



# City of Palm Springs

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**Department of Vacation Rental Compliance**

## IMPORTANT NOTICE

December 8, 2017

**Subject: Vacation Rental Compliance Department Update**

Dear Owner/Agent,

The Vacation Rental Compliance Department throughout this year has implemented the new Ordinance No. 1918-governing Vacation Rentals and Homeshares in the City. We recognize that many operators are embracing the new regulations, providing feedback and working closely with our department to ensure compliance. We also appreciate the attendance and productive participation at our monthly Stakeholder meetings. *Thank you for all of this and especially for educating guests on being a good neighbor.*

Since the Ordinance implementation in April 2017, all components have been implemented with the exception of the Annual Safety Inspection for Vacation Rentals and Homeshare properties, and the Annual Educational Program for all owners and operators. The Safety Inspection will be required as of February 1, 2018 with each new application and renewal. Our Department Code Compliance Officers will be reaching out to owners/agents to schedule and perform the on-site inspection. To view the Safety Inspection checklist, please visit the City of Palm Springs Vacation Rental Department website at [www.psvacationrentalcompliance.com](http://www.psvacationrentalcompliance.com). In addition, the Annual Educational Program as required by the Ordinance is currently being developed and will be active on our website and available for owners and agents no later than February 1, 2018.

Below we have listed some of the frequently asked questions regarding the Ordinance. This is not comprehensive; please visit our website for a copy of the Ordinance No. 1918 and related information regarding requirements including applications, forms, communication, e-notification sign up, etc.

- With the annual renewal of a Vacation Rental or Homeshare Registration Certificate beginning on January 1, 2018, a complete new application is required. Incomplete applications will not be accepted. Please send in renewal applications early to help avoid processing delays.
- For Vacation Rentals (not required for Homeshares), a Contract Summary of each guest Contract must be submitted to the City of Palm Springs *prior* to the guest stay. We do not want the contract itself; you will complete a Contract Summary using our online tool on our Department website listed above.

- All Vacation Rental and Homeshare advertisements (digital and print) must contain the City ID Number in the following format: City of Palm Springs ID # (followed by your City ID Number). Your City ID Number is on your Registration Certificate, and it is not your TOT number. This number must be in the Property Description or other prominent area where the property is described.
- An executed contract between the Responsible Party guest and the owner/agent is required for Vacation Rentals and Homeshares. Note that hosted websites have guest contracts but they do not contain all of the City's requirements as specified in Ordinance No. 1918. All guests for each guest stay must sign the Statement of Rules and Regulations and be provided a copy of the Good Neighbor Brochure. An owner or agent must obtain a copy (hard or digital) of the Responsible Person's government issued ID prior to any occupancy of the Vacation Rental/Homeshare property. Contracts and associated records must be kept for 4 years.
- You must post onsite the Good Neighbor Brochure, Statement of Rules and Regulations, Vacation Rental/Homeshare Registration Certificate, and local contact information as required by the Ordinance.
- For Vacation Rentals, there are a limited number of Contracts allowed per calendar year. From January 1, 2018 – December 31, 2018, a total of thirty two (32) Contracts are allowed with four (4) additional Contracts if they take place during the months of July, August and September. If you obtain a new Registration Certificate during the calendar year, the Contract total is prorated.
- Please be informed of the occupancy limits, noise limits, the number of vehicles allowed, trash requirements, the responsibility of the Local Contact to respond to the property within 30 minutes if requested, music audible at the property line any time of day is a violation, and other requirements concerning all guest stays.
- Be advised that the Vacation Rental Compliance Department will not give a courtesy warning or pre-citation notice for violations.

Ordinance No. 1918 has strict Administrative Fine amounts (\$500, \$1000, \$5,000 and \$10,000) associated with violating sections of the Palm Springs Municipal Code, Chapter 5.25 Vacation Rentals (Ordinance No. 1918). In addition, the Ordinance does allow the City to suspend and revoke Registration Certificates.

**For questions and more information regarding compliance and Ordinance No. 1918, please visit our website at [www.psvacationrentalcompliance.com](http://www.psvacationrentalcompliance.com)**

As always, do not hesitate to contact us for any assistance.

Sincerely,  
  
 Suzanne Severin  
 Vacation Rental Compliance Official

  
 Boris Stark  
 Vacation Rental Compliance Official