

Short-Term Rental Nuisance Response Plan

Short-Term Rental Address: 1334 Beaconsfield Ave - Grosse Pointe Park, MI 48230

Number of Off-Street Parking Spaces: 2

Number of Bedrooms Available: 1

Maximum Occupancy (calculated by the City, leave blank): 4

License # (provided by the City, leave blank): 25-0164

Owner Name: Celia Klein

Owner Address: 1332-1334 Beaconsfield Ave. Grosse Pointe Park, MI 48230

Owner email address: realestapia8@gmail.com

Owner telephone #: (248) 303-6623

If different from above, the name, email address, and telephone number of the person who will be responsible for responding to and remediating any complaints regarding the STR.

Name: Kimberly Klein

Email: realestapia8@gmail.com

Telephone #: (619) 911-5784

Describe the Owner's plan for responding to nuisance complaints, including but not limited to, 1) the manner in which the complainant or complainants will be notified of the response, and 2) the method of documenting prompt responses and actions taken.

Please refer to Nuisance Response Plan

Describe the Owner's plan for assuring timely corrective action to remedy the conditions that caused the nuisance complaint.

Owner lives on-site. If not present, Kimberly Klein (Local Agent) has her contact information posted on-site in a visible place and lives 15 minutes away. Please refer to Nuisance Response Plan

Nuisance Response Plan

*for Short-Term Rental at:
1332-1334 Beaconsfield Ave. Grosse Pointe Park, MI 48230*

Plan to Prevent and Address Nuisances

Our objective is to ensure we're maintaining compliance with Chapter 26 – *Nuisances*, and to maintain the safety, comfort, and property value of the premises, as well as to foster a harmonious community environment by working collaboratively with tenants and local authorities.

Tenant Screening and Education

Airbnb, the main platform used to advertise our short-term listing, employs several methods of screening potential guests, including the following:

A. Identity Verification

- **Government ID Verification:** Guests may be required to upload a government-issued ID (e.g., passport or driver's license).
- **Photo Matching:** Airbnb uses facial recognition technology to match the photo on the uploaded ID with a selfie taken by the guest.
- **Email and Phone Verification:** Guests must verify their email address and phone number.

B. Background Checks

In countries like the U.S., Airbnb conducts background checks on guests by screening public records and databases.

- **Criminal Record Check:** Airbnb searches for certain types of criminal convictions, such as violent crimes, sexual offenses, or other serious crimes, that would disqualify someone from using the platform.

- **Sex Offender Registry Check:** Airbnb checks for names listed on sex offender registries (where legally permissible).
- **Terrorist Watch List:** Airbnb cross-references guest information with global watch lists, where applicable.

C. Guest Reviews

Airbnb encourages a two-way review system.

- Hosts can review guests after their stay, which provides future hosts with insights into the guest's behavior. We always check the reviews that previous hosts leave our prospective guests.
- Guests with consistently negative reviews may be removed from the platform.

D. Fraud Detection and Prevention

Airbnb uses AI and machine learning tools to detect suspicious behavior:

- **Payment Verification:** Airbnb verifies payment methods to prevent fraud.
- **Risk Scoring:** The system flags accounts or bookings for review if they display high-risk activity (e.g., last-minute bookings, mismatched location details).
- **Account Monitoring:** Airbnb monitors accounts for unusual behavior, such as repeated cancellations or attempts to bypass the platform's policies.

E. Optional Host Requirements

Hosts can set additional requirements for guests:

- **Government ID Only:** Hosts can require that guests complete Airbnb's ID verification process. We require this verification to be done.
- **Positive Reviews:** Hosts can require that guests have positive reviews from other Airbnb stays.
- **Pre-Booking Questions:** Some hosts include custom questions to vet guests further before accepting bookings. We do this depending on the guest's needs and have turned prospective guests away on certain occasions to ensure community safety.

F. Community Reporting

Airbnb relies on its community to report inappropriate or unsafe behavior.

- Hosts or other guests can report users who violate Airbnb policies.
- Airbnb has a Trust & Safety team that investigates reports and takes appropriate action, including account suspension or removal.

G. Secure Communication and Messaging

All communication between guests and hosts is conducted through Airbnb's messaging platform. This allows Airbnb to monitor conversations and step in if policy violations are suspected.

