

## Best Practices for Wolf Laurel Rental Owners

### Best Practices Before You List Your Rental Unit

1. Discuss with your insurance agent your coverage for short term rentals.
2. Especially if you plan to rent during the winter, develop an estimate of the costs for added utilities (propane, electricity, protection from freezing of water pipes). Also arrange for plowing your driveway during inclement winter weather.
3. To provide a full range of recreational activities for your renters, membership in both Village Club and WLCC and arranging access for your renters in both is strongly recommended.
4. Investigate management possibilities and marketing opportunities: realtors, property managers (making certain they are a designated broker in charge), internet rental arrangements.
5. Identify cleaning and repair services for your rental.
6. Contracting for regular pest control services recommended.
7. Contact the health department in your county for maximum permitted occupancy in your rental unit.
8. Prepare a list of House Rules that define your expectations for your renters.
9. Develop a plan for addressing maintenance problems during your renter's visit (24/7).
10. If your rental is in Yancey County, purchase Madison County Disposal permit.
11. If your rental is in Madison County apply for a required Vacation Rental Certificate of Compliance from the county inspection office.
12. Prepare reservation rules and procedures for your rental, and locate or develop a standard rental contract.

### Best Practices in Advertising Your Rental Unit

Advertising sets expectations for your guests. Make it *clear* and *factual*. Surprises or exaggerated expectations breed disappointed renters. Your objective is to help renters make wise decisions, not to attract the disgruntled. Include at least the following:

1. Portray an overall pleasant mountain vacation experience for those renting at WL
2. Specify special features of your rental. Examples: hot tub, gas or w/b fireplace, outdoor grill, garage, etc.
3. List the activities available to your renters:
  - a. If you have established a rental agreement with Village Club, list the activities available in the village through their program. Do *not* list activities as available if you have not joined the Village Club rental program.
  - b. If you are a member of WLCC, list the activities available at the WLCC. Do *not* list golf, dining, or other club activities as available if you are not a member.
  - c. Include hiking (including Appalachian and Nature Trails), horseback riding, perhaps visits to Asheville or Mount Mitchell (but warn of distance). In winter emphasize skiing, but warn that lift hours at Wolf Ridge are limited by weather.
4. Identify WL as a nature-centered community and clearly differentiate it from an urban environment. You may feature Asheville opportunities but clearly indicate they are an

- hour away. Also promote (and warn your visitors of) the presence of wildlife.
5. Explain the nature of WL weather. You may want to characterize the cooler summers and greater likelihood of fog and rainfall in the mountains. Definitely warn about weather events during winter months including roadway and driveway challenges.
  6. Identify WL as a community that permits dogs and cats (unless you do not in your rental unit) but warn that rules require that pets be under control of the owners at all times.
  7. Provide information on communications at your rental unit. Cell phone service and which providers? Wifi availability and speed? House phone availability, number, and long distance privileges? TV, DVD player, and/or special TV program packages?
  8. Explain the meal situation from Wolf Laurel.
  9. Specify a maximum number of people who may occupy your rental unit at one time. Also identify WL as a gated community in which only visitors authorized in the rental agreement are permitted to enter.
  10. Specify the maximum number of vehicles that can comfortably fit into your driveway. You may also explain that there is no on-road parking.
  11. Identify prohibited-use vehicles in WL including motorcycles, travel trailers, off-road vehicles, and two-wheel drive vehicles during the winter.
  12. Provide a list of any prohibited behaviors and uses of your rental unit. Examples: house parties with more than your specified maximum occupancy, smoking, fires, pets.
  13. Include a brief “Wolf Laurel Community rules prohibit . . .” statement identifying rules you think might create unhappiness in your renters if they were enforced. This may include outdoor fires during wildfire season, pets not under the direct control of their owners, and noise that reaches a level to disturb neighbors.
  14. Specify requirements for reserving the rental. Examples: minimum age for the responsible occupant, open charge card, damage deposit or minimum charge for cleaning, pet fees, refund/cancellation policy, minimum number of nights.
  15. Specify a latest check-in time. To avoid renters lost on WL roads and other complications, a time of arrival before dark is recommended.

### **Best Practices for Information Forwarded to Renters Prior to their Arrival**

Send your renters an information sheet to be received prior to their departure for your rental including at least the following:

1. Driving directions to your unit. Including a map is a good idea. If you refer them to online mapping (including a link to the WL Community Map on the WLRMS website), explain that they should print hard copies of directions and maps and *not* rely on real-time internet access (often no signal for their cell service) nor GPS (not accurate in mountains). *Always* direct renters to exit 3 on I-26 and the west gate (may include explicit warning to avoid internet instructions to east gate).
2. Inform renters that they will enter a security gate and provide instructions on the procedures for entry. Include information on proper management of their guest card during the visit.
3. For winter rentals, explain possible driving challenges on WL roads and include notice that at least one renter must enter with a four wheel (or all wheel) drive vehicle.
4. Provide check in time (before dark) and procedures to acquire the key for the unit. This

