

1 ORDINANCE NO. 927.1

2  
3 AN ORDINANCE OF THE COUNTY OF RIVERSIDE  
4 REGULATING SHORT TERM RENTALS AND  
5 INCORPORATING BY REFERENCE THE ABATEMENT AND COST  
6 RECOVERY PROCEDURES OF ORDINANCE NO. 725  
7

8 The Board of Supervisors of the County of Riverside ordains as follows:

9 Section 1. Ordinance No. 927 is amended in its entirety to read as follows:

10  
11 “ORDINANCE NO. 927

12  
13 AN ORDINANCE OF THE COUNTY OF RIVERSIDE  
14 REGULATING SHORT TERM RENTALS AND  
15 INCORPORATING BY REFERENCE THE ABATEMENT AND COST  
16 RECOVERY PROCEDURES OF ORDINANCE NO. 725  
17

18 Section 1. FINDINGS. The Board of Supervisors finds that there continues to be an  
19 increase in privately owned residential dwellings being used as Short Term Rentals in the unincorporated  
20 areas of the County of Riverside. While short term rentals have been a staple in the County and they provide  
21 a benefit to the County by expanding the number and type of lodging facilities, the exponential increase  
22 continues to cause adverse impacts that have the potential to endanger the health and safety of residents and  
23 guests and the very environment and resources that attract visitors to the County. Adverse impacts to  
24 surrounding neighbors and properties include unpermitted large-scale events, excessive noise, disorderly  
25 conduct, traffic congestion, illegal vehicle parking and accumulation of refuse. This ordinance is necessary  
26 to ensure neighborhood compatibility and reduce conflicts within the surrounding residential neighborhood,  
27 to facilitate economic growth within the County and to protect the health, safety and general welfare of the  
28 County’s residents.

1           Section 2.     PURPOSE. To ensure protection of the public health and safety of residents  
2 and guests and to protect the environment, it is the purpose of this ordinance to provide regulations and  
3 establish standards for short term rentals in the unincorporated area of the County of Riverside and to ensure  
4 the collection and payment of transient occupancy taxes and assessments, including Tourism Business  
5 Improvement Districts (TBIDs) and Tourism Marketing Districts (TMDs) within the unincorporated area  
6 of the County of Riverside.

7           Section 3.     AUTHORITY. In accordance with the California Constitution, Article XI,  
8 Section 7, a county may make and enforce within its limits all local, police, sanitary and other ordinances  
9 and regulations not in conflict with general laws.

10          Section 4.     DEFINITIONS. Except as otherwise specified herein, all terms shall have  
11 the same definition as in Riverside County Ordinance No. 348. Otherwise, as used in this ordinance, the  
12 following terms shall have the following meanings:

- 13           a.     Applicant. Owner or Owner’s Authorized Representative.
- 14           b.     Bedroom. Any area of the Short Term Rental normally occupied for sleeping  
15                 purposes and is legally permitted as a bedroom or loft.
- 16           c.     Booking Transaction. Any reservation or payment service provided by a  
17                 person or entity who facilitates a Short Term Rental transaction between a  
18                 prospective Guest and a Short Term Rental Owner, Owner’s Authorized  
19                 Representative, Operator, or Local Contact Person.
- 20           d.     County. The County of Riverside.
- 21           e.     Good Neighbor Brochure. A brochure and related materials, available from  
22                 the County, to be given to Guests, which includes a summary of the County’s  
23                 regulations relating to Short Term Rentals.
- 24           f.     Guest. The overnight occupants renting the Short Term Rental for a specified  
25                 period and the visitors of those overnight occupants.
- 26           g.     Hosted Stay. A Short Term Rental which is occupied by the Owner for the  
27                 duration of the rental to a Responsible Guest(s).
- 28           h.     Hosting Platform. A person or entity that participates in the Short Term

1 Rental business by collecting or receiving a fee or other compensation,  
2 directly or indirectly through an agent or intermediary, when conducting a  
3 Booking Transaction for a Short Term Rental using any medium of  
4 facilitation, including, but not limited to, the Internet.

5 i. Local Contact Person. The person designated by the Owner, Owner's  
6 Authorized Representative, or Operator who shall be available twenty-four  
7 hours per day, seven days per week for the purpose of responding within sixty  
8 minutes to complaints related to the Short Term Rental, who has access and  
9 authority to assume management of the unit and is responsible for taking  
10 remedial action to resolve such complaints.

