

SHORT-TERM RENTAL PROGRAM



Operational Standards Guide
and helpful information
for short-term rental
owners and operators



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Operational Standards Guide for Short-Term Rental (STR) Owners and Operators

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County of San Bernardino Short-Term Rental Program



Welcome to the comprehensive guide for short-term rental (STR) owners and operators in San Bernardino County. This guide is designed to help you navigate the essential requirements and best practices for maintaining a successful and compliant STR property. Whether you are a seasoned host or new to the industry, understanding and adhering to these operational standards is crucial for ensuring the safety, comfort, and satisfaction of your guests, while also fostering positive relationships with your neighbors and the local community. From permit acquisition to managing noise levels and ensuring property cleanliness, this guide covers all aspects of STR operations to help you provide an exceptional rental experience while considering the needs of long-term residents.

Permit & Operational Standards

Permit Required

A property owner may use a dwelling unit as a STR only if said owner has a current valid STR permit and complies with the requirements of this Chapter and all other applicable provisions.

- A separate permit is required for each dwelling unit used as a STR when there is more than one legal dwelling unit on the parcel.
- A maximum of two STR permits may be issued for a parcel two (2) acres or greater. A maximum of one (1) permit may be issued for a parcel less than two (2) acres.
- A STR owner is not eligible for more than two (2) STR permits, unless the STR permit existed prior to the 7/2022 ordinance update. This includes both full and partial ownership.
- Alternative shelters are not eligible for a STR permit. Rental of an alternative shelter requires a permit issued by Planning.

Operational Requirements

At the time of issuance of a STR permit and thereafter, the STR owner is responsible for on-going compliance with the California Fire Code, California Building Code, International Property Maintenance Code, and any other applicable codes adopted by San Bernardino County, including all codes found in Chapter 84.28: SHORT-TERM RESIDENTIAL RENTALS and all other provisions of the County Development Code.

Responsibilities of STR Owner to Prevent Nuisance Behavior and Maintain Neighborhood Peace and Quiet.

The STR owner must take all lawful action necessary to ensure that renters and occupants abide by the terms of Chapter 84.28: Short-Term Residential Rentals and all other applicable provisions. The STR owner must inform renters and occupants that they are not to violate any noise or parking standards, or otherwise create a public or private nuisance.

Occupancy & Parking

Occupancy

Occupancy limits are determined by the number of bedrooms verified using the County Assessor data and County Building records. Kitchens, bathrooms, living rooms, dens, etc. are not considered bedrooms and will not be used in the calculation for determining the maximum number of occupants.

- Under no circumstances should the maximum occupancy levels specified in the County-issued permit for short-term rentals be exceeded.
- Advertisements for the rental property must strictly adhere to the occupancy number approved by the county.

Parking

All vehicles of STR occupants and their guests must be parked on the STR property. Parking Spaces may include garage, carport, and driveway spaces, and may allow for tandem parking.

- All vehicles of STR occupants and their guests must be parked on the STR property.
- Parking areas must be kept free from any obstructions, including, but not limited to, excessive amounts of snow, which would prevent use for vehicle parking.



- No vehicle related to the STR will be parked permanently or temporarily on neighboring properties, commercial establishments, or on public or private roads, streets, rights-of-way, or in any manner that would create an obstruction.
 - Vehicles related to STRs include renter, occupant, and guest parking.
 - Guests include any and all 3rd parties, including any service-related personnel.
 - No street parking is allowed at any time.
 - Off-site parking is not allowed at any time.
 - No obstructions or traffic hazards affecting either vehicle and/or pedestrian traffic are allowed.



Conditions of Operation

Uses

A STR may not be used for any commercial activity, which includes but is not limited to weddings, receptions, retreats, business meetings or conferences, filming, photography shoots, parties, events, or similar activities, unless regulated under an applicable approved County-issued permit.

Record Keeping

The STR owner or manager must maintain records sufficient to prove compliance with STR requirements. Records must be maintained so that they can be readily provided to the County.

