – because they manage most of the rentals and are typically the first line of contact.
- Be a tool to incentivize compliance rather than be punitive in nature.
- Be called a Sunriver Education and Compliance Registry.
- Have a significant part of the education component administered by property management/rental companies.
- Have a partnership among all entities for overall consistency and longevity of the program.
- Have accuracy in the contact/owner/database list.
- Focus on safety and security of visitors and owners.
- Not be a source of revenue for SROA or Sunriver Police through either fees or fines.
- Have equity in rule enforcement among all visitors/renters/owners.
- Ensure security with all information.

General Comments:

- There must be a way to make owners accountable for visitors/renters (for chronic nuisance properties).
- Acknowledge that educational documents in renter hands are only so effective and do not ensure compliance.
- There should be communication with the neighbors of rental homes.

- There should be a progression of steps for addressing complaints:
 - Property Managers
 - Owner
 - Sunriver Owners Association
 - Sunriver Service District (Police/Fire)

The information from this program should be shared with all Sunriver owners.

- On-going communication between all stakeholders (as the specific representation of the task force members illustrates) must be maintained to ensure successful results.
- Develop a set of metrics for each property (such as available parking spaces) that can be provided to visitors to prevent violations.
- There must be on-going communication with all owners regarding rule education, and compliance measures.

Goal Themes:

- Education – for all visitors, renters and owners.
- Compliance – for community safety and ability to enforce rules.
- Steps that homeowners can take.
- Reduce violations over time.
- Ensure a degree of buy-in to this process.
- Create a “responsibility map.”
- Response mechanisms should be fast, efficient and effective.
- Create a long-term scenario where active enforcement can be minimized.
- Keep track of visitors – generate occupancy reports.

Not all the ideas listed above are included as action items or suggested for further exploration as part of this report and recommendation. Rather, the ensuing recommendations are focused on initial implementation of the program, with necessary monitoring, updates and modifications anticipated for the future.

This document, and the Purpose and Intent statement, the established Goals and Action Items as listed and explained herein, is important in providing a basis for the next steps taken toward rule education and compliance. Further, the document allows all Sunriver property owners to understand that the SROA, SSD and primary community stakeholders take the issue of rule compliance very seriously. It explains the rationale and necessary teamwork that is necessary to accomplish the goals listed herein and allows all owners to “buy-in” to the program for the positive benefits for all residents, owners and visitors alike.

Section III

Purpose, Intent and Goals

SROA Guiding Mission

Aside from the Purpose and Intent statement and Goals as listed below, this effort is fundamentally embedded in the Sunriver Owners Association Guiding Mission, as follows:

Maintaining Sunriver as a premier residential and resort community, protecting and enhancing its quality of life, natural environment and property values.

The ensuing includes the Purpose and Intent statement for the project, followed by the Goals:

Purpose and Intent

- To provide continued safety, livability and community harmony for all Sunriver residents, owners and visitors through improved communication, education, compliance and partnerships among all stakeholders.

Goal Statements

- Develop an open and consistent line of communication between SROA, SSD, Police, Fire, Property Management Companies and Sunriver Resort.
- Develop educational tools and processes that are easy to distribute and understand.
- Empower and support the appropriate partner/entity to enforce the rules.
- Develop and maintain partnerships that create a “buy-in” to the program and provide coordination and assistance between partners.
- Identify methods by which effectiveness can be measured.
- Develop an incident reporting data base that is highly accurate and that can be updated at regular intervals.
- Consider a legal means to identify and hold owners of nuisance properties accountable for chronic violations.

The Purpose and Intent statement, along with the identified Goals, establish both the initial and long-term guidance for the program. These statements will allow owners and visitors alike to understand the rationale for the project and the ensuing action items, educational materials, incident reporting database and nuisance property rule. They also provide a degree of consistency that can be utilized for overall rule and regulation compliance in Sunriver as the community evolves over time and new/different stakeholders become involved in the direction and management of the community.

Section IV

Action Items

The following elements are the “action items” as determined by the task force. The action items are the necessary implementation tasks that are necessary initially and long-term in order to make the program successful.