11 j. Noise Monitor. A sound level meter meeting the standards of the American  
12 National Standards Specifications for Sound Level Meters or another  
13 acoustical or decibel measurement device with similar capabilities and  
14 features that does not have a camera, record conversations, nor store any  
15 personal data.

16 k. Operator. The Owner or the Owner's Authorized Representative who offers  
17 or provides the Short Term Rental.

18 l. Owner. The person or entity that holds legal or equitable title to the Short  
19 Term Rental.

20 m. Owner's Authorized Representative. The individual(s) identified in writing  
21 by the Owner to act on behalf of the Owner with respect to the Short Term  
22 Rental. Owner may delegate certain duties of the Owner's Authorized  
23 Representative to more than one party.

24 n. Responsible Guest. A Guest of the Short Term Rental who is at least eighteen  
25 (18) years of age, entered into a Booking Transaction to rent the Short Term  
26 Rental, and is legally responsible for ensuring that all Guests of the Short  
27 Term Rental comply with all applicable laws, rules and regulations pertaining  
28 to the use and occupancy of the Short Term Rental.

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- o. Responsible Operator. Any Operator who is responsible for the Short Term Rental, which includes the Owner(s), Owner’s Authorized Representative(s), Operator(s), and Local Contact Person(s).
  
- p. Responsible Persons. The persons responsible for compliance with the provisions of this ordinance, include the following:
  - 1. Guest(s) of the Short Term Rental, who is at least eighteen (18) years of age;
  - 2. Local Contact Person(s) of the Short Term Rental;
  - 3. Owner(s) of the Short Term Rental;
  - 4. Owner’s Authorized Representative(s) of the Short Term Rental; or
  - 5. Operator(s) of the Short Term Rental.
  
- q. Short Term Rental. A legal privately owned residential dwelling, including, but not limited to, a one family detached dwelling or multiple family attached dwelling, apartment house, condominium, cooperative apartment, duplex, mobile home on permanent foundations or a manufactured home on permanent foundations, or any portion of such dwellings, including the property or yard appurtenant thereto, which is rented for occupancy for dwelling, lodging, or sleeping purposes for any period less than thirty (30) consecutive calendar days total but not less than two (2) consecutive days and one (1) night. Portions of calendar days are counted as full days. A Short Term Rental may include any accessory dwelling unit (ADU), junior ADU, second unit, guest quarter, or ranchet unit not otherwise prohibited by state law. A Short Term Rental shall exclude all properties which have been subdivided pursuant to California Government Code sections 65852.21 or 66411.7 (also known as “Senate Bill 9” or “SB 9”) or units or dwellings subject to conditions of approval, legal deed restrictions or other legal requirements prohibiting this type of rental or occupancy.
  
- r. Short Term Rental Certificate. A certificate that allows the use of a privately

1 owned residential dwelling as a Short Term Rental pursuant to this ordinance.

- 2 s. Short Term Rental Program Manager. The certified manager who is retained  
3 by the County and is responsible for assisting with administering the  
4 County's Short Term Rental program.

5 Section 5. APPLICABILITY. This ordinance applies to Short Term Rentals as defined  
6 in Section 4. The following uses do not qualify as a legal privately owned residential dwelling for purposes  
7 of this ordinance, and therefore cannot obtain a Short Term Rental Certificate: any hotel, motel, studio  
8 hotel, rooming house, dormitory, public or private club, bed and breakfast inn, cottage inn, or country inn;  
9 a camping site, recreational vehicle, or park model; a hospital, sanitarium, medical clinic, convalescent  
10 home, rest home, home for aged people, foster home, halfway house, transitional housing facility,  
11 supportive housing, parolee-probationer home, community care facility, or other similar facility operated  
12 for the care, treatment, or reintegration into society of human beings; any asylum, jail, prison, orphanage or  
13 other facility in which human beings are detained and housed under legal restraint; any housing owned or  
14 controlled by an educational institution and used exclusively to house students, faculty or other employees  
15 with or without their families, any fraternity or sorority house or similar facility occupied exclusively by  
16 students and employees of such educational institutions and officially recognized and approved by it; any  
17 housing operated or used exclusively for religious, charitable or educational purposes; any housing owned  
18 by a governmental agency and used to house its employees or for governmental purposes; any camp as  
19 defined in the Labor Code; and any employee housing or other housing furnished by an employer  
20 exclusively for employees or employees and their families; single room occupancy units, as defined by  
21 Riverside County Ordinance No. 348; and any multiple owner group (MOG) unit.

