

SHORT TERM RENTAL ADVISORY GROUP

The STR group has concluded
their work.

Report and suggestions for PC
and BOT consideration
attached.

Hayes Township Short-term rental advisory report

The Hayes Township Short-term rental (STR) advisory Committee was asked by the Hayes township Planning Commission (PC) for the following:

To further the work of the planning commission regarding the issue of short-term rentals regulation, it has been recommended by the board of trustees that the PC appoint a work group to develop information that can be used by the PC in developing such regulations

The STR Advisory Committee has completed its work and is submitting comprehensive recommendations for the Planning Commission, including a complete STR Zoning Ordinance for review. The committee conducted extensive research, held public meetings, analyzed resident input and studied several current STR ordinances of the surrounding area and throughout Michigan. We believe that there are currently 68 active STR homes in the township and increasing yearly.

Key Recommendations include:

- Adoption of a new STR ordinance with clear operation standards, including maximum occupancy limits, noise limits, on-site parking rules and visitor / event limits. This ordinance should be "Police Power" ordinance that will eliminate any "Grandfathering" issues.
- Creation of the STR management division of Hayes Township requiring the hiring of at least one full-time employee and contracting with a home inspection company to complete pre-licensing home inspections to ensure that the STR meets the requirements of the STR ordinance.
- The purchase of Granicus software license to enable easier management of the STR ordinance by the STR manager and to allow residences to have one phone number 24/7 to contact with a complaint. An incident resolution flow chart is attached.
- Mandatory designation of a local contact person for each STR that can respond to a complaint in one hour.
- Authority of the Township Board to set caps on STR Licenses by resolution, including neighborhood overlay district caps. The recommendation is to set the current overall township cap at 70 STR and goals for Michigan Shores and Susan Shores to be reached in time.
- Licensing fees, set by the Board of Trustees, should be based on the overall cost of running and enforcing the STR program and move the STR program towards self-funding rather than relying on the general tax base.

- Escalating penalties for violations for repeat violations, fees to be set by Board to Trustees, and a third offence violation allowing for termination of a STR license. A chart showing suggested Major and Minor violations for review by the STR manager.
- A “Good Neighbor Guide” is part of the STR ordinance and is to be displayed at every STR along with the license showing maximum occupancy.

Conclusion

The adoption of this STR ordinance will allow the township to be proactive with clear, enforceable and fair rules for STR management instead of being reactive to township residents' complaints. Past attempts to enact a STR ordinance by Hayes Township did not allow for a STR Management division of the township and relied only on Zoning Administration staff to enforce. This STR ordinance establishes a STR management office that would be a division of the township that would rely on the Charlevoix County Health department to complete health and safety inspections, a registered Home Inspection company for pre-licensing inspections, software for tracking and enforcement, and a full-time STR Manager for success. An outline of these recommendations is attached.

Hayes Township STR Advisory Committee Recommendations.

- Hire one part-time STR management official –Need to determine reporting structure.
- Purchase Granicus Software
 - Modules as follows
 - Address Identification
 - Compliance Monitoring (letters)
 - Rental Activity Monitoring (Data)
 - 24/7 Hotline
 - Possibly Mobile Permitting and registration, as determined by STR Manager

STR Manager to develop a list of approved Home Inspectors for STR inspections.

STR Enforcement

Notify neighbors with 300 ft of each STR that their contact number is Granicus

First call from a neighbor complaint concerning STR goes to Granicus, monitored 24/7

Granicus contacts the Local Contact person to remedy the problem—Make 3 attempts to contact the person. After that, a violation should be issued by STR Manager

Granicus logs the details of the complaint into their system and notifies the STR Manager

Granicus automatically sends notification of a complaint to the property owner.

STR Manager reviews all complaints to determine if additional action is required. A list of suggested Major and Minor offenses has been completed.

NOTE

If it is determined by the STR Manager and the BOT that there are so many complaints that the current STR Manager can not handle them, a STR Code Officer may be required to be hired.

Short-term Rental Violation Recommendations

Violation category	Examples	Consequence	Remedy
Nuisance Violations	Noise within regular hours, Odor, Vibration, etc. Excessive Noise during quiet hours	Minor violation, possible fine Major violation, fine, with no possibility for reduction	Depending on the nature and severity a fine may be imposed. If immediately corrected, minor with possible fine-. If it occurs again with the same tenant within rental period it is reclassified as major with fine. If it occurs again within two weeks, regardless of tenant, that violation is a major violation with no possibility of reduction.
Parking Violations	Vehicles on street, lawn, etc. (Including boats, jet skis, campers and comparable vehicles	Minor violation, possible fine	Depending on the nature and severity a fine may be imposed. If it occurs again with the same tenant within rental period it is reclassified as major with fine. If it occurs again within two weeks, regardless of tenant, that violation is a major violation with no possibility of reduction.
Failure of Local Contact Person to be Available	LCP must be available and respond in person or via phone within one hour of complaint.	Major violation	
Physical Hazards	Septic system, water system, rental not in good repair	Minor violation	Relevant enforcement agencies notified. Property may not be rented until corrected to health department standards
Safety Violations	smoke detectors, CO2 detectors, egress, etc.	Minor violation	Relevant enforcement agencies notified. Property

