

IMPORTANT INFORMATION

PS Vacation Rental Hotline - NEW PHONE NUMBER

760-322-8383

NEW VACATION RENTAL HOTLINE PHONE NUMBER AND CALL CENTER

Effective on Monday May 15, 2017 the Vacation Rental Hotline phone number for the City of Palm Springs Vacation Rental Department will change to 760-322-8383. The VR Hotline phone number (760-833-7988) will no longer be in service as of May 30, 2017.

Please use this number to report disturbances and potential violations occurring at a Vacation Rental property.

- Please call *during the disturbance* – **760-322-8383**
- Be prepared to provide the Hotline operator with the following information: property address of disturbance and describe the issue
- Providing your contact information is optional; if provided, we can contact you with details regarding our response
- While not required, it is helpful if the caller allows our officers access to their adjoining yard to get a noise reading that may not be apparent from the street or front
- Please contact the Hotline (**760-322-8383**) *and not the Police Department* for non-emergencies

Calling the Hotline will allow us to dispatch a Code Officer to investigate the concern at the Vacation Rental Property. We will make contact with the guests, and take other appropriate action, including issuance of a citation for violations.

The new Vacation Rental Compliance Department has changed the service provider for better efficiencies, accuracy and reporting capabilities.

Please contact the Vacation Rental Compliance Department at 760-323-8257/322-8372/322-8370 with any questions or visit our website at www.palmspringsca.gov

NEW NUMBER- PS Vacation Rental Hotline 760-322-8383

WHAT ELSE SHOULD I KNOW?

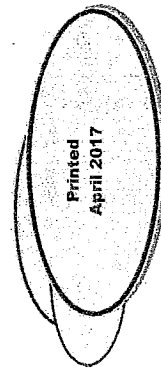
Please keep in mind that you may be cited or fined by the City, or even evicted by the owner, for creating a disturbance or for violating other provisions of the City's Vacation Rental Ordinance. The surrounding neighbors have been given a **24-hour** number to **CALL** should they need to file a complaint.

The owner or agent you are renting from will be able to answer any questions that you may have.

Enjoy your stay!

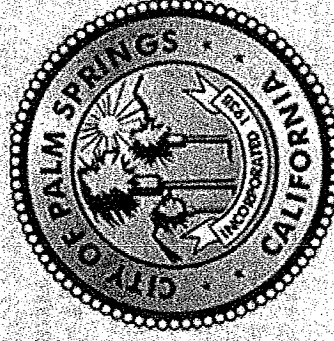
Welcoming Owner/Agent Name:

Owner/Agent Phone Number:



Good Neighbor Brochure

For Vacation Rentals



Prepared by:
Department of Vacation Rental Compliance

City of Palm Springs
3200 E. Tahquitz Canyon Way
Po Box 2743
Palm Springs, Ca. 92263-2743
Phone 760.323.8299

www.palmspringsca.gov
vacation.rentals@palmspringsca.gov

CITY OF PALM SPRINGS



WELCOME TO PALM SPRINGS

Palm Springs is world-famous for its warm welcoming of visitors while on vacation. We are pleased you have chosen to spend your vacation in our City. There is so much to see and do. Or, if you choose, just sit back, relax and do nothing at all.

Like many of our visitors, you have decided to rent a house or a condominium for your own unique experience. That's great. There are many benefits to doing that.

Perhaps the greatest benefit is the pleasure of residing even for a short stay in one of our beautiful residential neighborhoods. You will be among many permanent residents who value the look and feel of a *quiet and safe* place to live. They, and the City, will look to you for your help in preserving that sense of peace and quiet. **In short, being a vacation renter also means being a good neighbor.**

WHAT YOU NEED TO KNOW

This brochure is intended to highlight a few ways you can be a good neighbor and to inform you of The City's Vacation Rental guidelines during your stay.

Please do not create excessive noise or disturbances or engage in disorderly conduct. Consider how you would want your neighbors to behave in your own neighborhood back home. Chances are your Palm Springs neighbors will expect the same of you. A little consideration goes a long way. We ask you to please observe the following City of Palm Springs Rules and Regulations for Vacation Rentals.

WHO'S MAKING ALL THAT NOISE?

- Amplified **MUSIC** is not allowed outside of your Vacation Rental unit. Music may not be heard at the property lines at any time of the day (that includes music coming from inside of the home). Please, don't bring the speakers outside and crank up the music, even if you think everyone will enjoy it. If your neighbors can hear music, you are in violation of the City Ordinance.

- **POOL TIME** is one of the most popular activities to enjoy in Palm Springs. Please keep voices and pool activities to a reasonable level. Continued and ongoing screaming for an extended period of time is one way to disturb the neighbors. Please be thoughtful.

- **NIGHT TIME** hours are between **10pm** and **10am**. Please consider moving indoors after **10pm**. If you choose to be outside, please be considerate of the neighbors and use indoor voices. Please remember our neighborhoods are quiet, surrounded by mountains and voices can easily carry.

- A **CALL** from the neighbors to the City will bring the Vacation Rental Compliance Officers to your door. Our officers may issue you a citation if you exceed the allowed noise levels or if another violation is observed. So please, keep the noise down and be considerate of the neighbors. You may be on vacation, but other occupants in homes around your vacation home may not be.

WHOSE CAR IS THAT?

Only **ONE** vehicle per bedroom is allowed at any given time. Utilize driveway and/or garage when **PARKING** your vehicle before using street parking. And never block any driveway or street access.

HOW MANY GUESTS IN A HOME?

Please abide by the **OCCUPANCY** limits in the chart below. Day Time occupancy is between 10am and 10pm.

Number of Bedrooms	Total Overnight Occupants*	Additional Day Time Occupants	Total Daytime Occupancy	Total Vehicles Allowed
Studio/1	2	4	6	1
2	4	4	8	2
3	6	4	10	3
4	8	4	12	4
5 Estate Only	10	4	14	5
6 Estate Only	12	4	16	6

* Plus 2 children age 12 or under

PUPPY LOVE

Palm Springs requires that all dogs be on a **LEASH** whenever they are outside, except in the City's Dog Park. Also, we expect everyone to pick up after their pet. **NEVER** leave your pet unattended in a vehicle; it is illegal all year long. And just like at home, a barking or whining dog disturbs the neighbors.

WHOSE TURN IS IT TO TAKE OUT THE TRASH?

Palm Springs residents recycle as much as they can and we hope you will too. If you have a blue recycling cart where you are staying, please use it to recycle metal, paper, glass and plastic products.

Please **DO NOT STORE** trash and refuse within **PUBLIC VIEW**, except in proper containers for the purpose of collection. If you are staying in a house, PSDS will pick up your trash and empty your recycling cart on your scheduled collection day(s). Please do not leave trash or recycling at the curb.