22 Section 6. SHORT TERM RENTAL CERTIFICATE.

- 23 a. A Responsible Operator shall obtain a Short Term Rental Certificate pursuant  
24 to this ordinance from the Planning Department before renting or advertising  
25 for rent any Short Term Rental.
- 26 b. It is unlawful for any person to advertise, maintain, operate or use a Short  
27 Term Rental in the unincorporated area of Riverside County without a Short  
28 Term Rental Certificate, or in violation of the terms and conditions of the

1 Certificate. Short Term Rental Certificates shall be renewed annually, and  
2 separate Short Term Rental Certificates are required for each Short Term  
3 Rental.

- 4 c. The County will use reasonable efforts to coordinate with Hosting Platforms  
5 to ensure that a dwelling has been issued a Short Term Rental Certificate by  
6 the County before it can be listed for rent on the Hosting Platform.

7 Section 7. SHORT TERM RENTAL CERTIFICATE REGISTRATION FEE AND  
8 APPLICATION.

- 9 a. Initial Application. A Responsible Operator shall submit to the Planning  
10 Department or its designee a Short Term Rental Certificate initial application  
11 provided by the County and initial registration fee, in accordance with  
12 Riverside County Ordinance No. 671. The Planning Department or its  
13 designee shall approve an initial application for a Short Term Rental  
14 Certificate only if all of the following is met:

- 15 1. The application submitted is complete and includes written  
16 authorization from Owner or Owner's Authorized Representative  
17 granting permission to obtain a Short Term Rental Certificate for the  
18 property;
- 19 2. The initial registration fee is paid, in full in accordance with Riverside  
20 County Ordinance No. 671;
- 21 3. The Short Term Rental property has no active or pending Code  
22 Enforcement actions;
- 23 4. The Applicant declares the Short Term Rental is legally permitted and  
24 any other buildings, structures, grading, or other improvements to the  
25 property are legally permitted;
- 26 5. The Applicant declares Short Term Rental meets the requirements of  
27 a Short Term Rental, pursuant to Section 4 of this ordinance;
- 28 6. The Applicant declares Short Term Rental meets the applicability

requirements, pursuant to Section 5 of this ordinance;

7. The Applicant declares the Short Term Rental property is in compliance with all applicable health and safety laws, codes or regulations, including, but not limited to, building, safety, fire, and health;

8. The County determines the maximum number of occupants for the Short Term Rental;

9. The Applicant identifies all Responsible Operators for the Short Term Rental;

10. The Applicant agrees to comply with all requirements of this ordinance;

11. If the Short Term Rental property is subject to Covenants, Conditions, and Restrictions (CC&Rs) or other guidelines of a homeowner's association or condominium association (HOA), the Applicant submits, on a form provided by the County, permission from the HOA allowing the Short Term Rental at the property;

12. Within 30 days of the County's receipt of an initial application, the County is authorized to verify the Short Term Rental has the required sign, adequate on-site parking, and working Noise Monitor system, pursuant to Sections 8 and 11 of this ordinance. A Responsible Operator shall be available at the intended Short Term Rental property within sixty (60) minutes of the County's request for an exterior inspection to verify the requirements have been met; and,

13. The County has not permanently revoked the Short Term Rental Certificate, pursuant to Section 11 of this ordinance.

b. A Short Term Rental Certificate shall be valid for one year from the date of issuance.

c. Annual Renewal. A Short Term Rental Certificate is subject to renewal on

1 an annual basis based on the anniversary of the original Short Term Rental  
2 Certificate issuance by submitting to the Planning Department or its designee  
3 a request for renewal and a renewal fee, in accordance with Riverside County  
4 Ordinance No. 671. The Planning Department or its designee shall approve  
5 a renewal of a Short Term Rental Certificate only if all of the following is  
6 met:

