

# Welcome

# Cabin Rental Program



Coosawattee River Resort Association, Inc  
634 Beaver Lake Drive, Unit 5160, Ellijay GA 30540  
706-640-4010  
[www.mycrra.com](http://www.mycrra.com)

## **Welcome to Coosawattee River Resort Cabin Rental Program.**

We are very excited to work with you on your short or long-term property rental. Here are some points to help you get started in our rental program.

### ***How do I prevent complaints from neighbors and my community?***

Best way to deal with neighbors? Be a good one! You're already committed to providing an excellent experience for travelers, so let's talk about the best way to nurture a strong relationship with those living and working around you.

#### ***Start with open communication***

Let surrounding homes know you own or manage a vacation rental and give them a way to reach you in an emergency. Neighbors are sometimes the best way to get an early warning if something goes wrong on your property.

#### ***Know the rules and play by them***

Every community is different, so make sure you know about any local regulations or ordinances that could affect your property. Some areas will require specific licenses and tax reporting options. Many areas regularly check that vacation rentals are adhering to their rules. Make sure you're in compliance to avoid unnecessary issues.

#### ***Make your expectations clear to travelers***

You're doing what you're supposed to, but what about the travelers that will be staying at your property? Travelers are more likely to follow the rules if you make them clear from the start. By setting up House Rules for your property, you can be sure that travelers know what they should and should not be doing.

#### ***The three most common pain points for communities are:***

**Parking** – Be clear where to park from the start, state clearly in the listing rules, including the maximum number of cars and alternative locations.

**Trash** – Leave easy instructions regarding all the when, where, and how to dispose of trash, and always have extra trash bags available for overflow.

**Noise** – Let travelers know when the quiet hours for your community are. Be clear about your expectations for loud music and late-night activity.

### ***Monitor your property and prevent large parties***

Preventing loud parties is an essential part of keeping your community safe and peaceful for your neighbors. On occasion, guests may push the boundaries, choosing parties over promises to follow the rules. You can detect when the noise level is getting out of control before it bothers neighbors by using a privacy-safe monitoring solution such as NoiseAware.

### ***Understand our policy on party houses and unauthorized events***

If your property becomes a nuisance within the community, we expect you to take action. Owners and Property Managers that don't take appropriate steps to prevent these types of events are subject to enforcement options.

### **Program Setup/Guest Access**

We have put in place some small steps for each of our property owners/management companies to follow to have your rental guests granted access into our gated community. These steps are put in place to protect you, the property owner.

#### *Submitting your Management Enrollment Form*

If you have not enrolled in the cabin rental program, you can find the management enrollment form at [www.mycrra.com/str](http://www.mycrra.com/str). The form is electronic and, once filled out completely, can be submitted right from our web page. If you own multiple rental properties, you will need to complete a management enrollment form for each property. There is no cost to enroll your property(s) in the program. Once complete, you will receive a confirmation email from our cabin rental program coordinator to let you know your property has been successfully enrolled. Once you are enrolled in the cabin rental program, your access to DwellingLive is disabled as are your owner PIN codes, but any long-range readers affixed to your vehicles will remain operational. If you would like to have your PIN code enabled when you plan to visit your home, just email [str@mycrra.com](mailto:str@mycrra.com) with the dates of the duration of your stay. If you don't have a long-range reader and have not requested that your PIN be activated, you can always let the gate attendant know you have arrived, and they will be more than happy to let you in. Now you are ready to submit your guest list(s) for your upcoming rentals.

#### *Submitting your Cabin Rental Reservation Guest List*

Go to our website [www.mycrra.com/str](http://www.mycrra.com/str) and complete the Cabin Rental Reservation Guest List Form. This form will need to be completed in its entirety for each rental reservation for all guests 16 years and older. The information you will need is as follows:

- Management Company Name (if applicable)

- Lot Number – This includes the subdivision, example BBL, BFL, BLL, EMC or EML along with the numbers (ex., BBL 156)
- Physical address of the property
- Owner name
- Cabin name
- Arrival date and departure date
- Phone number where we can contact you if there should be a problem and/or the name and phone number of your property management company
- Names of ALL guests 16 years and older. If someone's name is not on the list and they try to enter without a guest pass, they will be denied entry
- Copy or screen shot of original complete reservation confirmation. The only information we are looking for is the date reservation confirmed, dates of stay, and the lot number/cabin address/cabin name
- Guest lists can be updated within 24 hours of the beginning of a stay. Guest lists updated for a reservation after 24 hours of the beginning of the stay will incur an additional \$39 administrative fee.

The names will be added to a temporary guest access list for your property for the specified timeframe. These forms need to be submitted 48 hours prior to the guest's arrival to avoid a priority processing fee in addition to the administrative fee.

### **Friends & Family Guests**

With the assumption that operators won't be charging friends and family to stay at their enrolled properties, the Association intends to continue to decline administrative fees for such stays. To ensure that we are able to easily confirm your non-business guests and avoid confusion, we will provide a Friends & Family declaration form for you to list each of your potential personal guests. This form will be able to be submitted during initial enrollment of a property and annually during the month of May to coincide with the period of annual dues assessments and distribution of amenities passes. Guests may be removed from your friends and family declaration at any time, but new friends and family guests may be added only once annually.