- Compose a standardized rental agreement attachment (both hard copy and online versions) to include all pertinent SROA rules – to be used by property management companies for residential rentals.
- Develop consistent/standardized educational/informational materials for distribution and posting in home and throughout the community (for easy recognition) – possibly as a welcome packet that can be used by owners and property management companies before and when a visitor arrives.
- Develop an enforcement tree/map for all owners and stakeholders – this will list the proper course and order for reporting complaints and rule violations, and for responsibility for notice to cure (1. Property Managers (if known) 2. Police 3. SROA).
- Develop and adopt a Nuisance Property Rule that establishes metrics for determining which properties are subject to chronic violations and provides a means for holding the property owner accountable upon such determination.
- Implement the incident reporting database – including deciding who is responsible for database management and which parties have access to the tool.
- Obtain Covenants Committee and Legal Counsel review of the Nuisance Property Rule following Board of Directors authorization.
- Develop a set of metrics for each property (such as the number of vehicular parking spaces allowed at each residence) – to be stored as part of a database and used by owners/property managers for visitors and renters to/in Sunriver.
- Empower and support enforcement – enforcement by property management companies, SR police/fire, SROA. Enforcement should be consistent and follow the enforcement tree/map with support by/through all stakeholders (with reporting by all to the database). Recognize that enforcement is done to varying degrees depending on the severity of the infraction – with the police using their judgment and discretion in this regard.

Aside from identifying the tasks themselves, assignment of initial and on-going responsibility is essential. It is assumed that SROA will be responsible for many of the action items and associated tasks listed above, but with the assistance of the SSD, Police and Fire departments and property management agencies as necessary and appropriate.

Section V

Database, Incident Reporting

Through discussions with the task force, it was decided that a separate property database for all Sunriver properties was necessary for the specific purpose of tracking rules violations and to ensure that either the owner or property manager was made aware of the occurrence. It was also decided that it was in the best interest to further identify which of all properties were subject to rental or other non-resident visitor use as these are most likely to have tenants that are unfamiliar with Sunriver rules and regulations. Additionally, by knowing which properties are unoccupied for much of the year, the database can help SROA and SSD/Police/Fire personnel be on the lookout for a variety of problems that could occur at the property when vacant.

The specific operation of the incident reporting database will allow Sunriver Police, Fire and SROA to track violations by property to seek correction and resolution, and not punishment. This is important for the purpose of determining nuisance properties based on the potential adoption of a Nuisance Property Rule and police actions toward enforcement. This also allows owners and property management companies to track violations by property for the purpose of allowing an owner or property manager to take corrective actions prior to a property being declared a nuisance property.

As the database discussion ensued, a specific issue that continued to be brought up was the concern for privacy – meaning, who would have access to the database and who would enter information. It was determined that SROA staff would be appropriate for creation and updates to the owner/property information in the database. However, both SROA staff and Sunriver Police would be able to enter data regarding specific incidents/violations for specific properties (depending on whose responsibility it is for enforcement of that specific violation).



The incident reporting database has been established with a strict set of parameters that provide controls over who can access the information, as well as allowing for instant contact with the property owner or property management company via email that a complaint or violation occurred at a specific property. The purpose for the email contact is to allow the owner or property manager to know about the violation or other occurrence at the property (something that did not always happen in the past) and to allow for either party to address the situation with the occupant rather than it always being just SROA staff or

the police resolving the problem through enforcement or penalty actions. This proactive approach with the property owner or property manager is intended to prevent the establishment of nuisance properties which is an underlying purpose for this program.

As referred to previously, aside from violations, there can be other occurrences at a property requiring the attention of a property manager or the owner. These could include break-ins, property damage from natural events (weather, fire), or other unforeseen activities. As a benefit to all owners, information gathered for the database, whether the property is used for visitors/renters or not, will allow absentee owners to be contacted in case of such emergency or other safety concern.

To gather information for the database, SROA will utilize an Emergency Contact Form (*see Exhibit 2, 2021 Sunriver Emergency Contact Form*) that will be distributed to all owners that requests basic information regarding ownership, how the property is used, and whether or not a property manager is used. The return of the form is strictly voluntary – no owner is obligated to return the form or submit such information. However, the hope is that each owner will see the benefit of providing such information about their property so that if such unforeseen occurrences happen at a property, measures to contact and correct such situations can be taken.