			may not be rented until corrected
Occupancy Violations	Occupancy must not exceed license limits	Major violation fine	Penalty may be more severe depending on specifics and potential of other ordinance violations.
Commercial Activities Violations	Weddings, receptions or event gatherings, yard sales, etc. prohibited	Major violation, per day of activity	
Waste Disposal Violations	Adequate garbage receptacles hidden from public view except on designated garbage pickup day	Minor violation, with possible fine	Must be immediately corrected. If not corrected within 3 days or next rental period becomes a major violation
Advertising Violations	Must list maximum occupancy and STR license #	Minor violation	Must be immediately corrected. If not corrected within 3 days or next rental period it becomes a major violation
Information Violations	Occupants provided occupancy limits, Good Neighbor Guide, LCP contact information. STR license displayed. Neighbors must be provided with LCP #	Minor violation	Must be immediately corrected. If not corrected within 3 days or next rental period becomes a major violation
Dwelling Appearance and functionality	Dwelling shall be in good repair and not conflict with residential character	Minor violation	May not be rented until corrected. If not corrected becomes a major violation
Camping Violations	Tents, campers, etc. with overnight guests prohibited	Minor violation	If not corrected within 3 days becomes major violation

Incident Resolution Flow Chart

Hayes Township Short-Term Rental Ordinance

DK · 20 September 2026

☐ Start / notice

☐ Resolved / log

☐ Decision

☐ Escalate

INCIDENT

Neighbor calls. If life-safety: also call EMS / Police / Fire.

Granicus receives the complaint

Software records the incident immediately.

1 Notify agent / owner

Immediate notice to the Local Contact and Owner.
One-hour response window begins.

Resolved within 1 hour?

YES

Yes — close in Granicus

Incident marked resolved. Daily log. Follow-up only if needed.

NO

2 Escalate

Complainant or neighbor may notify the Compliance Officer or other authorities. Officer follows up.

Resolved after officer?

YES

Yes — close in Granicus

Resolved and noted. Daily log checked. Follow-up as necessary.

NO

3 Forcible / on-site resolution

Authorities or Compliance Officer act on site if the incident is still open. Action noted in Granicus.

Noted in Granicus

Daily log checked by Compliance Officer. Follow-up as necessary.

4 After-action — penalties up to revocation

Open or repeated incidents feed the daily compliance log. Follow-up may include a warning, civil infraction, or license suspension or revocation under Section 5-6.

Notes

- Life-safety calls (EMS, police, fire) run in parallel with Granicus and are never delayed for software notice.
- "Resolved" means the Local Contact remedied the complaint or the officer confirmed the condition ended.
- The daily log is the official record for later penalties. A single resolved complaint does not, by itself, revoke a license.

revised 10-21-26

TBD Date

Hayes Township Short-Term Rental Ordinance

STR Advisory Committee

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Hayes Township
Charlevoix County
State of Michigan