# Coosawattee River Resort Rental Rules and Information

Please read the following for a brief description of Coosawattee River Resort Rules and Regulations and General Information. Keep in mind that the Rules and Regulations are for everyone that enters the property, whether they are property owners, tenants, guests, or renters.

As a cabin rental owner in Georgia, you are required to report personal property assets including furniture, bedding, outside furniture, etc.

All cabin rental owners in Gilmer County should report their assets regardless of value. Assets owned as of January 1 of each year must be reported on or before April 1 of each year. You can find more information at [www.gilmerassessors.com/personal-property/rental-cabin-owners](http://www.gilmerassessors.com/personal-property/rental-cabin-owners).

## Gate Arrival

When your guests arrive at the gate, your guest MUST provide the gate attendant with the complete lot number, their first and last name, and be prepared to show their driver's license and confirmation email. The name of the cabin is not in the gate system and is not relevant when entering the property. Please stress to your guest that they will be turned away from the gate if they cannot provide the lot number or if their name has not been received and added to the guest list.

## Amenity Cards

Each property owner will be provided with 2 RFID activated guest pass cards for their guests to access the amenities. Each guest pass is valid for 4 people (regardless of age), our pool rules state that anyone under the age of 14 must be accompanied by an adult. Your guests can purchase additional guest passes for the length of their stay for an additional \$59. Amenity passes are sold in the POA office Monday – Saturday 9a-5p.

## Emergency situations

In case of an emergency, always dial 911. Central Monitoring is available 24/7 by calling 706-640-4032 but is not equipped to provide emergency medical, fire, or law enforcement services. All emergency vehicles have automatic access to the property.

## Improper Entry/Exit to Resort

Any person(s) entering or exiting a gate in an improper manner and/or damaging a gate or gate equipment will be charged or fined appropriately. The actions of guests are the responsibility of the owner.

Improper entry/exit includes, but is not limited to, failure to stop and show proper identification at a manual gate, tailgating, not using gate access devices in the prescribed manner, driving around a gate or speed bumps, passing other vehicles waiting in line at any gate, and entering through an exit gate or entering a gate against posted restrictions.

### **Speed Limits**

Every road inside Coosawattee has a speed limit. All paved roads are 20 mph unless otherwise stated, gravel roads are 10 mph.

### **ATV Registration**

Anyone that operates any type of vehicle, whether a car, truck, SUV, or motorcycle, must have a valid Driver's License and vehicle State Registration plate. All ATVs, golf carts, and side-by-sides must have a Coosawattee ATV tag, regardless of owner, tenant, rental status. ATV tags are available for purchase at the POA.

### **Reckless Endangerment**

Acts considered as Reckless Endangerment are, but not limited to, as follows:

- Failure to observe Stop, Yield, and Speed Limit signs
- Driving on the wrong side or in the middle of the roads
- Intentional or purposeful spinning of tires
- Driving backwards on the road
- Passing a moving vehicle

### **Food Deliveries**

All food deliveries should be called into Central Monitoring, at 706-640-4032. Your guests will need to provide the delivery person/company and lot number where they are staying.

### **Trash**

All household garbage as defined by Gilmer County must be placed in closed bags and removed from the property by the owner or owner's agent to County facilities. Household garbage must be kept in appropriate containers until taken to an appropriate dumpsite. Owners using a waste collection company must not leave the trash container out for more than 24 hours. Coosawattee Convenience Center for trash disposal is located on Hwy 382 approximately 1.5 miles from the main gate. Please visit <https://gilmercounty-ga.gov/solid-waste/> for dates and times of operation.

## **Pets (Cats & Dogs)**

Only domestic pets are allowed and must be kept on a leash or under direct supervision of the owner when not confined to the owner's property. Animals declared to be vicious by the government are not allowed. CRRA reserves the right to remove any animal that becomes a nuisance or threat to residents. We recommend that each allowed pet be collared at all times with ID tags. Gilmer County or CRRA may pick up any pets straying off owner's property or becoming a nuisance.

- If your animal bites someone you are responsible for all subsequent medical bills, court costs and CRRA related fines, additionally your animal may be removed by Gilmer County Animal Control.
- Any animal picked up is subject to be taken to the Gilmer County Animal Control shelter.

## **Outside Burning**

Effective July 1, 2021, the law no longer requires a burner to inform the Georgia Forestry Commission online or by phone about their intention to burn leaf piles and yard debris. The Environmental Protection Division's summer burn ban remains in effect (May 1 – Sept 30) in 54 northern Georgia counties. Please visit [www.gatrees.org](http://www.gatrees.org) for more information.

## **Firearms/Hunting**

Discharging of firearms is not permitted inside the boundaries of Coosawattee River Resort.

No hunting or trapping is allowed inside the boundaries of Coosawattee River Resort.