Paramount with the Incident Reporting Database is the need for regular updating of information. This includes updates from SROA as property ownership changes, as well as updates from Property Management Companies. The updated data will allow the messaging regarding violations/complaints to be sent to the proper party in order to address such issues immediately.

Section VI

Nuisance Property Rule

The overall concept for the creation of a Nuisance Property Rule was to address those properties that have become chronic violators by virtue of the multiple visitors that occupy the properties throughout the year. It was recognized that, typically, these are properties that have large homes with many bedrooms which can accommodate multiple families or many people. In short, it was recognized by the task force that more people equates to more vehicles, more noise, and an overall opportunity for more violations.

It was acknowledged that in many instances, the property owner or property manager was unaware of the multiple violations or complaints that were made against a particular property – all while acknowledging that it was typically separate visitors to the property on separate visits that promulgated the complaints. Again, while not always the case, this has been indicative of the type/large size of home and the greater number of occupants in each that led to more violations than in smaller homes with fewer occupants.

A primary recognition of the task force was that the property owner needs to be made aware of the violations occurring on the property and then held accountable for the actions of the visitors thereto once the volume and regularity of violations are deemed to create a chronic situation. A long discussion ensued about the appropriateness and legality of making owners responsible for an individual or party that they may not know and do not have any contact with. Ultimately though, the discussion recognized that Sunriver is a community that has permanent residents and that visitors to the community need to understand this residential component aside from the recreation/vacation reasons that they are there (which is the base rationale for this project). However, it was further recognized that the efforts of this task force to educate and seek better means of compliance will only go so far for certain properties and that ultimately the property owner should be held accountable for taking direct action in regulating the use of the property by its visitors.

One of the necessary determinations was to develop a set of metrics to establish what a “nuisance” property is. A nuisance determination could be based on the number of violations overall, the number of violations over a defined period of time, or other set of metrics deemed to address a chronic situation, but not overreach in its determination.

The proposed Nuisance Property Rule included with this document has been reviewed and confirmed by the SROA legal counsel prior to ensure the ability to legally enforce making an owner responsible for the actions of multiple tenants via SROA Rules, with appropriate fines. It is suggested that the SROA Covenants Committee also review the proposed rule for additional input, and for a recommendation of appropriate fines per the SROA schedule of fines.

The proposed Nuisance Property Rule is attached as Exhibit 3

Section VII

Conclusion and Recommendation

The task force has held six separate meetings to discuss the Purpose and Intent of the project, to develop project Goal statements and to initiate Action Items to bring the project to fruition in the spring of 2021. Based on the foregoing, the task force concludes that the following items will contribute to the reduction of rule violations in Sunriver via a combination of measures implemented toward rule education and compliance/enforcement. The measures are recommended for implementation as listed below.

A

Recommended Tasks and Assignments

- *SROA will take the lead in the following:*
 - Creating educational materials that represent a consistent marketing theme (a marketing campaign) specific to Sunriver (for posting, distribution, advertisement, etc.) for easy identification of Sunriver rules and regulations (*see Exhibit 4 for Marketing/Communications Campaign Examples*).
 - Create educational material packets consisting of a variety of standardized materials for distribution to new and existing owners, businesses, property management agencies, etc., as necessary.
 - Develop a standardized rental agreement attachment listing rules inherent to Sunriver for inclusion with rental agreements whether such agreements are through property management agencies or by the property owner (see Exhibit 5, Rental Agreement Attachment / Sunriver Rules).
 - Continuing to utilize existing SROA publications (Scene, Owners Directory, Sunriver Map, etc.) to advertise rules and regulations.
 - Create an incident reporting database to be updated and maintained on a regular basis – with access limited to SROA and Sunriver police as needed. The database will be used to message property managers and property owners as necessary for rule violations linked to specific properties and to track violations to determine nuisance properties.
 - Create an “enforcement tree” for appropriate reporting of violations, with the inclusion of a list of Frequently Asked Questions.
 - Develop, adopt and implement a Nuisance Property Rule to establish procedures for evaluating and determining which properties, by virtue of the number, frequency, and type of violations, is deemed to be a nuisance to the community with the property owner ultimately held accountable.
 - Develop parking metrics (among others if identified and deemed necessary in the future) to be utilized/advertised by property management agencies and property owners that establish the maximum number of vehicular parking spaces available on each property.
 - Continue to organize follow up Task Force meetings on a regular basis (semi-annually or otherwise as necessary) to review the effectiveness of the rule education and compliance program as outlined and implemented through this report, and to determine updates into the future.

