

# DEPARTMENT OF VACATION RENTAL COMPLIANCE



*"To progressively develop and implement a comprehensive Vacation Rental Program through compliance and education while demonstrating transparency, responsiveness and professionalism."*

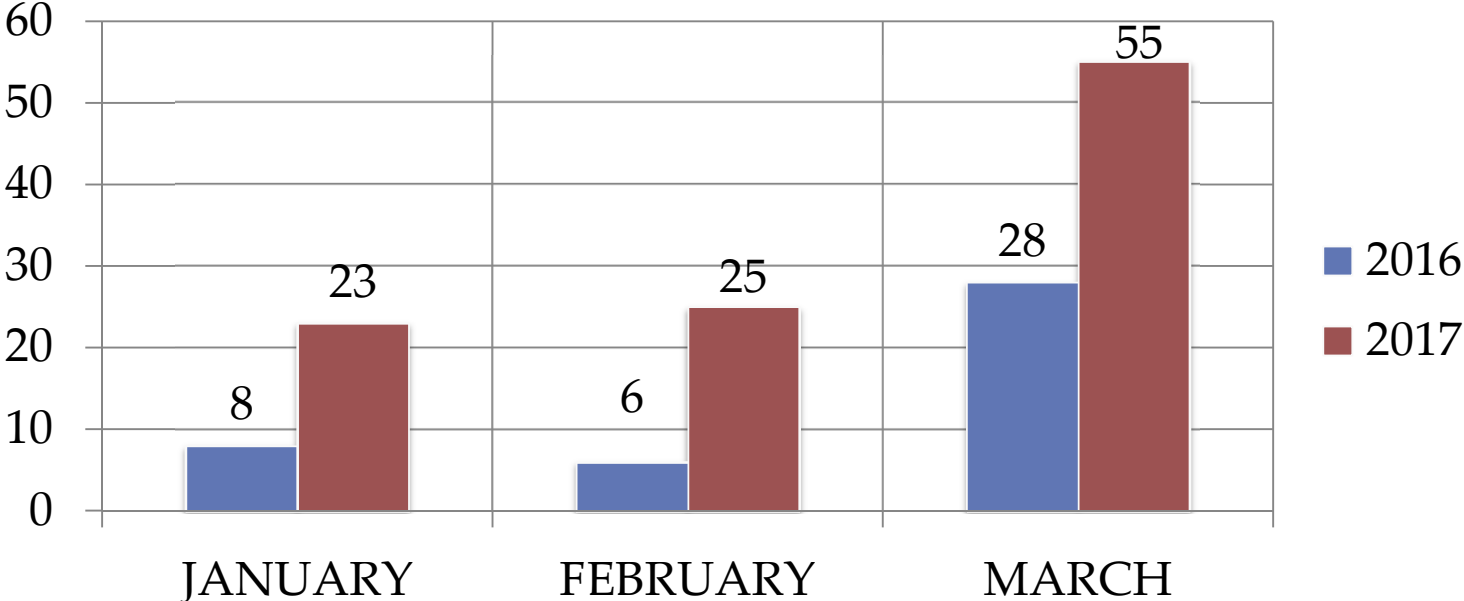
Suzanne Severin & Boris Stark  
Vacation Rental Compliance Officials  
April 19, 2017

# Compliance & Enforcement Focus

- On the Road outreach
- Analyzing VR Hotline calls and data
- Continuously investigating Online VR listings
- Educating residents, owners and operators on the new ordinance

# Calendar Year Q1 2017 v. 2016

## Number of Citations Issued



	Total Homes Investigated
2017	
January	344
February	391
March	412

# Education & Transparency

## Vacation Rentals

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### Recent News:

[Vacation Rental Ordinance No.1918 Phased Implementation Plan](#) is available below. The plan is subject to change. If you have additional questions after reviewing Implementation Plan, please contact Vacation Rental Compliance Department.

Several important sections relating to compliance aspect of the Ordinance No.1918 will take effect on April 16, 2017 immediately. Please refer to the Implementation Plan below.

Implementation Plan - Ordinance No. 1918 - [Click Here](#)

**The Vacation Rental Hotline Number is (760) 833-7988**

In a non-emergency situation, such as a noise complaint, we ask that you call this number instead of calling the police.

### Vacation Rental Ordinance Resources:

- [Letter Regarding Certificate Fee Increase \(December 5, 2016\)](#)
- [Vacation Rentals Municipal Code - \*currently in effect\*](#)
- [Notice Regarding Advertisements for Short Term Vacation Rentals](#)
- [Good Neighbor Brochure](#)
- [Palm Springs Disposal Service](#)
- [FAQ Short Term Vacation Rental](#)

# Education & Transparency

## Vacation Rental Department Reports

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### Weekly Hotline Report

Our goal is to provide reporting in a clear and concise manner, including disturbances occurring, City responses, and specific Citations Issued. Please note the column *Owner Occupied*. This information has been a source of confusion in the past. To clarify, when a home is being Owner Occupied and having a gathering that creates a nuisance, it is not handled as a Vacation Rental complaint since it is not considered a guest stay. The Palm Springs Police Department is responsible for Owner Occupied matters. As the Vacation Rental Compliance Department strives for improvements in areas of reporting, department efficiencies and compliance, we welcome your questions and feedback.

- [WEEK #6 REPORT 2/05/2017 TO 2/12/2017](#)
- [WEEK #7 REPORT 2/13/2017 TO 2/19/2017](#)
- [WEEK #8 REPORT 2/20/2017 TO 2/26/2017](#)
- [WEEK #9 REPORT 2/27/2016 TO 3/04/2017](#)
- [WEEK #10 REPORT 3/05/2017 TO 3/12/2017](#)
- [WEEK #11 REPORT 3/13/2017 TO 3/19/2017](#)
- [WEEK #12 REPORT 3/20/2017 TO 3/26/2017](#)
- [WEEK #13 REPORT 3/27/2017 TO 4/02/2017](#)

[Monthly call volume to Vacation Rental Hotline -2015/2016 and 2016/2017](#)

### Monthly Hotline Report

Prior to the Weekly Hotline Reports, the City of Palm Springs had provided Monthly Hotline Reports. As of February 2017 the City has ceased providing Monthly Hotline Report and has transitioned to providing the Weekly Hotline Report for transparency, frequentness and accuracy. Below is a list of Monthly Hotline Reports by address from July 2016 to January 2017.

- [July 2016](#)
- [August 2016](#)
- [September 2016](#)
- [October 2016](#)
- [November 2016](#)
- [December 2016](#)

# New Ordinance Implementation

- **Effective April 16, 2017; Phased Approach**
  - **City as First Responder to Hotline Calls (Apr 16)**
  - **New Occupancy Limits and Car Limits (Apr 16)**
  - **New Fines, Penalties (Apr 16)**
  - New Application Requirements (electrician certification, HOA letter, insurance, indemnification (within first 30 days))
  - Business Entity Disclosure (Jun 1); transfer to natural person (Jun 1, 18)
  - New Good Neighbor Brochure; Statement of Rules and Regs (first 60 days)
  - **Live Meet and Greet (Jun 1)**
  - **Online Contract Abstract reporting; Contract limits begin (July 1)**
  - Building, Fire, Safety Inspections (est. Jul 1)
  - Annual training/testing by applicants (est. Sep/Oct)

*For a complete implementation schedule and for questions, check our website or call us*