Hayes Township Ordinance Number: XXXXXXXX

Adopted: TBD

Effective: _____

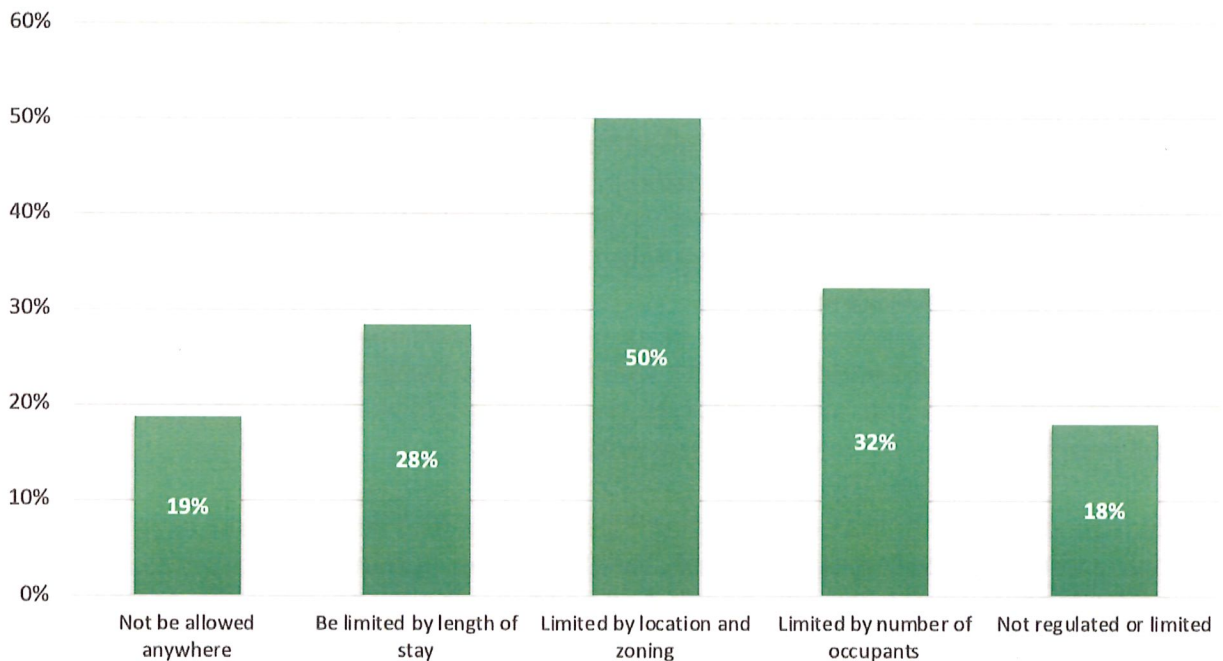
HAYES TOWNSHIP SHORT-TERM RENTAL ORDINANCE

Section 1. Recitals

- A. In the Township's interior, large parcels of agricultural and forest land are mixed with smaller residential parcels predominantly along lakes' shores. In the past two decades it has become more of a bedroom community, serving neighboring municipalities, where Hayes Township residents are often employed. In addition, Hayes Township has become home to a growing number of retirees and senior citizens and is a second home community. Hayes Township's extensive lake front and open spaces are significant factors in its attractiveness to new residents.
- B. While there has been a history of short-term cottage rentals pre-dating Hayes Township zoning ordinances, it is recognized that STRs create "commercial activities" and disruption of peace and quiet in residential neighborhoods that are greater than normal, desired or expected. These are of particular concern to more dense, smaller lot neighborhoods.
- C. Hayes Township respondents to the Master Plan survey strongly desire regulation and limitations on operations of STRs, including location, number of occupants, minimum time of stay, *inter alia*. (see Addendum)
- D. Surrounding townships and municipalities regulate and license short term rentals in many dimensions including location, length of time, number of occupants, vehicles, parking, renter behavior, and health and sanitary standards, *inter alia*, to ensure renter behavior does not have an adverse impact on neighbors or the community at large.
- E. Therefore, a permit/license system, appropriate regulation with oversight and enforcement to ensure landlord practices and renter behavior is controlled, and inappropriate behavior is penalized to ensure there is no adverse impact on the community.

- F. It is the intent of this Hayes Township Short-Term Rental Ordinance to limit the number of STRs in the township and individual neighborhoods (Overlay districts) and to ensure the short-term rental activities, licensed by this Ordinance, comply with and fully resemble the existing and traditional residential uses made by resident owners and lessees.
- G. This Ordinance is designed to minimize nuisances and complaints involving excessive noise, disorderly conduct, overcrowding, traffic, congestion, and parking at short-term rental properties.
- H. The Ordinance is further designed to minimize the burdens posed by short-term rentals upon Township and County services as well as the impacts on residential neighborhoods.
- I. This Ordinance is intended to protect the health, safety, and welfare of residents, tenants, guests, and business owners by providing guidance to short-term rental owners and renters, with a clear set of regulations to facilitate compliance and enforcement mechanisms when needed.

PERSPECTIVES ON SHORT-TERM & VACATION RENTALS



Section 2. Definitions

The following definitions shall apply:

“Advertising” for the purposes of this Ordinance means written placement of announcements and/or messages seeking to inform of the availability of a rental dwelling unit within Hayes Township in any form of media.

“Agent” means a person, firm, or agency representing the Owner or Operator of the property to be rented (or portion thereof) used for a short-term rental.

“Bed and Breakfast” dwelling for the purpose of this Ordinance means a private residence that is also the owner’s residence, has sleeping accommodations for lodgers, and serves breakfast at no extra charge to lodgers. The Owner lives at this residence and has a Special Land Use Permit in compliance with the Township’s Zoning Ordinance.

“Boarding house” for the purpose of this Ordinance means a private residence that offers sleeping accommodations to lodgers in the innkeeper’s (owner or operator) principal residence while renting rooms to lodgers. The Owner lives at this residence and has a Special Land Use Permit in compliance with the Township’s Zoning Ordinance.

“County” means Charlevoix County, Michigan.

“Dwelling unit” means any building, or part thereof: containing sleeping, kitchen and bathroom facilities designed for and occupied by an individual or one family. In no case shall a travel trailer, motor home, automobile, tent or other portable building not defined as a recreational vehicle be considered a dwelling. In the case of a mixed occupancy where a building is occupied in part as a dwelling unit, the part so occupied shall be deemed a dwelling unit for the purposes of this ordinance.

“Good Neighbor Guide” refers to a specific document containing guidelines developed by the Township to be provided to and made available for occupants of short-term rentals to help ensure they are familiar with local requirements and expectations.

“Habitable space” means space in a structure for living, sleeping, eating, or cooking. Bathrooms, toilet rooms, closets, halls, storage or utility spaces, and similar areas are not considered habitable spaces.

“License” means a short-term rental license issued by the Township to the Owner, Operator, or Agent for a parcel used as a short-term rental.

“Local Contact Person” means the designated local Owner, Agent, or Operator who is available to be onsite and respond within one hour, to tenant and neighborhood questions or concerns, and be authorized by the Owner to take remedial action and respond to any violation of this ordinance.

“Occupant” means any individual living or sleeping in a dwelling unit or having possession of a space within a dwelling unit.

“Operator” means the person who is the proprietor of a property (or portion thereof) used for a short-term rental whether in the capacity of Owner, lessee, mortgagee in possession, licensee, or any other capacity.

