



City of Palm Springs

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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 Owners and Agents:

1. Can an Owner own more than one Vacation Rental or Homeshare property?

Applications are no longer accepted on additional Vacation Rental/Homeshare properties; an owner may only be issued, and can only maintain, one Vacation Rental or Homeshare Registration Certificate at any time. (Note: multiple Registration Certificates, if issued prior to January 10, 2017, remain valid.)

2. Can a business apply for a Vacation Rental Certificate?

Applications are no longer accepted from a Business Entity to register as a Vacation Rental or Homeshare property. Business Entity means a corporation, partnership or other legal entity that is not a natural person, or a personal or family trust or a limited liability company consisting solely of natural persons. (Note: Business Entities with current Registration Certificates must transfer each Vacation Rental Homeshare to a natural person or cease to operate the property as a Vacation Rental.)

3. What is Homeshare?

An Owner of a property may apply for a Homeshare Registration Certificate. This means that the owner is hosting guest stays of 28 consecutive days or less and is present during each entire stay. There is a separate application and other specific requirements for Homeshare. An owner of a Homeshare may not work through an Agent.

4. What if my Vacation Rental property has more than 4 bedrooms, am I an Estate Home?

An Estate Home means a single family dwelling with 5 or more bedrooms. There is a separate Addendum and other specific requirements when applying as an Estate Home that an owner must complete; and a one-time fee of \$136 is required to obtain the required Land Use Permit. Registration Certificates will only be issued to an Estate Home for use of 5 or 6 bedrooms, regardless of a greater number of bedrooms that may exist or how many bedrooms the owner plans to rent.

5. Can properties located within a homeowner's association register as a Vacation Rental or Homeshare property?

Yes, but only if the Owner or Owner's Agent provides a letter from the HOA Board of Directors or the Property Management Company (please do not provide copies of the CC&Rs), when applying for or renewing a Registration Certificate, that states operating a Vacation Rental or Homeshare does not violate the CC&Rs.

6. What is required to apply for a Registration Certificate?

Application requirements are addressed in PSMC Section 5.25.060. The VRCD reserves the right to deny/delay issuance of a Registration Certificate if there are outstanding permit items or fees associated with the property and due to the City of Palm Springs. Incomplete applications will not be accepted.

We recommend all applicants thoroughly read the PSMC 5.25 prior to submitting an application for a Vacation Rental or Homeshare, and contact the VRCD with any questions. The application will require that you have read and understood the requirements, and that you have taken the on line training.

NEW APPLICANTS - A complete Vacation Rental Registration Certificate Application must be submitted along with a non-refundable registration fee of \$923 annually for short term Vacation Rentals. (Homeshare registration fees are \$231 annually.) A Land Use Permit is required for an Estate Home and the one-time fee is \$136. An application for a Transient Occupancy Tax (TOT) Permit is also required with a one-time non-refundable fee of \$25. All applications are on our website; once completed, the Owner must sign since the owner is ultimately responsible for operation and compliance of their Vacation Rental or Homeshare property. VRCD lead time is currently approximately 45 days for processing. No advertising or operating may not occur until the VRCD notifies the applicant in writing, and it is a violation of the PSMC to do so.

ANNUAL RENEWAL APPLICATIONS – For all renewals of Registration Certificates beginning January 1, 2018 and going forward, applicants must complete and submit the new Registration Certificate application; copy is on the website. Please allow at least 45 days for VRCD review and processing.

7. Are there insurance requirements?

Yes, an Owner must carry a short term rental insurance policy or personal liability policy during the complete term of the Vacation Rental or Homeshare Registration Certificate with a minimum limit of \$500,000 per occurrence. It is not required that the City of Palm Springs be an additional insured party on the policy. Evidence of insurance is required at time of application and renewal.

8. Is there a hold harmless/indemnification agreement that I am required to sign?

Yes, it is included in the application and the Owner must sign it.

