

SHORT TERM RENTAL

San Bernardino County Code Enforcement Process



COMPLAINT RECEIVED

- A complaint is received via the Short-Term Rental (STR) 24/7 Hotline or one of our websites:
 - ▶ str.sbcounty.gov or
 - ▶ lus.sbcounty.gov/code-enforcement-home/
- The property owner or manager of the STR is contacted to inform them of the issue.
- The property owner or manager must be available to respond via phone to any issue within 30 minutes and be at the property to resolve it within 1 hour.



INVESTIGATION

- Code Enforcement conducts an investigation of the complaint which can include, research of the property, interviews with reporting parties/property managers, and an on-site inspection.
- Evidence can be provided by the reporting party and the property manager.
- A determination will be made by Code Enforcement based on the facts collected during the investigation.



ENFORCEMENT

- If a complaint is verified, the responsible party may receive a Notice of Violation, administrative citation or suspension/revocation of their permit.
- Administrative citations start at \$1000 for the first offense, \$2000 for a second offense, and \$5000 for a third offense.
- A citation may be issued to the STR tenant and/or property owner.



HEARING

- Enforcement actions can be appealed to a hearing officer to review Code Enforcement's determination.
- The hearing officer decides if the enforcement action taken was appropriate.



HELPFUL HINTS: *The following may assist Code Enforcement staff when investigating a complaint:*

- Call our hotline as soon as the activity is observed.
- Leave your contact information for staff to contact you.
- Provide a detailed description of what you observed.
- If you have already taken audio, photos or video, you may provide them via our website.



Land Use Services
Code Enforcement

24/7 Hotline: 1-833-SBC-STR1 (1-833-722-7871)
str.sbcounty.gov