

## TOWN OF SUNAPEE

23 Edgemont Rd | Sunapee, NH 03782  
Telephone: (603) 763-2212 Ext. 1023

### SHORT-TERM RENTALS: FREQUENTLY ASKED QUESTIONS

#### What is a Short-Term Rental?

A Short-Term Rental (STR), also known as a vacation rental, is the rental of any lawfully existing single-family dwelling, two-family dwelling, or single-family dwelling with an additional room for rent where transient accommodations are provided for periods less than 30 days. It shall not include bed & breakfasts, inns, or hotel/motels. A Short-Term Rental Registration Permit is required prior to advertising and renting (or continuing to rent) your property.

#### Are there regulations on where I can have a Short-Term Rental?

**Yes.** Per the Sunapee Zoning Ordinance, Article IV, Section 4.95, Short-Term Rentals that began operating **after 12/01/2022** and are located in the Rural Residential Zone must obtain a Special Exception from the Zoning Board. Short-Term Rentals that began operating **after 12/01/2022** and are in the Rural Lands Zone must obtain a Variance from the Zoning Board. **Applications for Special Exceptions and Variances can be submitted through Sunapee's GovOS platform.**

#### Who needs to apply for a Short-Term Rental Permit?

Any owner renting a property for a period of less than 30 days is required to apply for a Short-Term Rental Permit, including those who are currently renting. It is the owner(s)' responsibility to know and comply with all Town ordinances and regulations that apply to Short-Term Rentals in the Town of Sunapee.

#### What if I have been renting for a long time?

You must still complete the registration process. If you owned and operated a STR in Rural Residential and/or Rural Lands from 12/01/2020-12/01/2022, you are considered to have *Preexisting Transient Occupancy* and are **not** required to seek a Special Exception and/or Variance **if** you can demonstrate the property was being used as a Short-Term Rental and that the State of NH Meals and Rooms Taxes were being paid.

#### Why is 12/01/2022 the cutoff date for preexisting STRs?

It was the final hearing before the Selectboard voted to adopt STR regulations, which were then adopted into the Sunapee Zoning Ordinance by affirmative town vote in March.

#### Where do I apply for a Short-Term Rental Permit?

All Short-Term Rentals in Sunapee are required to register with the Town of Sunapee. Registrations and payments will be managed through the GovOS platform. If you are currently operating a Short-Term Rental, you may receive a registration letter from the Town of Sunapee in August 2023. If you do not receive a registration letter, please email Emily Wrenn [emily@town.sunapee.nh.us](mailto:emily@town.sunapee.nh.us). to request one.

### **What if I do not obtain a Short-Term Rental Permit?**

Renting or advertising your home for rent on a short-term basis without a permit is in violation of the Town of Sunapee's Zoning Ordinance and subject to penalties and fines that can be consequential for you, renters, and your rental business.

### **What is the annual Short-Term Rental Permit Fee and when is it due?**

The \$350 permit fee is due every 12 months from the date of registration.

### **Does my Short-Term Rental license apply to multiple properties?**

**No**, each STR requires its own permit. Separate buildings/structures must have separate permits.

### **Do I have to display my permit?**

Yes. **The STR Permit must be posted in every online advertisement for the STR**, and the permit must always be placed in a visible location within the Short-Term Rental unit. Your STR Permit PDF can be found in the Business Center by clicking your account name under "*Manage Your Account(s)*". Owner(s) must also have the Sunapee ShortTerm Rental Handbook available to all Renters at the property.

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## **Town Ordinances & Regulations**

### **Can I have a fire pit?**

STR owner(s) must receive approval for outdoor wood-burning fire pits from the Fire Chief. Each individual renter must then seek a permit from the State through the [NH Forests & Lands Fire Permit System](#). Fires are not allowed before 5PM and must comply with any fire danger warnings/restrictions.

### **Can my guests use the Transfer Station and Dewey Beach?**

Every property owner in Sunapee is granted (1) annual guest pass to the beach and transfer station, which can be given to STR guests for the duration of their stay. You may pick up a pass at Town Hall or place a request for one on the Town's website.

### **What are the penalties for violations of STR policies and Town Ordinances?**

Failure to comply with all terms of the registration process, an issued registration, and all applicable Town

Ordinances, and state or federal laws may lead to the following sanctions as provided in RSA 41:11-c and RSA 676:17. Violations will accumulate over a 12-month period from the date of the first offense. All violations will be reported to the Town and recorded in the owner(s) STR registration profile.

**First Offense:** Fine of \$275.00 per day.

**Second Offense:** Fine of \$550.00 per day. Each day a violation continues shall be a separate offense.

**Third Offense and/or subsequent offense:** Fine of \$550.00/ day. Each day a violation continues shall be a separate offense. The Selectboard is authorized to revoke the permit for the rest of the year or six months, whichever is longer. Violations may also be subject to prosecution and fines up to \$1,000 under RSA 41:11c.

