



# City of Palm Springs

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Web: [www.palmspringsca.gov](http://www.palmspringsca.gov) OR [www.psvacationrentalcompliance.com](http://www.psvacationrentalcompliance.com)  
Department of Vacation Rental Compliance

(Reference Ordinance No. 1918/Palm Springs Municipal Code 5.25, Vacation Rentals)

## ***FREQUENTLY ASKED QUESTIONS – SHORT TERM VACATION RENTALS***

### **Questions asked frequently by neighbors and community members:**

#### **1. What is a short term Vacation Rental?**

In the City of Palm Springs, a short term Vacation Rental means a property that is rented for a period of twenty-eight (28) consecutive days or less and the Owner is not present. The City's regulatory program for Vacation Rentals is intended to minimize adverse effects of Vacation Rental uses on surrounding residential neighborhoods and help ensure that guests are good neighbors. Vacation Rentals are ancillary and secondary uses of a residential property.

A Homeshare is a type of Vacation Rental where the Owner is present during all guest stays.

#### **2. Do short term Vacation Rental and Homeshare properties have to register with the City of Palm Springs?**

Yes, there is an application and annual fee for the Owner (or the Owner's Agent in the case of Vacation Rentals) to register and to receive a Registration Certificate to operate. Registration Certificates are valid for one year and must be renewed annually; there is no guarantee of automatic renewal. Owner's must certify on the application that they have read and understand the Ordinance rules and requirements to operate. The Registration fees pay for the Vacation Rental Compliance Department.

#### **3. Do Vacation Rental and Homeshare Owners pay taxes to the City of Palm Springs?**

Yes, they must report and pay Transient Occupancy Taxes (TOT) even if there was no guest activity or payment received in that period. The TOT rate is 11.5% payable to the City.

#### **4. Can properties with HOAs register as a Vacation Rental or Homeshare?**

Yes, but only if the Owner or Agent obtains a letter from the HOA Board of Directors or the Property Management Company, stating that operating does not violate the CC&Rs. This letter is submitted with the application for a Registration Certificate.

#### **5. What if a property is operating as a Vacation Rental or Homeshare but is not registered with the City?**

This is a violation of PSMC 5.25. The VRCD investigates possible unregistered properties to determine status. Property Owners operating without a Registration Certificate will be subject to Administrative Citations and are responsible for fines, fees, penalties and interest, and are prohibited from operating a short term rental in the City.

#### **6. What if I experience a noise disturbance or other nuisance coming from a Vacation Rental or Homeshare**

**property?** Please call the Palm Springs Vacation Rental Hotline at 760-322-8383 during the disturbance/nuisance. This line is answered 24 hours a day, 7 days a week. The Hotline will dispatch a responder to the property to assess the situation; citations will be issued if warranted. The Hotline will call the caller back (if desired) with a resolution report. (Please do not contact the Palm Springs Police Department (PSPD) directly for Vacation Rental or Homeshare issues.)

The City will be the first responder to the location. While not required, but recommended that the caller allows the City responder access to the caller’s yard, it may assist with the responder’s assessment if a citation if warranted. The responder, or other VRCD, will contact the Owner, Agency or local contact regarding the matter thereafter.

**7. What if there is a disturbance at a Vacation Rental and the home is owner occupied?**

The PSPD are responsible for handling owner occupied situations, and it isn’t considered a Vacation Rental matter.

**8. Are there occupancy limits or other restrictions on guests staying in Vacation Rentals/Homeshares?** Yes, the occupancy limits are below. There are other requirements that the Owner/Owner’s Agent must perform to be in compliance with the rules and to help ensure that guests are good neighbors.

Number of Bedrooms	Total of Overnight Occupants**	Total Daytime Occupants (Plus 4)
1	2	6
2	4	8
3	6	10
4	8	12
5*	10	14
6*	12	16

\*Estate Home (category of Vacation Rental/Homeshare with more than 4 bedrooms)

\*\* Overnight occupancy also allows for two (2) minors age twelve (12) and under.

**9. Are there parking/car or trash requirements for a short term rental?**

Yes, one car per bedroom is permitted anytime of day; parking must be in accordance with the PSMC and not block traffic, driveways, etc.

Trash may not be visible in public view, except on designated pick up day and in proper containers and from 5am – 8pm. Owners are required to upgrade trash service to “walk up” with Palm Springs Disposal Service (PSDS).

**10 .How can I learn more/What if I have additional questions?**

The Vacation Rental Compliance Department website is [www.psvacationrentalcompliance.com](http://www.psvacationrentalcompliance.com). There are various reports, a copy of the Ordinance and other related information.

The VRCD holds monthly Stakeholder Meetings; everyone is considered a stakeholder and is welcome to attend and encouraged to participate. You may sign up for e-notifications on the website to receive meeting notices and other updates.

Please contact the VRCD with any questions or feedback.