



# City of Palm Springs

3200 E. Tahquitz Canyon Way • Palm Springs, California 92262  
Tel: (760) 323-8257/322-8372/8370 • Fax: (760) 322-8317 • Web: [www.palmspringsca.gov](http://www.palmspringsca.gov)  
Department of Vacation Rental Compliance

## COURTESY REMINDER - Violations, Fines and Penalties

Dear Owner/Agent of a Vacation Rental Property,

On March 15, 2017 the City Council passed an Ordinance No.1918 which restates and revises Municipal Code 5.25 Vacation Rentals. The revision of the Ordinance includes new operational requirements for owners and agents, and specifies increased administrative citation fine amounts and penalties.

Our office is phasing in the different components and requirements of the Ordinance to allow for education, compliance and proper operation of a Vacation Rental property. A copy of the Ordinance and phased implementation plan can be found on our website at [www.palmspringsca.gov](http://www.palmspringsca.gov). Please educate yourself and your guests on the new Ordinance requirements, *and please do not hesitate to contact our office with any questions.*

Common violations are below. Please see Ordinance for more details and for associated penalties which may include suspension and revocation of Vacation Rental Registration Certificate:

### First violation \$500; second violation \$1000

- Audible music at the property line
- Violation of occupancy limits (2 persons per bedroom, plus 2 children age 12 or under); plus 4 daytime guests
- Noise from the property exceeds 40 decibels at the neighboring property line after 10pm
- Trash stored in the public view, except on pick up days
- Failure to post operating requirements inside of the property
- Failure to post Vacation Rental Permit onsite, unless the approved permit is pending issuance with the City
- Failure to post Good Neighbor Brochure on the inside of the front door and the primary door to the backyard
- Failure to Meet the guests prior to occupancy or within 24 hours of the occupancy
- Number of vehicles at the property exceeds the limitation of one vehicle per bedroom
- Failure to collect signatures of all adult guests on the Statement of Rules and Regulations
- Failure of local contact to respond within 30 minutes to the property when requested by a City compliance officer

### First violation \$2500; second violation \$5000

- Failure to post TOT number on all digital and print advertisements
- Failure to operate vacation rental without a required contract
- Failure to file Contact Summary with the City
- Failure to timely submit monthly TOT tax return with payment

### First violation \$5000; second violation \$10,000

- Operating a Vacation Rental without a Vacation Registrations Certificate

If you have not done so yet.... Please help to ensure that you stay current on all critical updates impacting Vacation Rentals in the City of Palm Springs by providing accurate email and contact information in the space provided below. Or you may email the information to [vacation.rentals@palmspringsca.gov](mailto:vacation.rentals@palmspringsca.gov) or mail a hard copy of the below section to the City of Palm Springs (address listed at the top of the letter). We will be sending email updates out beginning in May.

Sincerely,

Boris Stark  
Vacation Rental Compliance Official  
[Boris.stark@palmspringsca.gov](mailto:Boris.stark@palmspringsca.gov)

Suzanne Severin  
Vacation Rental Compliance Official  
[Suzanne.severin@palmspringsca.gov](mailto:Suzanne.severin@palmspringsca.gov)

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Vacation Rental Property Address: \_\_\_\_\_

Agent/Owner Name (include both if applicable): \_\_\_\_\_

Agent/Owner Email (include both as applicable): \_\_\_\_\_

Agent/Owner Phone Number (include both as applicable): \_\_\_\_\_