“Ordinance” means the Hayes Township Short-Term Rental Ordinance.

“Owner” means the person or entity that holds legal or equitable title to the parcel (or portion thereof) used as a short-term rental.

“Parcel” means a continuous area or acreage of land under common ownership.

“Parcel” includes either a single dwelling unit or a combination of dwelling units making up an area of land under common ownership.

“Person” means a natural person, including Owner(s), Operator(s), and/or Occupant(s).

“Premises” means real property or a parcel, and all fixtures and improvements, including the dwelling unit, located upon it.

“Renter” means someone who pays money or compensation to live in a dwelling unit or on a parcel that someone else owns.

“Short-term rental” or “STR” or “STR unit” means a dwelling unit that is available to rent or sublet for periods of less than 30 days.

Section 3. Short-term Rental License

A. License Required.

Short-term rentals require an annual STR license and Owner is required to pay an annual fee. Short-term rental licenses are specific to one property.

1. The unadvertised short-term use of premises or dwelling units by an Owner’s family, friends, or acquaintances, without charge, is exempt from having to obtain a STR license from the Township.
2. Bed and Breakfasts and Boarding houses as defined in Section 2 are exempt from having to obtain a STR license from the Township as covered by Hayes Township Zoning ordinance.

B. License Limitations.

1. It shall be unlawful for an Owner to rent or lease a dwelling for financial compensation unless the dwelling unit is in "good standing." To be in "good standing," a dwelling unit must meet the following criteria:
 - a. A STR license application has been submitted and the STR license has been issued by the township.
 - b. The dwelling unit was certified following an inspection by the Township's approved agent.
 - c. All required license fees have been paid.
 - d. All real and personal property taxes, fees, penalties, fines, assessments, general assessments, and other monies due and owing to the Township are current and paid up to date.
2. Number of Licenses Available.
 - a. The number of STR licenses issued annually by the Township through application shall not exceed 70. The township shall create a waiting list for any new applications over the limit with a \$35 per year fee to stay on the list with one year fee applied to license fee when license is issued.
 - b. Licenses will be granted in order of the date on which a completed application is received until the limit for the total number of licenses is reached.
 - c. The Township Board reserves the right, by majority resolution after holding an advertised public hearing on the subject, to raise or lower the annual limit. A STR license shall be renewable and must be in good standing by this STR ordinance. Current STR licenses are to be held for renewal by owner until application period before cancelation for the following year. The Township shall not be required to provide notice of available STR licenses more than once per year.
 - d. 1) Michigan Shores overlay district has additional restrictions of 300 feet between each STR, measured from the lot lines of each STR. It is the goal of having a maximum of 5 STR's in Michigan Shores. This reduction will be made after any current STR has been licensed and will be reduced to 5 STR's when a current STR, above the limit, ceases to exist.
2) Susan Shores overlay district will have a minimum of 300 feet between each STR, measured from the lot lines, and will be enforced after current STR's are licensed and on encroaching STR ceases to exist.
 - e. If the Township Board exercises its option to lower the number of licensed STRs, the Township Board shall, by majority resolution after holding an advertised public hearing on the subject, propose criteria to determine which applications will be granted and which denied. Short-term Rental license holders will be notified of the proposed criteria, and the Township will receive input on the criteria before final adoption of such criteria.

3. STR licenses shall not run with the land. A license for a STR is transferable to the new owner of a STR dwelling unit in the calendar year the ownership transfer took place, valid for the remainder of that year. The new Owner shall register their name and address with the Township before continuing to rent and shall comply with this Ordinance and all approvals and conditions issued by the Township.
4. A STR license may not be transferred from one dwelling unit to another dwelling unit. -

C. License Application.

1. Applicants for a STR license shall file an application to conduct a STR operation within the Township on a form provided by the Township for that purpose. The application form shall include:
 - a. The name, permanent mailing address, permanent phone number, and email of the Owner(s) of the premises to be licensed.
 - b. The name, mailing address, phone number, and email of the applicant, if different than the Owner.
 - c. The name, mailing address, phone number, and email of a Local Contact Person who will be available by phone twenty-four (24) hours a day, seven (7) days a week at all times while the unit is utilized as a STR.
 - d. A description of the premises proposed to be used for STRs, including but not limited to:
 - i. A sketch or site plan showing the layout of the STR premises.
 - ii. Number of bedrooms and beds (number and sizes).
 - iii. Number of bathrooms.
 - iv. Maximum occupancy is subject to any applicable local, state, or federal laws, regulations, or ordinances, including Charlevoix County health and Building departments.
 - v. Tax Parcel ID Number.
 - vi. A list of all rental agents or listing services, including online sites, with or through whom the unit is being actively advertised for rental.
 - e. Documentation of completion from the Charlevoix County Health department "STR Rental Evaluation" which includes the following:
 - *STR permit review
 - *Determination of drain field size and total system capacity for the specified number of bedrooms and occupants.
 - *Drain field inspection through soil boring
 - *Septic tank observation
 - *Well observation

***Water Sampling**

This evaluation must be completed every two years by the Charlevoix County Health Department. Documentation the septic system was pumped, and the septic system is operable, within the last five years. In compliance with all County Health Department requirements, by obtaining a STR license, the Owner agrees to allow an inspection of the sanitary waste handling system by the County Health Department if requested by a designated representative of the Township. If an inspection by the County Health Department finds there are leaks or other problems that are causing: (a) an imminent threat to the safety of any drinking water wells in the vicinity, or (b) a serious immediate degradation of the water quality in any lake, stream, or other body of water, all rental activity will cease immediately until the facilities are repaired and operating properly.

f. Whether the owner/applicant has ever been cited by Hayes Township for a violation of this Ordinance or had a STR license revoked in Hayes Township or any other Township.