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## **GovOS**

### **What payment methods are accepted by the Town and GovOS?**

The Town accepts all major credit cards: Visa, Mastercard, American Express, and Discover. To pay by check, please mail to, or stop by Sunapee Town Hall- 23 Edgemont Rd. The Town of Sunapee assesses a 2.65% convenience fee on all credit card-based transactions.

### **I need to close my account. What do I do?**

Please contact the Town of Sunapee Planning & Zoning Office by emailing [emily@town.sunapee.nh.us](mailto:emily@town.sunapee.nh.us). Please include the closure date and the reason you are closing the account.

### **What types of assistance can GovOS provide?**

GovOS can assist you with all your system and account questions. Whether you have a question about your account or technical questions about how to do something in GovOS, please reach out to our support team. We can always reach out to GovOS on your behalf if we need their assistance with one of your questions. You can reach GovOS at [support.blt@govos.com](mailto:support.blt@govos.com) and by phone at (888) 751-1911.

### **Can I manage multiple properties with one login?**

**Yes** - to do so, click Add accounts from your user login under Manage Your Account(s). You will need your 6-digit Account Number and the GovOS Activation Code to connect to an existing property record.

### **Can a property have more than one user?**

**Yes** - each property can have an unlimited number of users. Each user is required to provide the 6-digit Account Number and the Activation Code to be authorized to connect to an existing property record.

### **I did not receive or misplaced the letter with my activation code. What do I do?**

Contact GovOS at [support.blbt@govos.com](mailto:support.blbt@govos.com) or by phone at (888) 751-1911 for assistance. You will need to confirm account details to be verified for the account. To protect the security on property accounts, you will need written (email) permission from a registered owner or officer of the property for us to provide you with a new activation code. **Can I schedule a payment in GovOS?**

For your security, GovOS does not store any payment information in the system. You will need to enter your desired payment information each time you check out.

### **I forgot my password. What do I do?**

From the Log In page, click the “Forgot your password” link and follow the instructions that will be e-mailed to the User’s registered e-mail address.

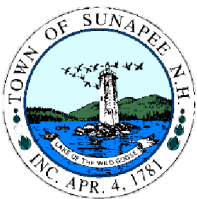
### **Do I have to login to GovOS to see my alerts and reminders?**

**No.** All alerts are e-mailed to your authenticated e-mail address. When you login to the system, you will also see any open alerts that need to be addressed in your Action Center.

For Assistance, Contact GovOS Support  
[Support.blbt@govos.com](mailto:support.blbt@govos.com) | (888) 751-1911

When contacting GovOS support, be sure to include the jurisdiction (Town of Sunapee) and your account number in all emails or voicemails. This will help them assist you as promptly as possible.

Thank you for your consideration and cooperation as we move forward in our new STR registration and management process. We anticipate that questions and feedback will arise among property owners and renters in the coming months and will continue to update FAQ materials accordingly. If you have questions about STR registration or operation, please email [emily@town.sunapee.nh.us](mailto:emily@town.sunapee.nh.us).



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## **SHORT TERM RENTALS: BEST PRACTICES & CONSIDERATIONS**

*Welcome* Sunapee residents, businesses, property owners, and visitors. We all share and value the character and many offerings of our Town that make it a wonderful place to live and visit. It is recognized that Short-Term Rentals (STRs), when properly managed, can provide many economic benefits to both property owners and the local economy. However, without proper management and owner accountability, Short-Term Rentals have the potential to negatively impact abutters, neighborhoods, and the community. Additionally, the Town of Sunapee is committed to

ensuing compliance with safety measures established by the State of NH and the Town designed to protect our residents and visitors.

We have provided the following best practices to help clarify the Town's expectations to help ensure the rights, privacy, and well-being of others are in place and followed by STR owners and their renters.

1. Check with your Homeowners or Neighborhood Association, if any, to see if your Short-Term Rental is allowed per the private **bylaws, covenants, or deed restrictions**.
2. Check with your **mortgage** company, if any, to see if short term rental is permitted under the terms of the loan agreement.
3. Check with your **insurance** company to see if your property is properly insured as a Short-Term Rental.
4. Check with your tax professional to be aware of any federal and/or State of New Hampshire **tax requirements** applicable to Short-Term Rentals.
5. **[Required]** Provide guests with a Renters' Handbook that contains the following information:
  - a. **[Required]** STR address, emergency contacts for owner(s) and/or their designees, local hospitals, beach regulations, and transfer station information.
  - b. [Suggested] Property-specific renter expectations and unacceptable behaviors. **Renters** are expected to comply with all Town Ordinances as well as state and federal laws, statutes, rules, and regulations.
  - c. [Suggested] We recommend that renters be made aware of Town [Ordinances](#) governing **noise, dogs, parking, swimming/recreation, alcohol, etc.** prior to/ during their stay.
  - d. [Suggested] Use of septic system (if applicable): dos and don'ts to avoid plumbing problems and potential septic system failure.

Thank you for your consideration and understanding as we move forward in our new STR registration and management process. We anticipate that questions and feedback will arise among property owners and renters in the coming months, and will continue to pursue creative, solution-oriented approaches that will support the character and community of our Town.