

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

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