- *On-going duties for all task force participants and future stakeholders:*
 - Empower and support all forms of enforcement, whether through Sunriver Police or Fire Departments, SROA, or property management agencies.
 - Continue to participate in semi-annual or other meetings as necessary on an on-going basis to ensure that the Purpose and Intent as outlined in this document is implemented over time.
 - Look for opportunities to provide incentives for all owners and visitors to Sunriver to abide by all rules and regulations.
 - Support the Sunriver Police Department on the implementation of a “neighborhood watch” program.

B Recommended Educational Materials

- *The following materials were recommended:*
 - Common themed (per marketing campaign – see Exhibit 4) posters for multiple locations (kiosks, Village businesses, Resort, rental homes, SHARC, parks – any place where people congregate).
 - New owners and visitors/renters rule packets.
 - Videos per rules topic (pathway use, parking, noise, river use, etc.).
 - Flyers (possibly tri-fold) that can be distributed at multiple locations

C Recommended Information Requests

- SROA will distribute (mail, email) a voluntary Sunriver Emergency Contact Form (Exhibit 2) that requests specific information from each property owner about the nature of the use of their residence. This will allow for capture of Air B&B / VRBO properties into the database.
- Meetings will be organized with each local property management company to request a list of properties that they manage for inclusion in the incident reporting database.

D Recommended Communication Tools and Processes

- *The following methods for distribution/advertising rules were recommended:*
 - Rules continually posted to SROA website and social media.
 - Continued “Rules” pages printed in the Scene.

- Owner email notification.
- Sunriver Owners Guide and Directory.
- Sunriver Map.
- TV Channel 3 – only available for BendBroadband customers.
- Downloadable documents.
- Owner e-notifications.
- Live venues, such as town hall meetings.
- Property Management Companies

E Recommended On-going Meetings / Updates

- It is recommended that the task force, or subsequent replacement “stakeholders group” in the future, be retained for semiannual meetings to discuss seasonal experiences, issues, successes and failures.
- Recommendations to the affected entity (SROA, SSD/Police/Fire, property managers, owners, etc.) will evolve as lessons are learned over time.
- Periodically conduct “industry” meetings that engage representatives from various businesses that can have an effect on rule compliance in Sunriver (such as bicycle rental companies, trash collection, etc.)

F Recommended Database Administration and Access

- The incident reporting database should be created, maintained, updated and monitored by SROA. The only access to the database should be SROA and Sunriver Police staff.
- The security of the database is of the utmost importance – information included in this database will not be shared beyond SROA and Sunriver Police personnel who are the only entities charged with SROA Rule enforcement, having the ability to issue citations.

G Recommended Rule Changes / New Rules

- SROA should adopt the proposed Nuisance Property Rule (NPR) to hold property owners accountable for actions occurring on their property regardless of the offending party.
- Recommend the NPR to the SROA Covenants Committee for review and critique, as well as for suggestions on the appropriate fines per the SROA schedule of fines.
- Per the on-going meetings suggested herein, additional rule changes and additions may be necessary on an as-needed basis.

Section VIII

Exhibits

The following exhibits are referenced in the foregoing document and are provided herein for reference.

List of Exhibits:

- Exhibit 1:** SSD Board of Directors Resolution to SROA Board of Directors requesting the Rental Registry.

