



CITY OF PALM SPRINGS
VACATION RENTAL COMPLIANCE DEPARTMENT
www.psvacationrentalcompliance.com

VACATION RENTAL COMPLIANCE THROUGH EFFECTIVE ENFORCEMENT AND EDUCATION

Dear Palm Springs Resident:

A new Vacation Rental Ordinance No.1918 took effect on April 16, 2017. This Ordinance requires Vacation Rental owners, agents and guests to be good neighbors. As the Officials for the City's newly established Vacation Rental Compliance Department, we are pleased to share some details of the new Ordinance with you:

- A Vacation Rental is defined as a unit utilized for occupancy twenty eight (28) consecutive days or less and the owner is not present.
- You can call our 24 x 7 Vacation Rental Hotline to report issues at a Vacation Rental property; this number is 760-322-8383. We will dispatch an officer to investigate, make contact with the guests, and issue a citation if warranted.
- Occupancy is limited to two (2) adult guests overnight and one vehicle per bedroom. The vehicles may be parked in the garage, driveway or on the street.
- Number of guest stays is limited to thirty two (32) per year, per vacation rental, with an additional four (4) stays allowed in July, August and September for a total of thirty six (36) guest stays.
- All guests must sign that they have read and agreed to the rules and regulations which are included in the Good Neighbor Brochure.
- Fines and penalties are in effect for Ordinance non-compliance (including for individuals advertising and operating an un-permitted Vacation Rental; citation amounts range from \$500 to \$5,000).
- Vacation Rentals are a secondary and ancillary use of a residential property. Business entities may not apply for a Vacation Rental permit; and multiple permits are not issued to any new applicant.
- Owners and agents are required to take an annual training class on the Ordinance rules and regulations.
- The Vacation Rental Compliance Department will hold monthly public meetings to review Ordinance details, best practices, and potential areas of improvement. Please check our website for periodic updates on meeting details.

You can learn more about the New Vacation Rental Ordinance and see Department reports by visiting our website at www.psvacationrentalcompliance.com, OR feel free to contact us directly at 760-322-8370 or 760-322-8372. If there is a disturbance regarding a Vacation Rental property, please contact the Vacation Rental Hotline at 760-322-8383 during the event.

Sincerely, Suzanne Severin and Boris Stark, Vacation Rental Compliance Officials



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NEW VACATION RENTAL 24HR HOTLINE # 760-322-8383

PRSRT STD
ECRWSS
U.S. POSTAGE
PAID
EDDM RETAIL

PS VACATION RENTAL HOTLINE INFORMATION

When calling the Hotline, please be prepared to provide the Hotline operator with the Vacation Rental property address and the issue/nuisance occurring at the Vacation Rental property.

Your information as a caller will be kept confidential.

It may be helpful, (but is not mandatory) for callers to allow City officers access to their adjoining yard to get a noise reading that may not be apparent from the street or front yard.

Please call the Hotline and not the Police Department for vacation rental non-emergencies.

Call Reports are published on the City website and include the resolution of each call (caller information is withheld from the reports).

ECRWSS
Resident
Palm Springs, CA

FOR ADDITIONAL INFORMATION PLEASE VISIT: WWW.PSVACATIONRENTALCOMPLIANCE.COM