

CITY OF RANCHO MIRAGE

GOOD NEIGHBOR BROCHURE

WELCOME TO RANCHO MIRAGE, PLEASE TAKE A MOMENT TO READ THESE IMPORTANT RULES AND REGULATIONS THAT APPLY TO YOU AS A GUEST STAYING IN A SHORT-TERM RENTAL.

Music and Noise

- Music, television, and other sound equipment are **NOT** allowed to be audible outside of the property 24 hours a day, 365 days a year, and holidays.
- This includes cell phones and Bluetooth speakers, and equipment played so loud inside the house that it can be heard outside of the house.

Parking and Vehicles

- The maximum number of vehicles allowed cannot exceed the number of bedrooms authorized on the STR certificate.
- All vehicles shall be parked on a paved surface on the property, in a driveway, garage, or carport, or on the private street of the community.

Trash and Refuse

- Trash must be stored in appropriate trash receptacles. Bags of trash on the ground are unacceptable.
- Trash receptacles may only be visible to the public on trash collection day. Please ask the property manager or owner which days are applicable to you.

Disturbances

- It is unlawful to create disruptive or obnoxious conditions that are a public nuisance.
- This includes without limitation, persistent screaming, yelling, arguments, loud noises, public intoxication, and calls to the police to this property for “disturbing the peace.”

Maximum Occupancy

(as authorized on the Short-Term Rental Certificate)

Bedrooms	Studio/1	2	3	4	5	6	7+
Daytime	8	8	12	16	18	20	25
Overnight	2	4	6	8	10	12	14

Daytime is 7:00 AM to 10:00 PM every day.

Complaints and Violations

- **YOU** as a guest of the City of Rancho Mirage are required to be perfect neighbors and are not allowed to create any nuisance that impacts your neighbors.
- Some examples of what **YOU ARE NOT ALLOWED TO DO:**
 - Play music outdoors.
 - Yell or scream outdoors.
 - Be outside all night talking, playing, or being a nuisance.
 - Have a loud party or celebration.
 - Invite all your friends over and exceed occupancy.
- **YOU** may be personally cited for creating any violation at the Short-Term Rental.
- Fines **BEGIN** at **\$1000**, and increase to **\$2000**, and **\$4000** per violation.

Code Compliance Contacts

- You may be contacted at the property by a member of the City of Rancho Mirage Code Compliance Division.
- STR/Code Compliance Officers will be wearing a uniform shirt with an embroidered City logo and name, a badge on the belt, and will be able to present an official business card.
- STR/Code Compliance Officers may be there to discuss a violation observed or a complaint received, or they may also be there to conduct a random survey to verify operational conditions.
- STR/Code Compliance Officers are authorized to investigate and enforce the laws related to Short-Term Rentals, this means they are authorized to issue citations in the form of fines only (Administrative) or Infraction Citations (Criminal).
- STR/Code Compliance Officers can be reached for questions during regular business hours (M-F 8-5) by calling them at City Hall at 760-770-3220. For after-hours questions you can email code@ranchomirageca.gov.
- The City operates a STR Hotline (760-833-7999) for the public to file complaints against Short-Term Rentals operating in violation of the municipal code. The hotline is not for reporting grievances regarding the accommodations of your stay or to request a refund of a deposit, you must take that up with the owner/manager.