2. An owner/applicant may be required to provide other information deemed reasonably necessary by the Township to determine whether the short-term rental standards and regulations have been met.

D. License Fee and Additional Information

All approved applicants shall file with the Township, prior to issuance of a license, the following:

1. A license fee set by separate resolution. The fee for licenses issued for less than a full calendar year will not be prorated.
2. A certificate of general liability STR insurance rider naming Hayes Township as additional insured with coverage issued by an insurance company licensed to do business in the State of Michigan covering the premises and insuring the licensee against risks arising from commercial rental activities on the premises. The Owner must provide proof of current insurance for the duration of the license.

E. Inspection of STR

A duly designated representative of the Township, or their designee, is empowered to inspect every STR unit annually prior to the granting of an STR license. Such inspections may also occur at any time, as scheduled with the homeowner if there is reasonable belief that a safety hazard or violation exists.

The fees for the initial inspection and subsequent follow-up inspection (if needed) will be covered by the license fee. If additional inspection trips are deemed necessary, the owner will be billed directly at TBD per additional visit.

F. License Application Acceptance and Issuance

1. A STR license application shall not be considered accepted until Township staff determines it is completed. If Township staff determines that all required information was not supplied and/or the applicant failed to pay the required fee, the applicant shall be notified of the deficiencies. If the applicant fails to provide all the information required by this Ordinance, within 14 days, the application shall be deemed incomplete and denied and any fees paid forfeited.
2. If an application complies with all the standards and regulations of this Ordinance and was deemed to be completed, the Township shall issue the STR license within forty-five (45) days, unless issuance of the license exceeds the applicable limit set by the Township Board pursuant to Section 3.B.2.a of this Ordinance.

G. License Duration and Renewal

1. Short-term rental licenses shall be valid for one calendar year, from January 1 until December 31, as specified on the license. Licenses issued during the course of the year will be valid until the current year end.
2. An STR license application must be renewed on an annual basis between September 1st and October 31st each year to be included in the STR limit.
3. Any renewal application received after October 31st of each year will be treated as a new application and, if the limit in Section 3.B.2.a. is reached, the application is subject to denial based on the number of licenses set by the Township Board.

Section 4. Short-term Rental Requirements

A. General Requirements

1. All short-term rental operations must comply with the requirements of this Ordinance as well as the Hayes Township Zoning Ordinance.
2. All lodging is to be exclusively within a Dwelling Unit, and no person shall camp or allow any person to camp on the parcel on which a STR is located. This prohibition includes the occupation of tents, bivy sacks, campers, trailer coaches, camper trailers, vehicles, recreational vehicles, travel trailers, camping units, boats, or any other temporary shelters.

B. Local Contact Person

1. The Owner of a STR must designate a Local Contact Person who has access and authority to assume management of the unit and take remedial measures if necessary.
2. The Local Contact Person must be available (24) hours a day during the rental period and capable of remedying any complaint within one hour.
3. The Owner will provide the phone number of Granicus to neighbors within 300 feet of the STR property's boundaries.
4. An Owner meeting the requirements of subsections C.1 and C.2 above may designate themselves as the Local Contact Person.

C. Occupancy and Use

1. The maximum overnight occupancy of a STR shall be limited to two people per the number of legal bedrooms (as defined by the State of Michigan/Charlevoix County Building Codes), plus two additional individuals. The maximum occupancy of a STR, regardless of the number of bedrooms, may not exceed 12 people. Children and infants are included as occupants subject to this limit.
 - A. The maximum overnight occupancy in Susan Shores and Michigan Shores township overlay districts is two people per legal bedroom.
 - B. The maximum number of total people at a STR, outside of quiet hours is 1.5 times the allowed overnight occupancy of the STR as defined in C1a and the Good Neighbor Guide.
2. The Owner, the Operator, any responsible Agent, Local Contact Person and the occupants of the STR are responsible for assuring the maximum occupancy of the STR is not exceeded.
3. A STR may not be sublet by any tenant of the licensee.
4. A home when rented as a STR shall not be used for any commercial activities including, but not limited to, yard sales, festivals, weddings, retreats, or home occupations.

D. Parking

Each STR shall have at least two, off-street, parking spaces for the first six allowed occupants and one additional off-street, parking space for each three additional allowed occupants. Parking is not allowed on the lawn of the STR. All parking shall

be located on the same parcel as the dwelling unit. STR occupants and guests shall not park on or block the paved portion (including shoulders) of any public right-of-way. All parking must be in a designated parking space.