Registration

The owner must administer registration prior to allowing occupancy of the STR. STR regulations must be reviewed with at least one (1) adult renter. The renter must be provided with a complete written or digital copy of the requirements of the STR permit and applicable regulations, including penalties associated with violations, occupancy and vehicle/parking limitations, and the responsibility to avoid nuisance behavior and prohibited use of the dwelling. If the owner fails to provide adequate directions or fails to confirm acknowledgement and understanding of the STR regulations, the County may require in-person registration.

Advertising

All advertisements featuring a permitted STR must specify the maximum number of permitted occupants. Advertising during suspension, revocation, or prior to obtaining a permit is prohibited.

- The County uses various programs to confirm information related to your short-term rental listing.
- Maximum occupancy must match the number associated with the existing permit.
- A County issued permit number is required for your listing on all hosting platforms.



Posted Notices within Unit

An emergency evacuation map and copy of the STR permit, must be posted on or adjacent to the front door. The following must also be posted in a prominent location in the unit.

- The STR address.
- The name of the managing agency, agent, property manager, or owner, and a 24/7 contact phone number.
- The maximum overnight occupants allowed.
- The property parking areas.
- A contact person name and phone number for snow removal.
- Instructions for disposal of trash in accordance with STR requirements.
- Notification that failure to comply with all requirements will result in enforcement actions to address the violation. Enforcement may include criminal, civil, or administrative actions.
- A notification that disturbing the peace of the surrounding neighborhood is in violation of the code and the rental agreement.
- Location of utility service connections, including how to access them and instructions and any tools necessary to disconnect the STR from services in the event of an emergency.
- Phone numbers of local emergency medical and law enforcement services.
- A property boundary map for the purpose of deterring trespassing on other privately owned properties. Property width and length should be noted.
- The County issued Good Neighbor brochure.

Call Response

- The STR owner or agent must be personally available by phone on a 24-hour basis and maintain the ability to make contact by phone within 30 minutes and be physically present at the property within one (1) hour to respond to and remedy complaints. The owner or agent must respond to Code Enforcement within 30 minutes of receiving a call.
- Calls or complaints about physical conditions or situations that constitute an immediate threat require the owner or operator to immediately contact the appropriate law enforcement, fire, or other authority.
- Each owner/operator must keep a written record of times, types of complaints, and resolutions. These records must be available to the County upon request.
- The STR owner/operator must take all lawful action necessary to ensure renters abide by all requirements.

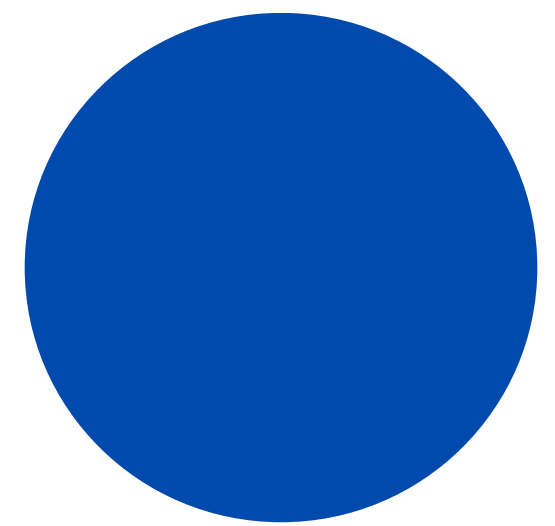
Loud & Disturbing Noises

It is unlawful to make or allow to be made, loud, excessive, or intrusive noise that disturbs the peace or causes discomfort or annoyance to a person of normal sensitivities in the area. Such noises may include but are not limited to, shouting, loud laughter, whistling, singing, playing a musical instrument, playing loud music or noise from sound making or sound amplifying devices, barking dogs, and unnecessary vehicle noise.

- Noise generated by any speaker is prohibited
- Quiet hours are between the hours of 10 p.m. and 7 a.m.
- A one-time fee credit is available for properties with an outdoor noise monitoring device. (Device must be an approved County device).