- 7 1. The renewal fee is paid in full, in accordance with Riverside County  
8 Ordinance No. 671;
- 9 2. The Applicant provides information concerning any changes to the  
10 initial application or prior renewal for the Short Term Rental  
11 Certificate;
- 12 3. The Applicant declares the Short Term Rental property is in  
13 compliance with all provisions of this ordinance and all other  
14 applicable laws;
- 15 4. If the Short Term Rental property is subject to Covenants, Conditions,  
16 and Restrictions (CC&Rs) or other guidelines of a homeowner's  
17 association or condominium association (HOA), the Applicant  
18 submits, on a form provided by the County, permission from the HOA  
19 allowing the Short Term Rental at the property;
- 20 5. For Short Term Rental properties that have been the subject of a  
21 Notice of Violation within the past twelve (12) months, within 30  
22 days of the County's receipt of the renewal fee, the County is  
23 authorized to verify the Short Term Rental has the required sign,  
24 adequate on-site parking, and working Noise Monitor system,  
25 pursuant to Sections 8 and 11 of this ordinance. A Responsible  
26 Operator shall be available at the intended Short Term Rental property  
27 within sixty (60) minutes of the County's request for an exterior  
28 inspection to verify the requirements have been met; and,





- 1 c. The Short Term Rental shall not be used for a temporary event, as defined in  
2 Riverside County Ordinance No. 348, unless a temporary event permit has  
3 been obtained by the Responsible Operator.
- 4 d. The Short Term Rental shall be rented for occupancy for less than thirty (30)  
5 consecutive calendar days total but not less than two (2) consecutive days and  
6 one (1) night, which includes counting portions of calendar days as full days.
- 7 e. A Responsible Operator shall only enter into or ensure the Hosting Platform  
8 only enters into one Booking Transaction to rent the Short Term Rental to  
9 one Responsible Guest for a specified period of time, unless the Responsible  
10 Operator is operating a Hosted Stay. A Responsible Operator may enter into  
11 or allow a Hosting Platform to enter into multiple Booking Transactions to  
12 rent the Short Term Rental for a Hosted Stay, provided that the number of  
13 rooms rented does not exceed five (5) and the occupancy of the Short Term  
14 Rental does not exceed the limits described by the Short Term Rental  
15 Certificate and this ordinance.
- 16 f. If a lot contains multiple one family dwellings, only one Short Term Rental  
17 Certificate may be issued for that lot. In this event, the multiple one family  
18 dwellings shall be rented together to a Responsible Guest as one Short Term  
19 Rental. Multiple one family dwellings on a lot does not increase the  
20 maximum occupancy of the Short Term Rental as defined in this ordinance.
- 21 g. Occupancy.
- 22 1. Responsible Operators shall limit the occupancy of a Short Term  
23 Rental to 200 square feet per person, up to a maximum number of  
24 occupants that is determined by the size of the property, as follows:
- 25 i. For properties of one half (1/2) acre or less in size, the  
26 maximum number of occupants shall not exceed ten (10)  
27 persons;
- 28 ii. For properties of more than one half (1/2) acre and up to two

1 (2) gross acres in size, the maximum number of occupants  
2 shall not exceed sixteen (16) persons;

3 iii. For properties of over two (2) gross acres in size, the  
4 maximum number of occupants shall not exceed twenty (20)  
5 persons.

6 2. Responsible Operators of Short Term Rentals exceeding an  
7 occupancy of ten (10) persons shall comply with the pre-approved list  
8 of upgrades to the Short Term Rental from the County Building  
9 Official, as approved by the County Executive Office.

10 h. A Responsible Operator shall provide adequate on-site parking spaces to  
11 accommodate the maximum number of occupants approved with the Short  
12 Term Rental Certificate. One on-site parking space is required for every four  
13 occupants allowed by the Short Term Rental Certificate. On-site parking  
14 spaces shall be located within an approved driveway, garage, and/or carport  
15 area. Off-site parking is not permitted for Short Term Rentals.

16 i. A Short Term Rental shall not change the residential character of the outside  
17 appearance of the residence including color, material, lighting or any  
18 advertising mechanism, except for the required exterior onsite Short Term  
19 Rental sign.

20 j. A Responsible Operator shall install and maintain in continuous operation a  
21 Noise Monitor on the exterior of the Short Term Rental to ensure compliance  
22 with Riverside County Ordinance No. 847.