E. Safety

Owners of STRs must comply with all State of Michigan and Charlevoix County safety standards related to smoke detectors, carbon monoxide detectors, fire extinguishers, access and building capacity. At a minimum, the following requirements apply to all STRs:

1. **Smoke detectors/alarms** shall be installed in each rental unit. All smoke detectors/alarms shall be Underwriters Laboratories, Inc. approved and shall be installed in accordance with the provisions of the Michigan Residential Code and the household fire warning equipment provisions of the National Fire Protection Association standards. Smoke detectors/alarms shall be installed as follows:
 - a. In each bedroom and in kitchen
 - b. At least one detector, not in a bedroom, on each additional story of the rental unit, including basements and cellars but not including crawl spaces and uninhabitable attics.
 - c. In rental units with split levels and without an intervening door between the adjacent levels, a smoke detector/alarm installed on the upper level shall suffice for the adjacent lower level provided the lower level is less than one full story below the upper level.
 - d. Smoke detectors must be tested at least every 90 days to ensure they are properly functioning.
2. At least **one carbon monoxide alarm** shall be installed on **every level or story** of the rental unit, and such carbon monoxide alarm(s) shall be installed outside of but within 15 feet of the entrance to each bedroom. Alarms must be tested at least every 90 days to ensure they are functioning properly.
3. An operable up to date **fire extinguisher, with operating instructions**, shall be mounted on every floor level including the basement. The extinguisher shall be mounted at an exit door, or if one of the floor levels or the basement does not have an egress door, it shall be mounted near a stairway leading to an exit.

F. Waste/Recycling Disposal

Occupants shall not leave, or allow others to leave, trash, rubbish, refuse, or garbage within public view, except in proper waste or recycling containers for the purpose of collection or disposal. The Owner or Operator of a STR shall ensure there are

sufficient waste receptacles on the premises to contain all waste generated at the STR. No commercial dumpsters shall be allowed on the property containing the STR, except in Rural Residencial, Commercial and Agricultural zoning districts. The maximum allowed size for any waste or recycling container is 100 gallons. Plastic bags of trash left by the side of the road are not permitted unless contained within an animal proof container. All garbage must be secured in container out of sight and only be set at curbside 24 hours before and after the scheduled pickup date.

G. Advertising

All advertising for the STR shall list the maximum occupancy permitted by the license for the unit. Advertisements either in print or online must include the assigned license number. No lawn signs or advertising are allowed at any STR property.

H. Dwelling Appearance

The exterior appearance of the Dwelling Unit containing a STR shall not conflict with the residential character of the neighborhood. All structures and surrounding grounds shall be properly maintained and in good repair.

I. Information in STR for Occupants

1. The following information must be provided to the Occupants of the STR unit as part of the booking or leasing process prior to their arrival at the STR and must be displayed prominently within the STR.
 - a. A copy of the "Good Neighbor Guide", which is an enforceable part of this STR ordinance.
 - b. The occupancy limit of the Dwelling Unit.
 - c. The name of the Local Contact Person with up-to-date contact information.
2. The STR license shall be displayed on the front door of the Dwelling Unit, or in a conspicuous location on the facade or nearby window not more than five (5) feet from the front door as measured from the edge of the door frame.

J. Prevention of Nuisance

1. The Owner and Operator shall familiarize themselves with the Hayes Township Zoning Ordinance, generally, and especially with Article 3.14 on lake access lot use and on boat dockage limitations and with Article 3.20 on outdoor lighting. They should also be familiar with the Township Ordinances relating to Fireworks,

Nuisances, and Aquatic Nuisances. The Owner and Operator shall also ensure that these standards are met by the Occupants as part of all rentals. The Operator shall post on the premises in a prominent location the number of boats (i.e. dockages) allowed by Zoning Ordinance Article 3.14.

2. A STR shall not result in the creation of conditions that constitute a nuisance to owners or occupants of neighboring properties, or to the Township in general. Any machinery, mechanical devices, sound systems, or equipment used in a STR, or on a STR parcel, shall not generate noise at a volume greater than 60 decibels, nor create vibration, radiation, odor, glare, smoke, steam, electrical interference, or create other conditions not typically associated with the use of the STR parcel for residential purposes. Daytime use of lawn maintenance equipment is not restricted by this section.
3. Quiet Time hours shall be from 11:00pm until 7:00am with no persistence, disturbing or ongoing noise
 - a. Quiet Time Hours in Michigan Shores and Susan Shores overlay districts shall be from 10:00pm until 7:00am.
4. No pets are allowed in the Susan Shores and Michigan Shores overlay districts as outlined in the Hayes Township zoning ordinance.

Section 5. Violations and Penalties

A. Violations

Any of the following conduct is a violation of this ordinance:

1. The Owner, Operator, Occupant, or Renter fails to comply with any of the provisions of this Ordinance. Major and Minor infractions of this ordinance are determined by the Township STR official. See attached infraction guidelines.
2. Any advertising or listing of a perspective STR without first having obtained a STR license, or without including the STR license number, or any advertising or listing which contains any information that is contrary to this Ordinance or contrary to the license for the unit (e.g., the occupancy limit).
3. Any false or misleading information supplied in the application process.
4. Failure of an Owner or designated Local Contact Person to be available twenty-four (24) hours a day, seven (7) days a week, at all times while the unit is utilized as a STR, to respond to a complaint within one hour.