9. What is the building, fire and safety inspection?

The VRCD will schedule and conduct an annual safety inspection at the Vacation Rental or Homeshare property at time of a new application or renewal. The Owner, Agent or a representative must be at the property during the inspection. The Safety Inspection Checklist is included on our website.

Also Required - Certification by a licensed electrician regarding the operability of GFI and safety of any pool and spa; this form is included on our website. It is the responsibility of the Owner/Agent to obtain the electrician's signature on this form and provide it at time of application and renewal. If the property is located in an HOA and the HOA is responsible for the pool and spa, the Owner will indicate this in the new/renewal application. This Certification is needed every 5 years or if change of ownership.

10. What operating requirements must I meet as an Owner or Agent?

Operating requirements are addressed in PSMC 5.25.070. For Vacation Rentals, requirements include that Owners

are limited to the number of guest stays per calendar year. This is 32 with 4 additional guest stays that may occur during the months of July, August and September for a total of 36 contracts from Jan 1 – Dec 31. For new Registration Certificates, this is pro-rated. Owners of Vacation Rentals must use the on line Contract Summary Tool in advance of each guest stay; completing this form should take less than 2 minutes and you will need both your City ID number and TOT number to use the tool. Annual contract limits and the requirement to use the Contract Summary Tool does not apply to Homeshares.

For Vacation Rentals and Homeshares, there are requirements for guest contracts and providing information to guests to help ensure that guests are good neighbors. This includes the Owner/Agent contact information 24x7, and notification that the guest may be cited or fined by the City for creating a disturbance or violating the rules and regulations. The Owner/Agent must meet all guests in person at the Vacation Rental and Homeshare property (or in the case of a Vacation Rental, at the Owner’s/Agent’s place of business prior to the stay or within 24 hours of arrival), and describe all rules and regulations. Obtaining signature of the Responsible Party and all guests to a Statement of Rules and Regulations is required.

11. What are the Good Neighbor Brochure and the City Manager’s Statement Rules and Regulations?

The Good Neighbor Brochure and Statement of Rules and Regulations can be found on our website. The Owner/Agent must provide these to the guests and obtain signatures of all guests on the Statement of Rules and Regulations. Copies of these must be posted in the Vacation Rental and Homesharing property, and maintained in the Owner’s/Agent’s records for 4 years. If a City responder to a Hotline call arrives at the Vacation Rental or Homeshare property, the responder may ask the guest to see the signed copy of the Statement of Rules and Regulations.

12. What are the posting requirements?

The Good Neighbor Brochure must be posted on the inside of the front door and the primary door to the backyard, or in a conspicuous location near each such door. Keep the Statement of Rules and Regulations close to the front door and obtain signatures since this is a companion document to the Good Neighbor Brochure. The Registration Certificate must also be posted by the front door. Conspicuous placement helps remind guests of the rules and regulations, including outdoor music and noise restrictions.

13. Are there occupancy limits?

Yes, the occupancy limits are below.

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 (Vacation Rental or Homeshare with more than 4 bedrooms)

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

14. Are there parking/car, trash or maintenance hours requirements for a short term Vacation Rental?

Yes, one car per bedroom is permitted anytime of day; parking must be in accordance with the applicable

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 to 8pm. Owners are required to upgrade trash service to “walk up” with Palm Springs Disposal Service (PSPD), and this will occur when the Registration Certificate application is processed.

All home repairs (external and internal), garden and yard maintenance , and pool cleaning and maintenance may not be performed between the hours of 5pm on Friday and 8am on Monday except in case of emergency or unexpected event that reasonably warrants an immediate response.

15. What happens if a Hotline call is made regarding my registered property?

The City of Palm Springs has a 24 x 7 Hotline that is managed by the VRCD. Anyone experiencing a disturbance coming from a Vacation Rental or Homeshare property may call. It is helpful if the caller identifies themselves and requests a call back once the situation has been resolved so we may answer questions and ensure the caller is aware of the outcome. The caller may also give the City responder permission to access their yard on arrival to better assess the situation and determine if a violation is occurring.