H. Penalties for Policy Violations

Guests who violate Airbnb's policies (e.g., bringing additional guests, damaging property, or violating house rules) may face consequences such as:

- Account suspension or permanent removal.
- Fines or charges to cover damages.

Maintenance and Prevention Measures

- The owner of the property lives in the downstairs unit of the house, facilitating the ongoing maintenance and vigilance of the property, including the short-term rental unit.
- The maximum number of nights we allow in our unit is 27 nights. Guests are disabled from requesting a timeframe longer than 27 nights in each platform that we use to advertise the unit.
- Property Maintenance:
 - We clean the home, including the short-term rental unit ourselves, ensuring the overall hygiene and safety of the community
 - Regularly maintain landscaping to prevent overgrowth and noxious weeds.
 - Ensure trash collection services are adequate and accessible to tenants.
- Noise Management:
 - We will address complaints of excessive noise or vibrations immediately, including animal disturbances, to the proper authorities.
 - The Local Agent's phone number and email address are posted in a visible area within the short-term rental unit, should a tenant need to get in touch.
 - The landlord lives in the downstairs unit and will be able to address any noise pollution in a timely manner.

Reporting and Communication

- Contact Information Display:
 - A framed poster with the landlord's and local agent's contact information is prominently displayed in the unit.
 - Tenants are able to communicate with the Local Agent 24/7 via the direct messaging software embedded in each platform where the guest made their booking.
 - Emergency numbers for local authorities will also be listed for situations requiring immediate attention.
- Tenant Reporting: We encourage tenants to report issues as soon as they arise so they can be addressed promptly.

- **Landlord and Agent Commitment:** Both the landlord and local agent are committed to investigating tenant reports thoroughly. If a situation warrants it, we will not hesitate to contact local authorities to ensure the safety and comfort of all residents.

Addressing Violations

- **Notice of Violation:** Should an issue arise, the landlord and Local Agent will issue a written notice to guests for observed nuisances, specifying corrective actions and deadlines.
- **Penalties:** We are aware of the potential fines and legal action that could be taken for repeated or unresolved violations, referencing the schedule in Sec. 26-4.
- **Eviction for Non-Compliance:** For repeated violations or egregious nuisances, we agree to pursue eviction in accordance with local laws.

Emergency Abatement

- **Immediate Action:** If an immediate hazard exists (e.g., dangerous structures, significant pollution, or severe nuisance), the landlord or local agent will coordinate with the city for emergency abatement as outlined in Sec. 26-6.
- **Cost Recovery:** We will notify the tenant and recover associated costs for the emergency abatement, if applicable.

Recordkeeping and Monitoring

- **Violation Records:** We will maintain detailed records of all tenant violations, fines, and corrective actions taken.
- **Annual Review:** We will evaluate the effectiveness of nuisance prevention measures annually and adjust the plan as needed.

By proactively managing tenants, maintaining the property, and openly communicating, we will be able to ensure a safe and harmonious environment for all residents. Clear communication through the framed contact information poster, and the Airbnb, Vrbo, and Booking apps, as well as prompt reporting to local authorities underscore our commitment to preventing nuisances and fostering a respectful community.

Additional Protective Measures

Airbnb offers comprehensive protection for hosts through its **AirCover for Hosts** program, which includes two primary components:

1. Host Damage Protection

This protection provides hosts with up to \$3 million USD in coverage for damages to their property or belongings caused by guests during an Airbnb stay.

Key Features:

- **Property Damage:** Reimbursement for damage to the home or possessions resulting from a guest's stay.
- **Extra Cleaning Services:** Coverage for additional cleaning costs in specific situations, such as removing stains, pet accidents, or smoke odors.

2. Host Liability Insurance

This insurance offers hosts up to \$1 million USD in coverage in cases where they are found legally responsible for:

- **Bodily Injury:** Injuries sustained by a guest or others during the stay.
- **Property Damage or Theft:** Damage to or theft of property belonging to guests or others.
- **Damage to Common Areas:** Harm caused by guests to shared spaces, such as building lobbies or neighboring properties.

Automatic Coverage:

By listing a property on Airbnb, hosts are automatically covered under AirCover for Hosts without any additional cost or opt-in required.

Current Permit & Business License

Permit # PBL24-0486

Business License expiration: 12/31/2025

Certificate of Occupancy expiration: 7/29/2026