## **Wildlife**

Please do not feed the wildlife. Fed wildlife can become dependent on unreliable food sources and suffer nutritionally when given inappropriate foods. Habituated wild animals more susceptible to predators and vehicle collision, as they lose their fear of people and the associated flight response. In other cases, wild animals who have been fed regularly can develop food-seeking aggression and can become hostile towards people and pets.

## **Noise and/or Conduct Disturbances on Private Property**

Offensive and/or obnoxious activity will NOT be permitted on any lot or parcel of land, nor shall anything be done thereon which shall be or become an annoyance or nuisance to the neighborhood. Quiet hours are 11pm to 7am. Repeated noise complaints will result in a fine or suspension of property from cabin rental program.

*Noise and/or Conduct Disturbance Escalation Steps:*

- 1<sup>st</sup> Notification to CRRA of Occurrence

Courtesy visit from Patrol, if available, to make guest aware of the reported issue. If Patrol is not available, the complaint will be directed to the Gilmer County Sheriff's Department.

Written notice of infraction to property owner

- 2<sup>nd</sup> Notification to CRRA of Occurrence

Patrol/Gilmer County Sheriff's Department dispatched

2<sup>nd</sup> Written notice of infraction to property owner

Property Owner will be fined up to \$250.00 by CRRA

- 3<sup>rd</sup> Notification to CRRA of Occurrence

Patrol/Gilmer County Sheriff's Department dispatched

Review of occurrences could be subjected to a larger fine, as determined by management.

The Coosawattee River Resort Association takes the issue of noise disruption very seriously. Repeated occurrences will result in additional fines.

### **Monthly Billing:**

In November 2003 the By-Laws were updated by the Board of Directors to charge an administrative fee for each and every rental reservation regardless of the duration.

The cabin rental administration fee is \$59.00 per rental per a 2023 resolution of the Board of Directors. Your invoice will be emailed to you at the beginning of each month. The invoice will provide the lot number, name of the primary renter, the cabin name, and the dates of stay.

Please notify us via email at [str@mycrra.com](mailto:str@mycrra.com) should you have a cancellation. Cancellations need to be sent within 24 hours of the cancellation to avoid being charged the administration fee for the stay. Cancellations received after the date of arrival will still be subject to the \$59 administration fee.

Any adjustments/credits to your account will be reflected on the next monthly billing statement.



You can make payment via one of the following methods:

***In Person***

Monday through Saturday, 9am–5pm at the POA offices located at 634 Beaver Lake Dr, Ellijay GA 30540.

***Online***

To setup your online account you will need your FirstService Residential account number. If you do not know your account number, please contact customer service at 706-640-4010 during normal business hours or email [customerservice@mycrra.com](mailto:customerservice@mycrra.com). Once you have your account number you can register for an online account to submit payment.

***Mailing***

Please mail payments to:

Coosawattee River Resort

634 Beaver Lake Dr #5160

Ellijay GA 30540

Please include the lot number or copy of the invoice to ensure payment is applied correctly.

## **Short Term Rental Program Terms & Conditions**

**Insurance**

Coosawattee River Resort Association Inc. must be added as an additional insured to your business policy for your rentals and we must have a copy of your COI on file before reservations will be accepted.

**Account Delinquencies**

Payment is due by the last day of the billing month and can be paid via check or debit/credit card (debit/credit cards will be charged a convenience fee assessed by the payment processor). A 10% late fee will be applied to any unpaid balances on your account from the previous (or prior) billing month(s).

Any monies owed to the Association which are more than 60 days past due will be assessed an additional 10% late fee and constitute a delinquent account. This includes annual assessments, special assessments, direct assessments, compliance violation fines, reservation administration fees, and any other balance which exists on an account beyond 60 days. Reservations already confirmed will be honored, but no new reservations will be accepted for delinquent accounts.

**Fee Schedule:**

Program Enrollment Fee	\$0.00
Administration Fee per Rental	\$59.00
Priority Processing Fee for Reservations submitted less than 2 business days prior to arrival	\$20.00
Priority Processing Fee for Program Enrollment with rental less than 2 business days prior to arrival	\$25.00
Reservation Amendment >24 hours after arrival	\$0.00
Reckless Endangerment (1 <sup>st</sup> Occurrence)	\$100
Reckless Endangerment (2 <sup>nd</sup> Occurrence)	\$150
Trash/Littering Violation	\$150
Noise complaint – 2 <sup>nd</sup> infraction	Up to \$250.00
Noise complaint – 3 <sup>rd</sup> infraction	Board review
Discharge of Firearm – 1 <sup>st</sup> infraction	\$250.00
Discharge of Firearm – 2 <sup>nd</sup> infraction	\$500.00
Hunting/Trapping – 1 <sup>st</sup> infraction	\$250.00
Hunting/Trapping – 2 <sup>nd</sup> infraction	\$500.00
Unattended Fires – 1 <sup>st</sup> infraction	\$250.00
Unattended Fires – 2 <sup>nd</sup> infraction	\$500.00