

Short-Term Rentals
San Bernardino County

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GUIDE FOR SHORT-TERM RENTAL OWNERS & OPERATORS

San Bernardino County



Congratulations on your decision to operate your short-term rental in San Bernardino County! To help you ensure your business is successful and your investment is protected, we've put together a guide to help you and your tenants navigate this process so that it's fun and relaxing for them and safe and sustainable. This brochure contains some information on how to have a successful short-term rental.

1. Make sure you maintain records sufficient to prove compliance with the County's Short Term Rental ordinance so that they can be readily provided to the County. **SBCC 84.28.070 (b).**
2. Provide your renter with a hearty welcome, the County's "Good Neighbor" brochure, and a complete written or digital copy of the rental unit rules and regulations. Have them sign an acknowledgement that they have read, understood, and agreed to all provisions. Preserve the registration materials to provide to the County when requested to confirm compliance with the short-term residential rental unit permit conditions of operation. **SBCC 84.28.070 (c).**
3. Post a sign inside the property with an emergency contact, the maximum number of people allowed in the rental, the maximum number of vehicles allowed, a snow removal contact (if applicable), and the emergency contact number for utility service information and disconnecting instructions. Give them a property boundary map so they don't trespass on your neighbors or invade their street parking spots. **SBCC 84.28.070(e)(1-10).**
4. You or your representative must be available by telephone on a 24-hour basis and maintain the ability to be physically present at the property within one hour in order to respond to and remedy complaints regarding the operation of the unit or the behavior of the renters. **SBCC 84.28.070(f).**

5. It is the responsibility of the owner or representative to prevent nuisance behavior and maintain neighborhood peace and quiet. Inform renters and occupants that they are not to violate any noise standards, parking standards, or otherwise create a public or private nuisance, and advise that occupants can be cited for these violations, which could include penalties of \$1,000. **SBCC 84.28.070(g).**
6. Make sure your property is gleaming before your guests arrive! Every short-term residential rental unit shall be cleaned after each occupancy, including the cleaning and changing of any linens provided for renter use. **SBCC 84.28.070(j).**
7. Trash must be properly disposed of in trash receptacles. All exterior trash can lids must be secured with self-contained locking handles, bungee cords, or other suitable methods and trash cans must be secured in an upright manner. Trash must be removed from the property after each occupancy or at the time of regular commercial trash pick-up. Accumulation of trash and debris on the property or within the residence is prohibited. **SBCC 84.28.070(k).**
8. If you're renting your place in the Mountain Region of our county, let the tenant know that solid fuel burning outdoor fireplaces, chiminea, barbeques, and fire pits are prohibited. The interior and exterior of the short-term residential rental unit shall be kept free of hazardous conditions at all times. **SBCC 84.28.070(l).**
9. Spas/hot tubs shall be covered and locked when not in use. **SBCC 84.28.070(m).**
10. We love our pets, but not when they're barking or unleashed! Pets are required to be leashed or kept in an enclosed area on the property at all times. Dogs are required to be licensed. Barking and other animal noise may result in complaints.

We appreciate your cooperation.

Please contact Code Enforcement with any questions or concerns.