- Exhibit 2:** 2021 Sunriver Emergency Contact Form

- Exhibit 3:** Nuisance Property Rule

- Exhibit 4:** Rules Awareness and Compliance/Marketing/Communications Campaign

- Exhibit 5:** Rental Agreement Attachment/Sunriver Rules

EXHIBIT I

SSD Board Resolution to SROA Board requesting "Rental Property Registry"

**SUNRIVER SERVICE DISTRICT
Managing Board
Resolution 2020-004
Requesting SROA enact Rental Property Registry**

Whereas the Sunriver Service District was created on June 12, 2002 by Order No. 2002-085 of the Deschutes County Commissioners, and;

Whereas the Deschutes County Commissioners, acting as the Governing Board of the Sunriver Service District on June 26, 2002 in Agreement No. 2002-147 did specify that the Sunriver Service District (hereafter "District") provide law enforcement, fire prevention and protection services, emergency medical services including ambulance, security services by contract, and

Whereas the Deschutes County Commissioners, acting as the Governing Body of the District on June 26, 2002 in the Memorandum of Understanding Contract No. 2002-201 and Agreement No. 2002-147 did delegate managing authority for the District to the District Managing Board (hereafter "Board") created within these documents, and;

Whereas the impact of vacationers on the safety and livability in Sunriver has been discussed by the District and Sunriver Owners Association;

Whereas a summary report on the history, impact and mitigation efforts is attached;

Whereas the District believes a registry of the rental properties in Sunriver would bring improvement to the safety and livability of Sunriver;

Now, therefore, it is resolved by the Board to formally request Sunriver Owners Association to enact a rental property registry through rule-making in collaboration with the District and affected parties.

Dated this 16th day of April 2020



Bill Hepburn, Board Chair

Attachment to Resolution 2020-004 Request SROA enact Rental Property Registry

BACKGROUND

Sunriver Service District was created in 2002 by Deschutes County pursuant to ORS 451.410 et sec. The District is authorized to provide Fire Prevention and Protection; Security Services provided by Agreement; Law Enforcement Services; and Emergency Medical services, including ambulance services. SSD is a public entity and is funded primarily by property taxes. Prior to 2002, Sunriver Owners Association (a private association) provided both police and fire services, funding through homeowner assessment.

SROA has rule making authority and by agreement the Sunriver Police has authority to enforce a section of the rules. As part of this agreement, representatives of each organization meet annually to review the previous year. Generally, at the annual meetings the police provide statistics and share emerging issues, the magistrate provides information on the cases she is seeing and any difficulty in adjudication, SROA/SSD coordination is discussed and any suggested rule changes are brought forward.

Sunriver and Central Oregon popularity grows every year. Promotion of the area has seen increased vacationers which help support the local economy. The positive impact to Sunriver is thriving businesses in the village, the Resort expansion, a variety of cultural and sport events and stable home prices. The negative impact is a summer full of vacationers, which can stress the service capacity of SSD and SROA.

RESPONSE EFFORTS

In June 2016, SROA created a Rules Task Force Workgroup to address the rules that come into play largely in connection with the influx of visitors to Sunriver. Highlights from the task force, recent annual SROA/SSD joint meetings, recent annual SROA/SSD Rules meetings all have discussed the problems associated with the influx of visitors. Specifically, the recurring issues have been parking, pathway rules, noise, occupancy and the ability to address the few chronic offenders. Most of these issues are from vacation rental properties.

Documents over the last several years identifying suggested action items are available. Steps were taken to increase the educational message to the community. Some rules were changed at the suggestion of these groups. What was not addressed was a comprehensive plan to target the majority of violators and those who rent to the violators. The magistrate has also said for many years a graduated fine structure or identifying nuisance properties would help her with the chronic offenders. Covenants Committee indicated they would be looking at that issue.

What rose to the surface in the last couple years was a means to have authority over those that rent their homes to vacationers. SROA on a number of occasions deferred that effort and wanted the Police Department to lead rental registry. They assigned two staff members, Susan

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Berger and Patti Gentiluoma to assist. SSD does not have a structure to create rules nor a hearing process to adjudicate violators. A plan to tell every homeowner how many cars they are allowed is an incomplete solution. There currently is a rule that requires vehicles to park on the paved portion of the driveway and off-street parking is not allowed without a permit. Creating parking spaces for every house in Sunriver does not address the other issues associated with vacation properties. If the majority of the violators are a smaller group of the homes (specifically, vacation rentals), the focus should be with that group.

Enforcement is a tool to address violators. A better tool is a proactive approach to prevent violations in the first place. Having those who rent their properties be a partner in this proactive prevention could help increase the livability for all in Sunriver. Every year complaints from residents about the impact of vacationers becomes increasingly louder. SSD and SROA do have an obligation to effectively address this livability and safety issue.

