

# Tenderfoot Lodge

## Procedures for owners/guests regarding noise complaints

Tenderfoot Owners,

Over the past year we have had repeat instances with short term rental units violating the Tenderfoot Lodge Rules and Regulations, specifically in regard to the specified quiet hours.

*Per our Rules and Regulations; All Owners or occupants shall keep the volume of any radio television or musical instrument in their Units sufficiently reduced at all times so as not to disturb other Owners or occupants. Despite such reduced volume, no Owner shall operate or permit to be operated any such sound producing devices in a Unit between the hours of ten o'clock P.M. and the following eight o'clock A.M. if such operating shall disturb or annoy other Owners or occupants of the Property.*

In the event of a noise violation, it is extremely important that this is reported to Summit Resort Group so the appropriate actions can be taken against the offending unit. Both the HOA and SRG rely on owner feedback and reporting to identify and correct these issues. If you happen to observe a noise violation at the lodge, please follow the procedures below so we can take the proper action.

- Immediately call the SRG after-hours number **970.470.5252** to report the incident and the number of the offending unit.
- Call the Summit County Short-Term Rental Complaint Hotline – **970.486.1444** and report it to them also.
- If the issue has not been resolved after an hour, please contact the Summit County Sheriff using the non-emergency dispatch number. 970.668.8600

It is also extremely important that you also file a complaint through the Hotline. The Hotline Service will contact the Responsible Agent for the specified property. The Responsible Agent for that property will then have 60 minutes to respond with a resolution. If the Hotline receives multiple complaints against an owner, they may have their short-term rental license revoked for up to one year.

The only way to help eliminate noise issues is for you to follow the above procedure.

Sincerely,

Tenderfoot Lodge HOA