23 k. Guests or other occupants of the Short Term Rental shall comply with  
24 Riverside County Ordinance No. 847, including quiet hours between the  
25 hours of 10 PM and 7 AM, and Riverside County Ordinance No. 924, related  
26 to loud or unruly parties, gatherings or other similar events. The Responsible  
27 Operator shall use reasonably prudent business practices to ensure that the  
28 Guests or other occupants of the Short Term Rental comply with Riverside

1 County Ordinance Nos. 847 and 924 and shall ensure that the requirement for  
2 compliance with Riverside County Ordinance Nos. 847 and 924 including  
3 the designated quiet hours, are included in the rental agreements for Short  
4 Term Rentals and in all Short Term Rental advertisements.

5 l. Guests or other occupants of the Short Term Rental shall comply with  
6 Riverside County Ordinance No. 915 Regulating Outdoor Lighting,  
7 including light trespass. The Responsible Operator shall ensure that the  
8 requirement for compliance with Riverside County Ordinance No. 915 is  
9 included in all rental agreements for the Short Term Rental and in all Short  
10 Term Rental advertisements.

11 m. Outdoor amplified sound, generally defined as any sound that is increased by  
12 any amplified equipment or sound that is electronically enhanced, must  
13 comply with the provisions of Riverside County Ordinance No. 847.

14 n. Outdoor fire areas shall be permissible only when not otherwise prohibited  
15 by state or local fire bans, regulations, rules or guidelines. When legally  
16 permissible, outdoor fire areas shall be located on a non-combustible surface,  
17 covered by a fire screen, and extinguished as soon as it is no longer in use or  
18 by 10:00 p.m., whichever is earlier.

19 o. Each Short Term Rental shall have a Responsible Operator readily available  
20 to handle any questions or complaints during all Short Term Rental activities.  
21 Any change to the contact information for a Responsible Operator of a Short  
22 Term Rental shall immediately be provided in writing to the Planning  
23 Department, to neighboring properties within three hundred feet of the Short  
24 Term Rental, and on any postings required by this ordinance.

25 p. Short Term Rentals shall not be allowed in private residential dwelling units  
26 that violate any applicable health or safety laws, rules or regulations,  
27 including, but not limited to, building, safety, fire or health, or in tents,  
28 recreational vehicles, treehouses, yurts, non-habitable structures, or other

1 structures not intended for permanent residential occupancy.

2 q. The Responsible Operator shall identify or cause to be identified the number  
3 of onsite parking spaces provided and the maximum occupancy of the Short  
4 Term Rental in any Short Term Rental agreement and in any related  
5 advertisements.

6 r. Pets, if allowed by a Responsible Operator shall be secured at all times on the  
7 property of the Short Term Rental. Continual barking or other nuisances  
8 created by pets are prohibited under all applicable laws, including Riverside  
9 County Ordinance No. 878.

10 s. Short Term Rental activity is subject to, and the Responsible Operator(s) shall  
11 comply with or ensure the Hosting Platform(s) complies with, Riverside  
12 County Ordinance No. 495, the Uniform Transient Occupancy Tax  
13 Ordinance and any applicable assessments, including TBIDs and TMDs. The  
14 Responsible Operator(s) shall include or ensure the Hosting Platform(s)  
15 includes the transient occupancy tax registration certificate number on all  
16 Short Term Rental agreements and in any related advertisements.

17 t. The Responsible Operator shall post or cause to be posted in a prominent  
18 location within the Short Term Rental the following information, in  
19 accordance with all applicable laws and the provisions of this ordinance:

- 20 1. Responsible Operator name and number;
- 21 2. Local Contact Person name and number;
- 22 3. The telephone number for the Sheriff's Department, Short Term  
23 Rental Manager, and the Code Enforcement Department, including  
24 the 24-hour Code Enforcement Department telephone number;
- 25 4. The website information for Rivco Ready, in the event of an  
26 emergency;
- 27 5. Evacuation plan for the Short Term Rental showing emergency fire  
28 extinguisher locations and interior pedestrian and exterior vehicular

1 exit routes;

- 2 6. The maximum number and precise location of onsite parking spaces;
- 3 7. A copy of the Short Term Rental Operational Requirements described
- 4 in Section 8 of this ordinance;
- 5 8. Trash pick-up day and applicable rules and regulations;
- 6 9. A copy of Riverside County Ordinances No. 847 and 927;
- 7 10. A copy of the Good Neighbor Brochure; and
- 8 11. Notification that a Responsible Operator or Guest may be cited or
- 9 fined by the County in accordance with this ordinance and Riverside
- 10 County Ordinance No. 725.