5. Failure, after one warning from a Hayes Township STR Official, to abide by any of the licensing rules, regulations, or requirements of the Ordinance or the Owner's/Operator's rental agreement can result in cancellation of the rental agreement and the Occupant or Renter having to immediately vacate the premises.

B. Civil Infraction/Separate Violations

Any person who operates an unlicensed STR or violates any provision of this Ordinance including by continuing to operate a STR after the license for that STR has been revoked shall be responsible for a municipal civil infraction as defined in the Revised Judicature Act of 1961, being Public Act 236 of 1961, as amended, MCL 600.101 et seq. They shall be subject to the penalties or sanctions set forth, plus the costs and attorney fees of the Township incurred in the prosecution thereof. Each act of violation and each day this Ordinance is violated shall be considered a separate and distinct violation and shall be punishable separately upon admission or determination of responsibility.

C. Determination and Notice of Violation

1. A violation of this Ordinance, concerning the STR property or structure, as determined by the designated STR Official, shall be ordered to be corrected within the shortest reasonable time, as defined in the attached infraction guidelines.
2. At the end of the notice period, the STR Official shall re-inspect the STR. If it is determined the conditions requiring corrections set forth in the notice have not been corrected, the STR Official may issue a municipal civil infraction citation and seek civil penalties as detailed herein.
3. After notice and an opportunity to correct the first and second violations, subsequent violation notices will be issued and shall be subject to municipal civil infraction citations.

D. Penalties.

The penalty fees for violations of this Ordinance shall be set by separate resolutions. All Owners, regardless of their interest in the property, may be held jointly and severally responsible for any such municipal civil infraction. Failure to pay the penalty fees or bring a STR into compliance following a third violation of this Ordinance, shall result in the revocation of the Owner's STR license as provided in Section 6.

E. Nuisance

A violation of this Ordinance is hereby declared to be a public nuisance and a nuisance per se and is declared to be offensive to the public health, safety, and welfare. In addition to enforcing this Ordinance with a municipal civil infraction proceeding, the Township may initiate proceedings in District or Circuit Court to abate or eliminate the nuisance per se or any other violation of this Ordinance.

F. False Complaints

Any person who knowingly files a fraudulent, false, or fictitious complaint to the Township STR manager about a STR shall be deemed to be in violation of this Ordinance and may be found responsible for a municipal civil infraction and a \$500 fine..

Section 6. License Revocation

A. Notice

Upon a determination by the Township STR manager or other properly designated Township Official that a third violation within the same calendar year at a single STR unit has occurred and, following the issuance of written citations for such violations, a written notice shall be issued to Owner, Operator, or Agent for the STR stating the Township intends to revoke the STR license within fourteen (14) days.

The written notice shall:

1. Be delivered personally or sent by certified mail, return receipt requested, to the address listed on the license.
2. Specify the factual basis for the violations.
3. Inform the Owner, Operator, or Agent of the right to an appeal hearing to show cause as to why the STR license should not be revoked.

B. Appeal

1. An Owner, Operator, or Agent may avail themselves of the right to an appeal hearing before the Township Board by filing with the Township a written "Notice of Appeal" within fourteen (14) days of service of the written notice by the Township described above.
2. If no Notice of Appeal is filed by the end of fourteen (14) days following service of the written notice by the Township as described in Subsection A of this Section, the STR license is revoked and all STR activities at the applicable unit shall cease immediately.

3. If a Notice of Appeal is filed, it shall specify the basis on which a hearing is requested. If a hearing is requested within the specified period, the Township shall notify the Owner, Operator, or Agent of the time and place of the hearing, which shall take place at a regularly scheduled or specially called Township Board meeting.
4. At the hearing, the Owner, Operator or Agent may present evidence why the decision to revoke the license should be reversed.
5. After such hearing, the Township Board may either uphold the revocation of the license if the revocation was based on competent, material, and substantial evidence, or reverse the revocation. The final decision shall be by a majority vote.

C. Duration of Revocation

Upon revocation of a STR license, a Dwelling Unit cannot be re-licensed as a STR for a period of one (1) year from the date of the license is revoked and cannot be used for STRs until re-licensed. After a license has been suspended for the one year, a new license may be issued with only 2 violations required before the new license is revoked.

Section 7. Enforcement Officials

The Township Zoning Administrator, Township Enforcement Officer, Charlevoix County Sheriff, and any other designee appointed by the Township Board are hereby designated as the authorized officials to administer and enforce this Ordinance including the authority to issue and serve municipal civil infractions directing alleged violators of this Ordinance to appear in court.

Section 8. Severability

- A. The provisions of this Ordinance are hereby declared to be severable. If any section, sentence, clause, word, or provision of this Ordinance is declared unconstitutional or otherwise invalid or unenforceable for any reason by a court of competent authority, said declaration shall not affect the remainder of the Ordinance, which shall continue in full force and effect.
- B. All requirements, regulations, and standards imposed by this Ordinance are intended to apply in addition to any other applicable requirements, regulations, and standards imposed elsewhere in other ordinances of Hayes Township and Charlevoix County. Further, this Ordinance does not affect additional requirements placed on use of property (or a portion thereof) imposed by deeds, associations, or rental agreements.