There has been a focused effort to address the wildfire threat by the District and SROA. With the large visiting population in the summer when the threat is the greatest, close connection to the vacation rentals is important for everyone's safety. Mandated information for every rental would go a long way to increasing mitigation of human caused fire and an effective response if a fire threatens Sunriver.

The worldwide COVID-19 pandemic reached Oregon March of 2020. A variety of efforts to decrease the spread of the virus were made. What became abundantly clear is the need to have rule authority over the vacation rentals and property management companies.

ACTION REQUESTED

The Sunriver Service District Managing Board requests a joint group of SSD and SROA be created to move forward with a comprehensive plan to create a vacation rental registry for Sunriver. Affected parties, such as property management company representatives, individuals who rent their property privately and community members should be involved from the inception. As SROA has rule making authority, they are requested to take the lead on this effort in a transparent and inclusive process.

EXHIBIT 2

Emergency Contact Form



2021 SUNRIVER EMERGENCY CONTACT FORM

Please fill out this form to ensure that Sunriver Fire & Police and/or the Sunriver Owners Association can contact you, or your property/security manager, in the event of an incident involving your property.

OWNER INFORMATION

Date: _____

Sunriver Property (eg: 1 Happy Lane): _____

Owner(s) Name: _____

Mailing Address: _____ City/State: _____

Phone: _____ Text? Y N Email: _____

Alternate Contact Name / Phone _____

Alternate Contact Name / Phone _____

Who should we contact in an emergency? Myself Alternate(s) Mngmt. Listed Below

HOME USE INFORMATION

How is Your Home Used?

• Full-time resident Part-time resident • Do you rent your home? Yes No

If Yes, How Do You Rent?

• Personal, friends & family only Available to anyone
• Average Occupancy Maximum Occupancy

HOME MANAGEMENT INFORMATION

Who Looks After Your Property if Rented or While You Are Away (if applicable):

Do it Myself Local Rental/Security Company Other _____

Property Management/Security Contact Information (if applicable):

Business Name: _____

Contact or Manager: _____

Phone: _____ Text? Y N Email: _____

PROVIDING SUNRIVER-RELATED INFORMATION

Are Sunriver rules & emergency information available/posted in the rental? Yes No

If these materials were provided would you post/share it with renters? Yes No

How would you prefer to share it? Email during rental process Flyer, brochure in home

Other _____

EXHIBIT 3

Proposed Sunriver Rules & Regulations Change

New addition to Section 5:

5.08 Nuisance Properties

A. Prohibition. Owners of private areas, commercial areas, resort areas, common areas, private ways, private recreational areas, semi-public recreational or service areas, and leased scenic areas shall not use their property, or allow their property to be used by guests, licensees, and invitees, in a manner that constitutes a Nuisance as defined in Section 5.08 B. of these Rules and Regulations.

B. Definition. A “Nuisance” means an unreasonable interference with a right that is common to all members of the public or an unreasonable non-trespassory interference with another’s private use and enjoyment of their property in Sunriver.

C. Conduct Constituting a Nuisance. A Nuisance includes, but is not limited to, conduct occurring on a particular Sunriver property resulting in two or more notices or citations within a 30 day period, or four or more notices or citations within a 180 day period, issued to the owner or their guests, licensees, or invitees, alleging a violation of any combination of the following provisions:

1. Sunriver Rules and Regulations Sections 2.02 (Parking), 3.01 (Pets), 3.02 (Vicious Dogs), 4.03 (Fires and Smoking), 4.04 (Commercial Use and Home Occupations), 5.01 (Disturbing the Peace), or 5.03 (Littering and Garbage), and
2. ORS 471.430 (purchase or possession of alcoholic beverages by person under 21), ORS 163.465 (public indecency), a provision of ORS 167.007 to 167.017 (prostitution and related offenses), or a provision of ORS 475.005 to 475.285 or ORS 475.752 to 475.980 (uniform controlled substances act); or

D. Penalties. An owner’s violation of this rule constitutes a Class C offense, except that:

1. an owner’s violation of this rule within twelve months of a prior violation constitutes a Class B offense; and
2. an owner’s violation of this rule occurring within twenty-four months of two prior violations constitutes a Class A offense.