11 u. The Responsible Operator shall post one (1) identification sign, not to exceed

12 two (2) square feet in area at the Short Term Rental. Any other advertising

13 signs promoting or identifying the Short Term Rental or otherwise shall only

14 be permitted as otherwise authorized under Riverside County Ordinance No.

15 348. The required identification sign shall be posted onsite at the Short Term

16 Rental in a location that is clearly visible , and shall clearly state the following

17 information in lettering of sufficient size to be easily read:

- 18 1. The Short Term Rental Certificate number for the property;
- 19 2. The name of the Responsible Operator and a telephone number at
- 20 which the Responsible Operator may be reached on a 24-hour basis;
- 21 3. The maximum number of occupants permitted to stay in the rental
- 22 unit; and
- 23 4. The telephone number of the County's 24-hour Code Enforcement
- 24 Department telephone number.

25 v. While a Short Term Rental is rented, the Responsible Operator shall be

26 available twenty-four hours per day, seven days a week, for the purpose of

27 responding to complaints regarding the condition or operation of the Short

28 Term Rental or Guests' conduct at the Short Term Rental in accordance with

1 Section 10 of this ordinance.

- 2 w. Prior to occupancy of a Short Term Rental, the Responsible Operator shall  
3 do all of the following:
- 4 1. Obtain the name, address and copy of a valid government  
5 identification of the Responsible Guest;
  - 6 2. Provide a copy of the Good Neighbor Brochure to the Responsible  
7 Guest;
  - 8 3. Require the Responsible Guest to execute a formal acknowledgement  
9 that he or she is legally responsible for compliance by all Guests or  
10 occupant(s) of the Short Term Rental with all applicable laws, rules  
11 and regulations pertaining to the use and occupancy of the Short Term  
12 Rental; and
  - 13 4. Maintain the information required herein, including copies of the  
14 notices provided, for a period of three (3) years and make it available  
15 upon request by any officer of the County responsible for enforcement  
16 of any provision of this ordinance or any other applicable law, rule or  
17 regulation pertaining to the use and occupancy of the Short Term  
18 Rental.
- 19 x. A Responsible Operator shall respond within sixty (60) minutes of being  
20 notified that the Responsible Guest or a Guest of the Short Term Rental  
21 created unreasonable noise, engaged in disorderly conduct or committed  
22 violations of any applicable law, rule or regulation, including this ordinance,  
23 and halt or prevent the recurrence of such conduct. The Responsible Operator  
24 shall be subject to all administrative, legal and equitable remedies available  
25 to the County for failing to respond to the County within sixty (60) minutes.
- 26 y. Trash and refuse shall not be left stored within public view, except in proper  
27 containers for purposes of collection by the County's authorized waste  
28 hauler.

1                   z.       **Snow Removal.**

2                   1.       Snow removed from private driveways and parking lots of a Short  
3                   Term Rental may not be dumped, deposited or placed or pushed into  
4                   a street or other public right-of-way, except to the extent that such  
5                   activity shall not increase the depth of snow on the street or right-of-  
6                   way by over three inches at any point within the right-of-way.

7                   2.       Snow removed from the Short Term Rental may not be piled to block  
8                   or cover a fire hydrant, standpipe or other water delivery service for  
9                   fire protection.

10                  aa.       The Responsible Operator shall include or ensure the Hosting Platform  
11                  includes the current Short Term Rental Certificate number on or in any  
12                  advertisement appearing in any newspaper, magazine, brochure or internet  
13                  website that promotes the availability of the Short Term Rental.

14                  Section 9.    TRANSIENT OCCUPANCY TAX AND ASSESSMENTS.       The  
15                  Responsible Operator(s) shall comply with or ensure the Hosting Platform(s) complies with all the  
16                  requirements of Riverside County Ordinance No. 495, the Uniform Transient Occupancy Tax Ordinance.  
17                  For the purposes of Riverside County Ordinance No. 495 only, a Short Term Rental shall qualify as a  
18                  “hotel.” The Responsible Operator(s) shall be legally responsible for the collection of all applicable  
19                  Transient Occupancy taxes and assessments, including TBIDs and TMDs, from the Responsible Guest(s)  
20                  and remittance of such collected taxes and assessments to the Treasurer Tax-Collector, in accordance with  
21                  Riverside County Ordinance No. 495 and any other applicable law. The Treasurer Tax-Collector shall be  
22                  responsible for the enforcement of the provisions of this section and Riverside County Ordinance No. 495  
23                  and shall have no other enforcement duties related to this ordinance beyond these responsibilities.

