



Frequently Asked Questions (FAQs) – Operational Violation

Appealing Certain Administrative Citations Issued under Palm Springs Municipal Code (PSMC) 5.25, Vacation Rentals

THIS APPEAL PROCESS FAQ IS NOT APPLICABLE FOR SUSPENSION, REVOCATION OR OPERATING A SHORT TERM VACATION RENTAL WITHOUT A REGISTRATION CERTIFICATE VIOLATIONS

IMPORTANT TO NOTE: *There are 2 separate appeals processes depending on the violation to be heard. Each process has its own applicable request for appeal form and payment requirements.*

[PSMC 1.06 APPEALS PROCESS – Appeals process under PSMC 1.06 for operational violations \(\\$500+ administrative fines; examples Not Displaying City ID on advertising, music, noise, trash, etc. under PSMC Section 5.25.090\(a\)\).](#)

Q. Who hears these appeal cases?

A. Appeal cases are heard by an independent hearing officer. The independent hearing officer is not an employee or consultant with the City of Palm Springs, and are hired by the City's third party Citation Processing Center.

Q. Why didn't I get a warning or pre-citation notice before an Administrative Citation with a fine was issued to me? I was not aware of the City's requirements.

A. For Vacation Rental/Homeshare violations, no warning or pre-citation notice is issued. See Administrative Regulation dated 8/2014 at www.psvacationrentalcompliance.com.

Q. How do I request a hearing?

A. You must complete the applicable request for appeal form (see www.psvacationrentalcompliance.com) and send it to the Citation Processing Center in Newport Beach with your citation fine payment. Do not send your payment and appeal request form to the City of Palm Springs. The Citation Processing Center must receive the completed form and the full fine payment within 15 days of the citation mailing date.

Q. How do these hearings get scheduled and when and where will they happen?

A. The Citation Processing Center schedules the hearings and will communicate with you regarding a date and time. If you have a conflict and cannot appear at this time, you may request one rescheduling. If you do not attend your scheduled hearing, the case will be dismissed and your Administrative Citation will be upheld. Although most appellants appear in person, you may request to participate at the hearing by telephone or by submitting a letter. The hearings typically take place at Palm Springs City Hall.

Q. Do I have to pay an appeal fee to request a hearing?

A. There is no appeal fee required. However, you must pay the citation fine in full prior to requesting a hearing. If the hearing officer dismisses the Administrative Citation, the citation fine you paid will be refunded to you in 30 days.

Q. Are the hearings open to the public?

A. No, they are not public hearings. You may bring whoever you would like to assist you during the hearing, or you may attend alone. You may also authorize a representative to attend in your place; this needs to be in writing and sent to the Citation Processing Center with your appeal request form. The City of Palm Springs VRCD staff will attend to address why the citation was issued and to answer any related questions that the hearing officer has.

Q. When will I know how the hearing officer rules?

A. A decision is not made at the hearing. You will receive a letter from the Citation Processing Center that includes the hearing officer's written determination within 10 days. The decision of the hearing officer is final and conclusive.

(end - see PSMC 1.06 for questions or call the Vacation Rental Compliance Department)