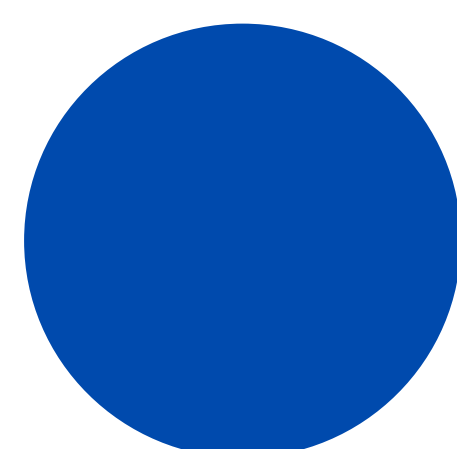
Safety

- In the Mountain Region, solid fuel burning outdoor fireplaces, chimineas, barbeques, and fire pits are prohibited.
- The interior and exterior of the STR must be kept free of hazards at all times.
- Spas/hot tubs must be covered and locked when not in use.
- Structures in use must be permitted by Building & Safety and be maintained in good repair.
- Units must be equipped with fire and carbon monoxide detectors as required.
- Units must be equipped with fire extinguishers as required.
- The signed Owner Acknowledgement and Safety Requirements require compliance with safety requirements at all times. A copy of this document can be viewed through your EZOP account.



Sanitation

- Every STR must be cleaned after each occupancy
- Linens must be exchanged for clean linens after each occupancy.
- The exterior must be maintained free of debris and fire hazards including but not limited to trash, debris, pine needle or leaf litter on the ground or roof, weeds over 4 inches in height, dead trees, shrubs, and unstacked wood.
- Spas, hot tubs, cowboy tubs, etc. must be maintained and cleaned as frequently as needed to preserve sanitary conditions.



Animals

- Animals must be licensed.
- Animals must be restrained by a leash, vehicle, cage, or similar enclosure at all times.
- It is unlawful for any person to allow the animal to create excessive noise.
- Animals may not be allowed to traverse outside of the STR property boundaries unless traversing on a public right-of-way or street.

Trash

- Approved trash collection containers are required.
- Containers must be kept closed and never permitted to overflow.
- In the Mountain Region animal proof trash containers are required—unless discouraged by the County-approved refuse collection hauler.
- Trash collection service is required.
- Pull-out trash service must be established if said service is available.
- A sufficient number of trash containers based on permitted occupancy must be procured.
- Trash collection service and containers are optional if the STR owner resides on the property and promptly removes trash.
- Trash must be removed from the premises after each occupancy.

Transient Occupancy Tax

- Compliance with Uniform Transient Occupancy Tax (TOT) is required.

Additional Requirements

In conjunction with the STR prerequisites outlined in SBCC 84.28: Short-Term Residential Rentals, it's imperative for both owners and operators to acquaint themselves with additional regulations impacting their properties and adjacent areas. Adherence to these codes is essential for preserving the harmony and integrity of our residential communities.

Light Trespass Ordinance

- All outdoor light fixtures must be full shielded, installed and maintained in such a manner that the shielding does not permit light trespass. This means the fixture may only illuminate the area directly beneath the fixture.
- All outdoor light fixtures must be directed downwards to minimize sky glow, glare and light trespass. This includes path and walkway lighting and recreational lighting.
- All outdoor lighting must be extinguished by 11:00 p.m. This applies to porch lights, lights in parking areas and driveways, garages, string lights, or lighting activated by a motion sensor that extinguishes no later than five minutes after activation.



Waste Management

- Trash receptacle lids must be tightly attached as to completely close off the container.
- Trash receptacles may not be placed for trash pick-up any sooner than 12 hours prior to the scheduled pick-up and must be removed within 24 hours after pick-up.
- At all other times refuse containers shall be stored away from the street and in such a manner as to minimize creating an environmental or public health nuisance. This may include an animal proof enclosure.
- At no time shall a refuse container be placed in such a manner as to create a traffic problem or hazard to the public health, safety, or welfare. The trash receptacles may also not impeded with on-site renter parking.

Noise Ordinance

- Quiet Hours must be observed between 10:00 p.m. and 7:00 a.m.
- During Quiet Hours, noise levels may not exceed 45 decibels.
- At all other times, noise levels may not exceed 55 decibels.



