



CITY OF OCEANSIDE

Short Term Rental Good Neighbor Policy

The Good Neighbor Policy (GNP) was created to minimize the adverse impacts Short Term Rental (STR) properties may have on surrounding residential neighborhoods. STR owners/operators and guests are responsible for ensuring the following rules are acknowledged and followed:

STR Operator Responsibilities

- 1. 24-Hour Contact Available.** Owner or owner's authorized agent shall be available 24 hours a day, seven days a week to respond to complaints concerning condition, operation, or conduct of STR occupants.
- 2. Contact Information.** A copy of the STR Permit and TOT Registration Number shall be displayed on the exterior of the unit. The notice must include a local emergency contact phone number that is reachable at all times. The property address and contact phone number for the STR shall also be included on the City webpage directory for STRs.
- 3. Complaint Response Time.** The owner or owner's authorized agent must respond to a complaint received by the City or neighbor within 60 minutes of receipt of the complaint.
- 4. Trash.** Rental properties shall be kept clean with no visible trash. All trash containers shall be stored out of public view except when at the curb on collection days. Ensure guests know about and adhere to the neighborhood trash collection schedule.
- 5. Occupancy.** The maximum number of occupants shall be limited to two adults per bedroom plus two people per unit (including children). The number of bedrooms listed on the STR permit application will determine the appropriate occupancy level for the unit. Bedroom shall be defined as a "private room furnished with a bed and intended primarily for sleeping. Bedrooms must be separated from other rooms by a door and have at least one window and emergency escape/rescue opening and a closet or storage nook. Additionally the room must be accessible to a bathroom without crossing into another bedroom."
- 6. Parking.** All garage, driveway, and on-site designated parking spaces shall be made available for vehicle parking.
- 7. Minimum Night Stay.** Two- night minimum stay for all guests.
- 8. Enforcement.** Violations of the ordinance are subject to all of the criminal and civil remedies set forth in Chapter 1 of the Oceanside City Code. These include misdemeanor criminal prosecution, administrative monetary citations, and/or civil nuisance abatement actions. In addition, a STR permit may be modified, suspended, or revoked for documented violation(s) of the Ordinance. Any STR that has been the subject of three verified complaints will be automatically referred to the City Attorney Office for enforcement of appropriate remedies.
- 9. Formal Acknowledgement.** This GNP must be shared with all guests and renters must execute a formal written acknowledgement that they are legally responsible for compliance with all requirements listed under "Guest Responsibilities" below.