

RESIDENTS' GUIDE FOR SHORT-TERM VACATION RENTAL REQUIREMENTS/REPORTING

If you have concerns about vacation rental (STVR) in your neighborhood, you must call the 24/7 STVR Hotline and file a complaint. If the STVR ordinance is to be effective, residents must report concerns and disturbances.

Complaints can be submitted anonymously, or you can provide your name and contact information, However, this is not required, unless you want to be notified as to the outcome. If you don't want to call, ask a friend to report the concern.

The complaint will be investigated, and the disturbance will be addressed. The City will dispatch a Code Compliance Officer or a City contracted Security Officer. On Sunday, the local contact for the STVR will be informed.

To research if your neighbor has a permit, do this:

1. Go to the city website (www.laquintaca.gov)
2. Click on SHORT TERM RENTALS (blue key & tag)
3. Scroll down to ACTIVE & SUSPENDED PERMITS, This document is updated weekly on Fridays.
4. Click on the magnifying glass (top bar) and input the address. If the address is permitted, it will be highlighted.
5. Verify that the home is licensed. If you suspect the house is operating without a permit, call the Hotline. If there are other issues, call the Hotline.
6. Scroll across the row and note the number of bedrooms (Does it seem correct? If not, call the Hotline.)

How to report and who will respond:

1. Always call the hotline **760-777-7157**
 - a. City staff or the contracted Hotline vendor will answer.
 - b. Report the address and the nature of the disturbance.
 - c. You can report anonymously, but if you wish to get feedback, you must give provide your contact information. Your name will be kept confidential. LQ Code Compliance, the City's private security company or (on Sundays), the local contact for the STVR will respond to the complaint.
 - d. If no one answers or you are put on hold for an extended period, record the time and date and report it to Code Compliance at 760-777-7050 or email CodeComplianceMail@LaQuintaCA.gov. City staff will contact the Hotline vendor to ensure that the hotline is working properly.
 - e. On Sundays, the local contact for the STVR will is contacted first. He/she must respond within 30 minutes. If you want feedback, leave your name with the Hotline.
 - f. You may also call the police or your HOA security officer.
 - g. You should expect a response within 30 minutes. However, you won't be notified unless you have given your name to the hotline.
 - h. For a non-emergency situation, you may also call the Sheriff's Department at 760-836-3215, Ext 5. If a crime is in progress, call the police 911 immediately.

What problems can be reported:

1. Operating without a permit (see above)

2. Noise

- a. No amplified sound between 10 p.m. and 7 a.m.
- b. Audio or video recording from the curb can be taken to document a disturbance; make sure the recording has a date and time stamp that shows when the incident occurred. If your device does not have this capability, record your name, location, time and date as you record.
- c. If the documentation (with video, photos or video) is submitted to the City as evidence of the violation, you must agree to testify (if needed) at a hearing to confirm the authenticity of the evidence you submitted.

3. Parking

- a. The Ordinance has a formula for number of occupants and vehicles:

Number of Bedrooms	Total of Overnight* Occupants	Total Daytime** Occupants (Including Number of Overnight Occupants)	Recommended Number of Total Vehicles
0—Studio	2	2—8	1
1	2—4	2—8	1
2	4—6	4—8	2
3	6—8	6—12	3
4	8—10	8—16	4
5	10—12	10—18	5
6	12—14	12—20	6

Number of Bedrooms	Total of Overnight*	Total Daytime** Occupants (Including Number of Overnight Occupants)	Recommended Number of Total Vehicles
7	14	14—20	6
8	16	16—22	6
9	18	18—24	6

*Overnight (10:01 p.m.—6:59 a.m.)

**Daytime (7:00 a.m.—10:00 p.m.)

- b. Onsite parking shall be on an approved driveway, garage and/or carport areas, and no more than two street parking spots may count toward the number of onsite parking spots. However, parking on public streets is not prohibited. Guests are encouraged to use all available onsite parking before parking on the street.
- c. HOAs may have additional parking restrictions.
- d. If you suspect too many vehicles, call the hotline and an officer will verify.
- e. Take photos or video from the curb. See above a and b.*

4. Trash

- a. Call the Hotline.
- b. Take photos or video from the curb, See above a and b.**

5. Bad behavior (in the streets, yards, public areas or trespassing)

- a. Call the Hotline.
- b. Take photos or video from the curb. See above a and b.**

6. Over occupancy

- a. Check the Ordinance Formula Chart above. If it appears there are too many guests, call the Hotline.
- b. Take photos or video from the curb. See above a and b.**

7. Special Event permit requirements

- a. A Special Event permit is required if the number of occupants exceeds the allowable number (see Ordinance formula chart above).
- b. If the number of occupants appears to exceed the allowable number, call the hotline.
- c. Take photos or video from the curb. See above a and b.*
- d. If a Special Event Permit has been issued for an event that exceeds 50 attendees, the applicant is required to provide written notification of such an event to all properties within 500 feet of the event site, at least 14 days prior to the event. If you are a renter, the owner of your property will get the notice.
- e. If you are a renter, contact your landlord and ask that you be notified if there is a special event scheduled to occur.