

DEPARTMENT OF VACATION RENTAL COMPLIANCE



"Mission: 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
June 20, 2017

SUCCESSSES

- EDUCATED OWNERS, AGENTS, NEIGHBORS, COMMUNITY ON ORDINANCE
- IMPLEMENTED FIRST PHASES OF ORDINANCE
 - CITYAS FIRST RESPONDER
 - NEW OCCUPANCY AND CAR LIMITS
 - NO MORE MULTIPLE VR CERTS OR TO BUSINESS ENTITIES
 - LIVE MEET AND GREET FOR EACH GUEST; GUESTS SIGN GOOD NEIGHBOR BROCHURE
- REDUCED PSPD HOURS RESPONDING TO VACATION RENTAL ISSUES
- PUT IN PLACE NEW HOTLINE SERVICE & NEW # 760-322-8383
- 3 NEW CODE COMPLIANCE OFFICERS
- UNREGISTERED VACATION RENTALS INVESTIGATED, CITED

"... HOW HAPPY AND ENCOURAGED I AM WITH THIS NEW RENTAL COMPLIANCE DEPARTMENT... YOU ARE PATROLING NEIGHBORHOODS, KNOCKING ON DOORS, RETURNING TO PROPERTIES TO VERIFY COMPLIANCE, ... AND YOU EVEN RESPOND TO MY EMAIL!"

EDUCATION & TRANSPARANCY

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Palm Springs, CA

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Ordinance No. 1918 Tool Kit - Updated 6.19.2017

To help individual owner operators and vacation rental agencies transition to the new ordinance, we have provided the documents below. While the Ordinance No. 1918 is going to take effect on April 16, 2017 the different components of the ordinance will be enforced in phases. This will allow individual operators and vacation rental agencies time to incorporate the ordinance requirements into their operations. The below forms may change as the phases of the ordinance are implemented.

- Implementation Plan - Ordinance No. 1918 - *Updated 5.22.2017*- [Click Here](#)
- Statement of Rules and Regulations - [Click Here](#)
- Good Neighbor Brochure [Click Here](#)
- Ordinance No.1918 - [Click Here](#)
- [FAQ Short Term Vacation Rental \(for Owners/Agents\) Updated 5.22.2017](#)
- [FAQ Short Term Vacation Rental \(for neighbors/community members\) Updated 5.22.2017](#)
- Homeowner Certificate Application (annual fee of \$900) - [Click Here for Application](#)
- Friends and Family Form - [Click here for PDF](#) or [Click here for a Digital Form Updated 5.25.2017](#)
- [Administrative Regulations - Posting of City ID Number on Advertisement - Click Here Updated 6.13.2017](#)
- Vacation Rental Property Pool Compliance Statement for Renewal & New Application - [Click Here](#)

ENFORCEMENT FOCUS

- **NEW HOTLINE OPERATOR & NEW #760-322-8383 (MAY)**
 - MORE INFO FROM CALLERS & ACCESS ON THE PROPERTY
 - WEEKLY HOTLINE REPORT W/RESOLUTION ON EACH CALL
 - FOCUS ON RESPONSE TIME TO THE CALL & CONSITANCY

- **CITATIONS**

- SINCE JANUARY - INVESTIGATED OVER 1800 LEADS AND ADVERTISEMENTS FOR POTENTIAL UNREGISTERED VACATION RENTALS*
- ISSUED TOTAL OF 20 UNREGISTRED CITATIONS AS OF TODAY UNDER THE NEW ORDINANCE - \$5,000 PENALTY
- 65% INCREASE ON OVERALL CITATION ISSUANCE FROM 2016 TO 2017.

*Presentation revised to clarify post Stakeholder meeting 6/20/2017

WHAT'S COMING

- INFORMATIONAL POSTCARD TO ALL PALM SPRINGS RESIDENTS (next 7-10 days)
- ON LINE CONTRACT SUMMARY (July)
 - LIMITED NUMBER OF GUEST STAYS PER YEAR
- NEW APPLICATION/RENEWAL REQUIREMENTS (July)
 - ANNUAL SAFETY INSPECTIONS
 - HOA LETTER THAT NOT VIOLATING CC&Rs AS A VACATION RENTAL
 - LIABILITY INSURANCE
- PLACEMENT OF CITY ID NUMBER ON ALL ADS (Sept)
 - [Unique identifier helps ensure VR is permitted](#)
- ANNUAL TRAINING FOR OWNERS, AGENTS ON RULES AND REGS (by Oct)