Safety Requirements

- The STR unit is equipped with 5-pound fire extinguishers (one on each floor), smoke detectors (one in each sleeping room and in a central area on each floor), carbon monoxide detectors (one on each floor near sleeping rooms and one in each room that has a fireplace or wall heater).
- The STR unit is free of electrical hazards. There shall be no exposed wiring, no overloaded circuits, and no appliances, heaters, or other electrical fixtures connected to extension cords.
- Locking mechanisms on all exit doors operate without the use of a key from inside.
- All furniture or combustible materials are at least 54 inches from the fireplace openings and 30 inches from wall for floor heaters.
- Any interior stairs or steps are structurally sound, with appropriate head clearance and handrails (no ladders).
- Fireplaces are equipped with safety screens and spark arresters.
- The address of the STR unit is legible from the street.
- Pools, spas, and hot tubs are permitted and maintained in sanitary condition. Pools are fenced according to code requirements. Spas and hot tubs are equipped with locking covers.
- The property is maintained in good condition, free from fire hazards.
- The fireplace or any solid fuel-burning items have an outdoor ash disposal receptacle (minimum 5-gallon fire-proof container with a lid) and ash removal tools.



Renewals

A short-term rental permit must be renewed yearly. While a new permit number is not issued on a yearly basis, to continue the life of the original permit, a new application must be submitted yearly.

- A renewal notification is sent to the email address used in EZOP no sooner than 45 days prior to permit expiration.
- A STR Renewal Acknowledgement Form is required in addition to the Short Term Rental Owner Acknowledgement and Safety Requirements and the Transient Occupancy Tax form.
- A renewal application for which no changes are made to the existing information and where there has been no physical change to the state of the property, does not require a renewal inspection and is therefore subject to a lower renewal fee. Application changes include:
 - Change in occupancy
 - Change in property management name and/or contact phone number.
- Any changes to a property, including alterations, modifications, additions, or repairs to any structures or structural components such as pools, spas, decks, dwellings, or accessory structures, must be reported.
- Building & Safety permits must be in final status.
- The rental must comply with the codes that are current at the time of each renewal.
- Any mid-year or changes at renewal to occupancy or property management information require notification to surrounding property owners. A notification fee is required for these types of changes.

Enforcement

STR Ordinance

Owners and renters of a STR must comply with the requirements of the STR ordinance and all other applicable sections of the County Code and other law. It is the responsibility of the owner/operator to prevent and remedy nuisance behavior by implementing business practices that ensure the maintenance of neighborhood peace and quiet.

Complaints

When a complaint is received, a thorough investigation is conducted to determine if the alleged violation occurred. Both reporting parties and owners/operators may provide evidence to support their claims. This evidence, combined with the officer's findings, helps determine whether a violation took place. Things to know:

- A complaint is not the same as a verified violation. A complaint will prompt an investigation. The investigation determines if a violation occurred.
- A property owner/operator is responsible for contacting Code Enforcement to confirm whether a violation occurred.
- Reporting parties may provide evidence to support a claim that a violation occurred. The evidence may be used in support of the officer's findings.
- An owner/operator is responsible for maintaining the property free of violations. This includes both immediately remedying the violation **and** preventing the violation from having occurred.
- An investigation may include an in-person investigation.
- Weekend complaints may result in an in-person investigation during coverage hours of 7:30 a.m. to 3:00 a.m.

Suspension of a Permit

- Use of a property as a STR while under suspension is prohibited.
- A permit will remain suspended until such time as the violations are abated, or the property owner can reasonably demonstrate substantive changes in the property management practices.

Revocation of a Permit

- Use of a property as a STR while under revocation is prohibited.
- No application for a permit will be permitted within 12 months after the revocation is made final.

**For the full ordinance and detailed operational standards
visit [STR.sbcounty.gov](https://www.str.sbcounty.gov)**



General Enforcement Process

Notice of Violation–Issued upon confirmation of the first violation.

Administrative Citation \$1,000–2nd confirmed violation of any type

Administrative Citation \$2,000– 3rd confirmed violation of any type

Administrative Citation \$5,000–4th and subsequent violation of any type

Suspension–Two citations have been issued for the same type of violation. Citations do not have to be for the same dollar amount.

Revocation

- A violation so severe that immediate vacation of the property is required.
- Conditions that resulted in the suspension have not been remedied within 60 days.
- The condition or business practice that resulted in the suspension reoccurs within 12 months.
- A permit is suspended two times in a 24-month period.
- The permit was issued in error.
- The permit was issued through fraud or deceit.