24                  Section 10.   NOTIFICATION AND COMPLAINTS.

25                  a.       **Notification.**

26                  1.       Within ten (10) days of approval of a Short Term Rental Certificate,  
27                  a Responsible Operator shall provide written notice to the following  
28                  parties that a Short Term Rental Certificate was obtained for the



property:

i. For Short Term Rental properties of less than five (5) gross acres in size, Responsible Operators shall provide notice to owners of all properties located within a 300 foot radius of the Short Term Rental property;

ii. For Short Term Rental properties of five (5) gross acres or more in size, Responsible Operators shall provide notice to owners of all properties located within a 600 foot radius of the Short Term Rental property.

2. Such notification shall also include the Responsible Operator's contact information. In the event of a change in the provided contact information, new notification with the updated information shall be provided in the same manner.

3. All notification costs shall be borne by the Responsible Operator.

b. Initial complaints regarding Short Term Rental violations on a property pursuant to this ordinance will generally be directed to the Responsible Operator. The Responsible Operator for the Short Term Rental shall be responsible for correcting the violation promptly, which includes, within sixty (60) minutes, contacting the Responsible Guest to correct the violation and visiting the site, if necessary, to ensure that the violation has been corrected. The Responsible Operator of a Short Term Rental shall report any such complaints, and their resolutions or attempted resolutions, to the Riverside County Planning Department within two (2) business days of the occurrence. Failure to respond to complaints, meet a Code Enforcement Officer within sixty (60) minutes, or report complaints to the Planning Department within two (2) business days of the occurrence shall be considered a violation of this ordinance, and may constitute cause for revocation of the Short Term Rental Certificate.

1 c. If the Responsible Operator fails to respond to the Short Term Rental  
2 violation within the designated time in subsection b above or the subject of  
3 the complaint needs to be corrected immediately due to health and safety  
4 concerns, such as blocked driveways, blocked streets, or excessive noise  
5 during quiet hours, the complainant may make a complaint to the 24-hour  
6 Code Enforcement Department telephone number. Occupants of surrounding  
7 properties shall be apprised of this complaint procedure as part of the  
8 notification requirements of this section.

9 d. For complaints related to the issuance of a Short Term Rental Certificate and  
10 compliance with this ordinance should be directed to the Planning  
11 Department.

12 e. The Responsible Operator shall be subject to all administrative, legal and  
13 equitable remedies available to the County for failure to comply with the  
14 provisions of this section.

15 Section 11. INSPECTIONS, ADDITIONAL FEES, VIOLATIONS, ENFORCEMENT,  
16 FINES AND PENALTIES.

17 a. Initial Inspections.

18 1. Initial Application. Prior to the County issuing a Short Term Rental  
19 Certificate, the County is authorized to conduct an initial inspection  
20 of the exterior of the intended Short Term Rental property within 30  
21 days of the County's receipt of a Short Term Rental initial application  
22 and the accompanying initial registration fee. A Responsible  
23 Operator shall be available at the intended Short Term Rental property  
24 within sixty (60) minutes of the County's request for this inspection.

25 2. Renewal. For Short Term Rental properties that have been the subject  
26 of a Notice of Violation within the past twelve (12) months, prior to  
27 the County renewing the related Short Term Rental Certificate, the  
28

1 County is authorized to conduct an inspection of the exterior of the  
2 Short Term Rental property within 30 days of the County's receipt of  
3 the accompanying renewal fee. A Responsible Operator shall be  
4 available at the intended Short Term Rental property within sixty (60)  
5 minutes of the County's request for this inspection.

6 3. Inspection. For inspections pursuant to this section, the County is  
7 authorized to verify by an exterior inspection of the Short Term  
8 Rental property that the Short Term Rental contains all of the  
9 following required by this ordinance: the exterior sign, adequate on-  
10 site parking for the maximum number of occupants allowed in the  
11 Short Term Rental, and a working Noise Monitor system.