City responders will generally not make contact with the guest unless there is a violation or if the responder needs more information to determine what is occurring at the property. If there is a violation, a citation will be issued. Citations issued to the guest will count against the total number of violations for the Vacation Rental or Homeshare property/Owner. The Owner/Agency will be contacted by the VRCD in such cases. In the event the VRCD calls the local contact, the local contact must respond telephonically in 15 minutes. If the VRCD requires assistance at a Vacation Rental or Homeshare, the local contact person must respond in person to the property within 30 minutes. Hotline calls, responses and resolution are recorded and weekly reports are included on our website.

16. What if I am an Owner/Agent and I believe a neighbor calls the Hotline unnecessarily or is targeting my home?

The filing of knowingly false claims is prohibited, and punishable by administrative fines pursuant to Chapter 1.06 of the PSMC. Volume of calls, nature of calls and response data is monitored by the VRCD to ensure the City resources are being allocated appropriately.

17. Are there restrictions on the number of days or contracts that a Vacation Rental property can operate?

There is no restriction on the number of days. However, no more than thirty two (32) contracts for Vacation Rental use of a property is allowed in any calendar year; and an additional four (4) contracts may occur in July, August and September. For the first year a Vacation Rental Registration Certificate is in effect the contract limit will be prorated. This contract limit does not apply to Homeshares.

18. What are the Family and Friends requirements?

An Owner may, at the Owner’s option, identify up to five (5) persons who may occupy the Vacation Rental unit at no cost and without requiring the presence of the owner on the premises during the stay; this is for the purpose of not including their guest stays in the annual contract limit. However, all occupants at a Vacation Rental property without the owner present must always comply with Vacation Rental rules. The owner will provide the list at the

time of application and at time of renewal if there are changes; no changes will be permitted otherwise. The Family and Friends list form is on our website. The Friends and Family list is not applicable to Homeshares since there is no annual contract limit for Homeshares.

19. How do I submit my contract summary to the City?

The VRCD has developed a simple on line tool that is accessible on the website. There is one form for agencies to complete and another form for Owners to complete. A copy of the guest contract is not required. The VRCD will use this contract summary information for audit purposes to help verify actual guest stays occurring within the annual contract limit. Contract Summaries are not required for Homehares.

20. How do I pay Transient Occupancy Taxes (TOT) to the City of Palm Springs?

TOT payments of 11.5% are required to be reported and paid monthly, even if there was no guest activity or payment received in that period. Currently, these cannot be paid or reported on line, and must be timely mailed to the City of Palm Springs. The TOT reporting form is on our website; you will need your TOT number to submit these monthly forms. Please call #760-323-8226 with any questions on completion and submittal of this form.

21. Advertising a Vacation Rental or Homeshare property.

Owners must include their City ID number on all advertising in the property description or other prominent area. The City ID number is identified on your Registration Certificate. It is different from your TOT number; your TOT number is not required to be posted on your advertising.

22. What are the penalties for violations of the Ordinance and may I appeal a citation?

Section 5.25.090 addresses penalties. See our website for appeal forms and FAQs. There is separate appeal process for operational citations (under PSMC 1.06) and for suspensions, revocations, and denials of Registration Certificates (under PSMC 2.50). Estate Homes are addressed at the Planning Commission with respect to a third violation in a twenty four (24) month period.

23. Stakeholder Meetings and Website Communication.

The VRCD holds monthly Stakeholder meetings. Everyone is considered a Stakeholder and is welcome to attend and encouraged to participate. Specific topics are covered, questions are addressed and best practices are shared by attendees.

You may sign up for e-notifications on our website and you will receive notices of the Stakeholder Meetings and when updated information is being posted to the website, and other matters of interest. The VRCD website is www.psvacationrentalcompliance.com

The website includes a copy of Ordinance 1918/PSMC 5.25 and associated forms, Administrative Regulations, letters and other important information.

Please do not hesitate to contact the Vacation Rental Compliance Department with any questions or feedback.