Code Enforcement has the discretion to deviate from the general process as needed.

Operation of a STR while under suspension or revocation is subject to fines of up to \$1,000 per day.



Occupancy

- Confirm that your advertisement does not exceed the maximum number of permitted occupants.
- Confirm the total number of guests at every booking.
- Regulate day guest hours to avoid unapproved overnight guests.



Noise

- Regulate guest outdoor use of amenities after quiet hours.
- Recommend doors and windows remain closed after quiet hours.
- Invest in a noise monitoring device. A one-time credit is available for outdoor devices.



Parking

- Confirm the number and types of vehicles associated with the rental to ensure on-site parking can accommodate all vehicles.
- Restrict day guest use of the property to avoid additional vehicles.
- Allow and advertise less vehicles than the parking location allows. This will create a buffer in case unapproved guests show up.



Trash

- Ensure receptacles are placed for pick-up no sooner than 12 hours before disposal time. This will help reduce the amount of time that wildlife has access to the trash.
- Provide more receptacles and trash bags than you think you need, just in case.
- Arrange for housekeeping to be on-site at check out to ensure guests don't leave unattended messes behind.



Trespass

- When fencing is not possible, use visible markers to identify property boundaries. Stones, pavers, posts, and plants work well to help define spaces.
- An in-person check-in with a property tour can help your guests identify property lines.
- Provide guests with allowed hiking trail routes or locations.



Events

- Require a minimum night stay. This reduces the chance that your house is being used as a party house.
- Place doorbell cameras at every entrance. You'll know if a crowd is gathering by the number of alerts you receive.
- Hire a patrol company to check on the property a couple times of day.



**STR Tips
to help
avoid
the
most
common
types of
complaints**

Frequently Asked Questions

- **Why did I receive a citation when I removed the violation?** The owner/operator has the responsibility to not only remedy a violation but to also prevent it. Failure to prevent a violation, may result in the issuance of an administrative citation, even if the violation was quickly addressed.
- **What can I do about a neighbor that keeps calling code enforcement?** The number of complaints received doesn't necessarily impact the rental permit. Every complaint results in an investigation to determine the occurrence of a violation. A complaint allegation alone will not result in adverse action. Addressing conflicts between neighbors and instances of harassment should be handled as civil matters, distinct from code enforcement.
- **How do you determine that a violation occurred?** Aside from contacting the owner/operator, whenever feasible, we also make efforts to connect with the reporting party and frequently engage with the renters directly. Our officers often address complaints in-person and conduct comprehensive investigations to reach informed conclusions.
- **Why do I have to pay a notification fee when I change my property manager information?** The code requires that STR surrounding property owners be notified any time there is a change in occupancy, 24/7 contact name, and/or phone number. The fee covers the costs associated with processing and mailing the required notification.
- **Why haven't I received a renewal notification?** Renewal notifications are sent via EZOP to the email address associated with the account. Notifications are sent no sooner than 45 days before the permit expiration date.

Additional Information

- Any changes, alterations, modifications, additions, and even some repairs require a permit from Building & Safety. If you're not sure if a permit is required, contact Building & Safety at 909-387-8311. Failure to obtain a required permit may result in delay or denial of a renewal application.
- Changes in occupancy or property management will require payment of the notification fee.
- If a renewal notification is not received within 45 days of the permit expiration date, give us a call.
- A permit with legal non-conforming status will lose its status if allowed to expire.
- A change in ownership will deem the existing permit null and a new permit application will be required.
- When changing ownership to an LLC or similar entity, a whole or partial member with 2 existing STR permits will render the property ineligible.
- Renewal applications are subject to the ordinance that is currently in place at time of renewal.
- A new owner of a permitted STR must apply for a new permit within 30 days of acquiring the property.
- If an application is denied and the reason for the denial is remedied within the ten-day appeal timeframe, Code Enforcement may be able to rescind the denial. Contact us immediately if this happens.
- Weekend complaint response is available on Friday and Saturday from 5:00 p.m. to 3:00 a.m. In-person investigations are likely during these hours.

If you have any questions, contact us by phone at 909-884-4056, via email at shorttermrental@lus.sbcounty.gov or visit our website at str.sbcounty.gov