Section 9. Ordinance Amendment Process

The Ordinance will warrant amendments over time. The following process will be adhered to when recommended amendments are being brought forward.

- a. An announcement will be made on the home page of the Hayes township website notifying residents of the amendment action and date the Township Board will discuss.
- b. The draft amendment(s) will be made public 10 days prior to the Hayes Township Board discussion via the Township website.
- c. The recommended amendment(s) will be brought before the Hayes Township Board during a regular or special meeting.
- d. A resolution will accompany the proposed change(s) for Hayes Township Board vote.
- e. If amended changes are adopted, the Ordinance document will be updated.
- f. The effective date of the amendment(s) is covered in Section 10 of the Ordinance.

Section 10. Effective Dates

Adopted amendments shall be effective thirty (30) days after a summary is published in a newspaper of general circulation within the Township.

This Ordinance shall become effective thirty (30) days after being published in a newspaper of general circulation within the Township.

Ordinance No. XXXXXXXX of 2026 was adopted on TBD by the Hayes Township Board and published in XXXXXX on TBD

Short-Term Rental Application Fee: TBD annually

Short-Term Rental Violation Fee Schedule:

First Offense: \$TBD

Second Offense: \$TBD

Third Offense: License Revoked for 1 year

Hayes Township Good Neighbor Guide

For Short-Term Renters

While you visit northwest Michigan and enjoy Hayes Township, please remember that you are staying in a home in a residential area with neighbors. Please help our residents and other visitors retain the peaceful enjoyment by following these guidelines.

Address of Short-term Rental Unit: _____

24 Hour Contact Person:

You Must Follow these rules, as these guidelines are part of and are enforceable under the Hayes Township STR ordinance.

Noise and Fireworks

Please keep noise to a level that is considerate of neighbors. Quiet Hour Time shall be from 11:00pm until 7:00am with any noise restricted to under 60 decibels. Quiet Hour time in Michigan Shores and Susan Shores is 10pm until 7am.

Except for specific dates around holidays, as outlined in the Hayes Township Zoning ordinance, **Fireworks Are NOT Allowed, except for:**

- New Year's Eve -from 11:00am on New Year's Eve until 1:00am on January 1.
- Memorial Day – from 11:00am until 11:45pm on the Saturday and Sunday preceding Memorial Day.
- Fourth of July – from 11:00am until 11:45pm on June 29 and 30; July 1,2,3 and 4.
- Extended July 4th – July 5th if it falls on a Friday or Saturday from 11:00am until 11:45pm
- Labor Day – from 11:00am until 11:45pm on the Saturday and Sunday preceding Labor Day.

Parking

You must use your off-street parking spaces, and do not park on or block any public street including the shoulders.

Garbage

Your host / landlord will provide instructions for trash pickup. All garbage must be secured in container out of sight and only be set at curbside 24 hours before and after the scheduled pickup date.

Pets

Please keep all pets on a leash whenever they are in an unenclosed area including parks, beaches and public streets. Clean up after your pet and don't allow dogs to bark. No pets are

allowed in the Susan Shores and Michigan Shores overlay districts as outlined in the Hayes Township zoning ordinance.

Campfires

Campfires are allowed but must be attended when burning. Extinguish campfires with water. Please consider wind direction of the smoke towards your neighbors.

***** Dial 911 in case of emergency *****

Hayes Township

Short-Term Rental License Registration Form

Short-Term Rental (STR) is a dwelling unit available to rent for periods of less than 30 days

Proposed STR Property Address: _____

Parcel Tax ID #: _____

Owner of premises to be licensed:

Names (s): _____

Permanent Mailing Address:

Phone #: _____

Email: _____

Local Contact (person who will be available 24/7 when unit is rented as a STR):

Name (s): _____

Address: _____

Phone# _____

Email: _____

The following documents must be included with this application and approved by the Hayes Township STR administrator.

A description of the premise proposed.

1. Sketch or floor plan showing the layout of the STR premises.
2. Number and size of bedrooms and beds
3. Number of bathrooms
4. Maximum occupancy subject to any applicable local, state or federal laws, regulations or ordinances.
5. Documentation from Charlevoix County Health Department that their STR Evaluation has been completed. Attached copy.

A list of any rental agents or listing services, or on-line sites where the unit is being actively advertised for rental.

Documentation that the well has been checked and the septic system pumped within the past 5 years. This documentation of the 5-year inspections must be maintained during the life of this license.

Whether the applicant has ever been cited for a violation of this STR ordinance or has had a STR license revoked in any other township.

Owner Affidavit

I, the undersigned Owner/ Applicant, acknowledge that I am required to comply with the requirements required by law, including, but not limited to, the Short-Term ordinance set forth by Hayes Township, Charlevoix, Michigan. Furthermore, I agree to the fullest extent of the law, to hold harmless, defend and indemnify Hayes Township and its respective officials, staff from and against any allegations, demands, causes of action, claims, losses, liabilities, expenses (including attorney fees and costs) or damages that arise out of the operations of the STR unit described above. I understand that it is my obligation to notify Hayes Township Short-Term Rental administrator of any changes regarding this information.

Property Owner(s)

Signature _____ Date _____

Local Contact Person

Signature _____ Date _____