Penalties for violations of this rule shall be in addition to the penalties assessed for related violations of the Sunriver Rules and Regulation or Oregon Statutes, if any. Owners are not responsible for any violations of this rule that predate their ownership of the property.

EXHIBIT 4

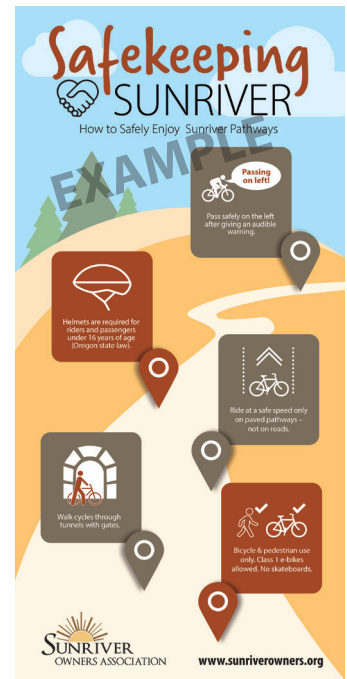
Rules Awareness & Compliance Marketing & Communications Campaign

CAMPAIGN CREATION

Design a consistent look & brand

Catchphrase & taglines

- Catchphrase: “Safekeeping Sunriver”
- Taglines:
 - ◆ “Treat Our Home Like Your Home”
 - ◆ “Community Harmony Through Respect”
 - ◆ “Recreating Responsibly in Our Community”
 - ◆ “Safety | Respect | Harmony”
- Promote seasonal topics
- Keep messaging as positive as possible
- Develop an annual timeline for key elements of this plan to be completed and revised as necessary
- Work with Communication and Public Works Departments to develop a comprehensive sign plan



SEASONAL TOPICS TO BE PROMOTED

Many topics will be repeated month-to-month but we will focus on one or two “hot topics” in each month (based on the season).

May-August (September-April topics TBD)

- May: Be a good neighbor
 - ◆ quiet hours, parking, pets, fire pits, smoking, recycling, drones, etc.
- May/June: Pathway safety
- June: Fire safety (fireworks, no fire pits, barbecues, etc.)
- July: Parking/vehicles/RVs (repeat fire safety, fireworks)
- August: River access (boat launch, where to go, Cardinal Landing)

SROA WEBSITE

- New web page: “Sharing My Home” (vacationing visitors, family, etc.)
 - o Emergency Contact Form
 - o Know before you go: seasonal info
 - o Emergency resources (wildfire, evacuation, etc.)
 - o Pathway rules & safety
 - o Sunriver Rules & Regs (How to be a good visiting neighbor)
 - o Facebook & Twitter feed links
 - o Downloadable documents
- News feed: highlight topic(s) at least once a week

SOCIAL MEDIA

- Promote topics of the month
- Three topic posts per week via all social media accounts (FB, Twitter, IG)
- Use hashtags: #pathwaysafetysunriver, #firesafesunriver, #riveraccesssunriver, etc.
- Tagging community stakeholders (property managers, village, chamber, etc).

SUNRIVER SCENE

- Highlighted ads, stories, etc. to match monthly topics

PRINT MATERIALS & SIGNAGE

One sheets (easy to download/email), posters (tailored to meet messaging needs). These will be available on the “Sharing My Home” website page for download, printing, sharing.

- Pathway rules
- Common Sunriver rules
- River access
- Signage
 - o Install “No Fireworks” signs at both main entrances
 - o Kiosks: update information to visually match campaign
- Include QR codes to links/downloadable pdfs, videos of rules, etc.

OWNER E-NOTIFICATIONS

- Once a month, focused newsletter on the topic(s) of the month

VIDEOS

- Short, fun videos on topics of the month. Share to social media, website, etc.

SHARING WITH OTHERS

Any of the above materials can be shared with community stakeholders (via social media tagging, links, documents, etc.). Notification release of materials will be provided to community stakeholders, once completed.



