

## Short-Term Rental Nuisance Response Plan

Short-Term Rental Address: 1255 Beaconsfield GPP, Mi 48230

Number of Off-Street Parking Spaces: 2

Number of Bedrooms Available: 4

Maximum Occupancy (calculated by the City, leave blank): 10

License # (provided by the City, leave blank): PBL25-0234

Owner Name: Gerrod Parchman

Owner: Address: 27375 Wellington Rd, Franklin, MI 48026

Owner email address: parchprops@gmail.com

Owner telephone #: 248-761-3898

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: Eric Goosen

Email: goosenrealty@aol.com

Telephone #: 586-899-3659 Cell

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.

- 1) Notify tenant of noise complaint by text, email and in person. Provide written guidelines for nuisances.
- 2) Follow up with reported nuisance to the city with a phone call or email as to resolution.
- 3) Respond promptly to all complaints to acknowledge receipt that the issue will be resolved quickly.
- 4) Set a time-frame for a follow-up with tenant.
- 5) Keep documents and investigate the claim with evidence, dates and descriptions of the issue.

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

- 1) Communicate with involved parties responsible for the nuisances.
- 2) Educating the tenants about noise regulations and acceptable behavior.
- 3) Provide resources for mediation between parties if necessary.
- 4) Check back with tenant after resolution has been implemented to ensure satisfaction and long-term compliance.
- 5) Encourage open dialogue and implement a communication/feedback protocol.