- should include notice if you will be present to orient them to the unit. If someone else will do so, specify who. Include information on how to contact the person conducting an orientation.
5. Specify that renters should conduct a problem inspection of the rental within one hour of arrival. Provide your renter instructions for resolving any problems discovered. Notify renters before their arrival of unexpected and last minute changes in property conditions. Examples: water boil alerts, loss of power, impending hazardous weather, inoperative appliances, closed recreation facilities.
  6. Indicate supplies you provide (bath and bed linen, toiletries, kitchen, food staples, wood, cleaners and desanitizers) and those renters should bring.
  7. Provide an explanation of eating arrangements (restaurants and groceries) including any restrictions on kitchen use and supplies for kitchen not provided.
  8. Provide information on weather at Wolf Laurel including links to Ray's Weather, Weather Channel (Wolf Laurel Country Club or Wolf Ridge Ski Area), or Accuweather (Wolf Laurel Country Club), and at least one Weather Underground station. Warn that WL is a microclimate and despite its proximity Asheville weather will not accurately indicate weather at WL.
  9. Repeat information on maximum number of visitors permitted in the rental unit, and the maximum number of vehicles that can park in your driveway. Warn that parking is not permitted on roads. A warning on the steepness of the driveway may also be appropriate.
  10. Provide explanation of expectations upon leaving. Examples: check out time, key return, disposal of garbage, kitchen cleanup, laundry of linen.
  11. Include appropriate statement of renter liabilities for physical damage and/or community rule violations. (Fines may be levied against property owners for covenant violations by their "guests, tenants, lessees, licensees, invitees, agents, contractors, workers, employees, or members of his family." If you wish to pass any such fines along to your renters who may have violated community rules, so specify.)
  12. Include appropriate statement of your release/hold harmless statement (a list of conditions for which renters may not hold the owner responsible) including identifying insufficient reasons for refund of rent. Examples: inoperative appliances; presence of pests; weather cancellations; closed swimming, golf, ski or other recreational facilities; theft or loss of renter's possessions; injury from operation of appliances or during recreational activities.
  13. Explain that Wolf Laurel is in a rural area. In case of medical need, urgent care is available during clinic hours at the Mars Hill Medical Center (approximately 14 miles, 19 minutes from gate). Emergency room is available at Mission Health Center (approximately 31 miles, 28 minutes). Ambulance service through 911.
  14. Include a list of Community (attached) and House Rules and require that the occupant responsible for the unit during the rental confirm with their signature that all renters will abide by both set of rules.

## Community Rules for Residents of Wolf Laurel and Their Visitors and Guests

*Please include for signature with your rental agreement.*

1. Road and traffic conditions will dictate *safe* speeds on Wolf Laurel's often narrow paved and unpaved roads. Maximum permitted speeds are 25 mph on paved roads and 15 mph on unpaved roads unless otherwise posted.
2. Parking is permitted only in driveways and no parking which obstructs roads is permitted in Wolf Laurel. Generally, only cars and pickups are permitted on Wolf Laurel roads. Use of motorcycles, large trucks, recreational vehicles (UTV, ATV, or golf cart) and travel trailers is prohibited.
3. Outside fires are only permitted within approved fireplaces or fire rings, and none permitted during frequent burn bans. No outdoor fire may be left unattended, water should be kept nearby, and all fires must be *thoroughly drowned* before being left unattended. Wolf Laurel is a forest and the danger of destructive wildfires is often high.
4. Discharge of firearms within Wolf Laurel for any reason is prohibited. Fireworks are prohibited any time of year. All hunting (with any weapons) is prohibited.
5. Wolf Laurel is a Dark Skies community. Spotlights, area lights, yard lights and all other outdoor lighting is to be extinguished by 11 PM.
6. Activities that may be an annoyance or a nuisance to other residents or guests of Wolf Laurel are prohibited.
7. Because all owners and their guests are entitled to the peaceful enjoyment of Wolf Laurel, loud noise and music is prohibited. Visitors, guests, and tenants who do not comply may be requested to leave the property. Generally, noise that disturbs neighbors will not be tolerated, particularly after 11 PM.
8. Pets are permitted but must be under the control of the responsible human custodian at all times. Control requires appropriate leashes and muzzles. Pets which bark and in other manner cause a disturbance or endanger other pets and people may lead to ejection from the community.
9. Wolf Laurel has ample land for public recreation. Private property in the community should be respected and trespassing avoided.
10. Dispose of garbage properly according to instructions from property owner. Do not leave garbage bags *outside* the home at any time. Wolf Laurel is the home of animals from small to large who will invade if enticed by garbage.

*I have read these rules and agree to abide by them during my stay* \_\_\_\_\_  
(signature of guest responsible)

## **Wolf Laurel Community Rules** (complete and post on refrigerator)

Enjoy your stay at beautiful Wolf Laurel. So that everyone enjoys their time with us we ask that you respect your neighbors and follow a few community rules:

- Drive carefully at all times. Maximum speeds 25 mph on paved, 15 mph unpaved roads.
- Park only in the driveway and authorized parking lots. No parking on road surfaces.
- No outside fires permitted except in established fireplaces or firepits. Use of Firearms and fireworks is prohibited at all times.
- Outside lights and outside noise should end at 11 PM.
- Respect the private property of other members of the community.
- Pets must be under owner control at all times.
- Loud noise (including loud music and barking animals) sufficient to disturb other residents and visitors is prohibited.
- Dispose of garbage properly and *not placed outside* the home.

## **Phone Numbers**

In emergencies: Dial 911

For problems with the rental unit dial:

To report violations of community rules: Dial security at 828-689-2111

Community Center for Village Club facilities and programs 828-689-4089

(Swimming, Tennis, Playground, Library, Pond, Fishing) *Must have rental privilege*

Wolf Laurel Country Club Pro Shop 828-680-9772; Dining Reservations 828-680-9773

(Golf, Lunch and Dinner Wednesday through Saturday) *Must have member privilege*

Wolf Ridge Ski Lodge 828-689-4111

Mars Hill Medical Center 828-689-3507