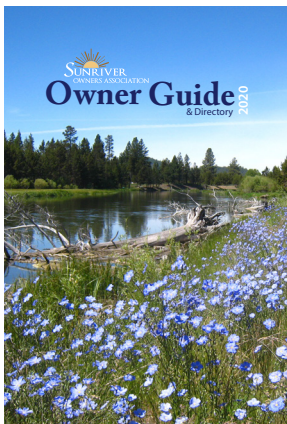
EXAMPLES



CURRENT & ONGOING PROMOTIONS

SROA's Communications Department already publicizes and promotes Sunriver rules, pathways rules, etc. in a variety of ways and follows a timeline for when a particular item is reviewed and/or updated.

- **Monthly Sunriver Scene** (4,000 direct-mailed to owners; another 2,000-6,000 are picked up by visitors each month depending on the season)
- **Sunriver maps** (60,000 printed, distributed throughout the year)
 - o Also purchased by property managers to provide to guests
 - o Reviewed and printed annually in March (schedule was off in 2020-21 due to COVID)
- **23 map kiosk locations along the pathways**
 - o Reviewed and updated every 2-3 years
- **Recreation Plus Program poster**
 - o Distributed to 800+ rental homes participating in the program
 - o Rules also included on RPP agreement
 - o Reviewed and updated in December



- **Annual Owner Guide & Directory**
 - o Automatically provided to every new property owner
 - o Reviewed and updated annually in November (schedule was off in 2020 due to COVID)
- **SROA & SunriverStyle websites**
 - o Reviewed and updated as needed
- **Posted to social media (reaching thousands of visitors and owners)**
 - o Facebook, Instagram: SROA, Sunriver Style, SHARC
 - o Tagging property managers, etc. to share with their visiting guests
 - o Published weekly as needed
- **Flyers/posters available in the SROA foyer**

- o Safety, recycling, pathway rules, Sunriver rules, etc.
- o Reviewed and updated as needed – at least annually
- **TV Channel 3 (reaches BendBroadband customers only)**
 - o Reviewed and updated as needed
- **Bike shops have said they provide renters with a flyer of pathway rules**
 - o We have not actually seen what they provide
 - o This should be looked at by SROA and reviewed at least annually

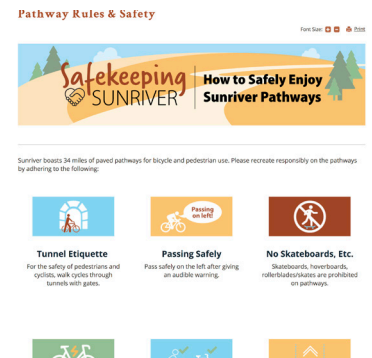
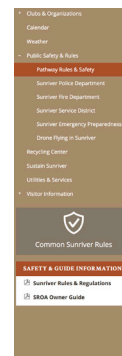


EXHIBIT 5

Rental Agreement Attachment "Top 10 Tips to Enjoy Sunriver"



Top 10 Tips To Enjoy Sunriver

Sunriver is home to many permanent residents. These rules help safekeep peace and respect in the Sunriver community and apply to owners, guests and vacationing visitors.



Quiet Please

Quiet hours are strictly enforced 10pm - 7am. Take care while outdoors as laughter and conversation carries.



No Fireworks

All fireworks (including safe & sane) are prohibited.



No Smoking

Other than on private property, smoking is prohibited except within a motor vehicle or when permitted by signs.



Pets

Pets must be attended at all times when not confined to a property. Keep pets under effective voice or leash control. Must have a leash in possession.



No Outdoor Fires

No firepits or open-flame fires. Gas, pellet or electric bbqs only.



Pathways

Sunriver pathways are for pedestrians and non-motorized use only. Skateboards, hoverboards, rollerblades and throttle-controlled e-bikes are prohibited.



Parking

All vehicles must park in the driveway or in a designated parking area only. Parking is not allowed along roadways or in common areas.



River Access

River access/takeout is available at Resort Marina, SROA boat launch and Canoe Takeout/Benhall Falls only. No watercraft launch/takeout, parking or waiting in vehicles on Cardinal Landing Road and surrounding neighborhood.



Recreational Vehicles

Motorhomes, campers, trailers or tents may not be used for overnight accommodations in Sunriver. RVs can be in a driveway not to exceed 48 hours within a 7-day period.



Emergency Alerts

In the event of an emergency sirens can be heard when outdoors. To be notified during an emergency, sign-up for emergency text alerts by texting **888777** to **SRALERTS**.



Recreate Responsibility In our Community