12 b. Subsequent Inspections. The Code Enforcement Department may request  
13 subsequent exterior inspections of the Short Term Rental property at any  
14 time. Responsible Operator shall make all reasonable attempts to comply  
15 with the Code Enforcement Department's requests or the Short Term Rental  
16 may be deemed in violation of this ordinance.

17 c. Violations of this ordinance include, but are not limited to, a Responsible  
18 Operator conducting, causing, allowing, authorizing, permitting, facilitating,  
19 aiding, abetting, suffering, concealing or maintaining, any of the following:

- 20 1. Failure to take action to respond to a complaint pursuant to Section  
21 10 of this ordinance;
- 22 2. Failure to notify Planning Department when the Responsible  
23 Operator or Local Contact Person's contact information changes;
- 24 3. Violation of the maximum occupancy, noise, or any other  
25 requirements as set forth in this ordinance;
- 26 4. Providing of false or misleading information on any Short Term  
27 Rental application, or other documentation required by this  
28

1 ordinance;

2 5. Advertisement of any property for Short Term Rental purposes  
3 without a valid County-issued Short Term Rental Certificate for the  
4 property;

5 6. Completion of a Booking Transaction for a Short Term Rental  
6 without a valid County-issued Short Term Rental Certificate for the  
7 Short Term Rental;

8 7. Completion of a Booking Transaction for a Short Term Rental when  
9 the related Short Term Rental Certificate has been expired, denied,  
10 revoked or suspended by the County;

11 8. Violation of any applicable laws, codes or regulations related to  
12 health and safety, which includes, but is not limited to, building,  
13 safety, fire, or health;

14 9. Any activity at any Short Term Rental that constitute a public  
15 nuisance under applicable state or local law, or which otherwise  
16 constitute a hazard to the public health, safety or general welfare;

17 d. The Code Enforcement Director, or designee, shall have the authority to  
18 establish administrative procedures consistent with the provisions of this  
19 ordinance for carrying out and enforcing the requirements and the provisions  
20 of this ordinance.

21 e. If any provision of this ordinance conflicts with any provision of any other  
22 Riverside County Ordinance, the more restrictive provision shall control.

23 f. In addition to any other remedies provided by law and unless otherwise  
24 specified by this ordinance, violations of this ordinance shall be enforced as  
25 authorized in Riverside County Ordinance No. 725. Each day a violation is  
26 committed or permitted to continue shall constitute a separate offense.  
27 Violations of this ordinance shall be treated as a public nuisance and strict  
28 liability offense regardless of intent.

1 g. Violations of this ordinance shall be deemed a threat to the public health and  
2 safety and an infraction. Unless otherwise stated in this section, the  
3 administrative citation penalty procedures governing the imposition,  
4 enforcement, collection, and administrative review of an administrative  
5 citation shall be enforced as authorized in Riverside County Ordinance No.  
6 725 and in accordance with California Government Code Section 53069.4.  
7 The County may issue an administrative citation for any violation of this  
8 ordinance, as follows:

- 9 1. \$1,500.00 for a first violation of this ordinance;
- 10 2. \$3,000.00 for a second violation of this ordinance related to the same  
11 Short Term Rental within one year of the first violation; and
- 12 3. \$5,000.00 for each additional violation of this ordinance related to the  
13 same Short Term Rental within one year of the first violation.

14 h. After an administrative hearing has been held in accordance with Riverside  
15 County Ordinance No. 725 and a finding has been made that any Guest or  
16 Responsible Operator has violated the provisions of this ordinance or any  
17 other Riverside County Ordinance related to a Short Term Rental, the County  
18 may suspend or revoke the related Short Term Rental Certificate. After an  
19 administrative hearing has been held and a third finding has been made of a  
20 violation within a twelve (12) month period for the same Short Term Rental,  
21 the related Short Term Rental Certificate shall be permanently revoked until  
22 ownership of the Short Term Rental property changes.

23 i. Enforcement of the provisions of this ordinance will be tolled for a period of  
24 90 days following the Effective Date and the provisions of the prior Riverside  
25 County Ordinance No. 927 shall be enforced during this period of time.

26 Section 12. REFERENCES TO ORDINANCES. Any references herein to other  
27 Riverside County Ordinances shall include subsequent amendments made to that ordinance.  
28

