

Vacation Rentals in Sonoma County



June 2017

Vacation Rentals must conform to the following:

- Maximum number of overnight guests = 2 per bedroom + 2
- Max number of daytime guests = overnight guests + 6
- Max number of guest rooms = 5
- Onsite parking must be provided (1, 2, or 3 spaces)
- Quiet Hours 10PM-7AM and County Noise Limits
- No Amplified Sound at any hour
- Pets secured on the property at all times
- Trash containers must not be visible from the street
- Trash containers must be put away within 24hrs of trash pick-up
- Fire pit restrictions (extinguish by 10:00 PM, 25' from structure)
- Have a certified 24-hour Property Manager within 30 miles
- Post the valid permit within 6' of front door of property

How to Submit a complaint

- Look-up the permit and contact phone number by address at:
http://prmd.sonoma-county.org/permit_history_lookup.aspx?sid=1015 **do this in advance**

If there is NOT a permit on file:

- Call the sheriff non-emergency number: 565-2121
- SoCo Report it or call 565-1992 or email code enforcement
prmd-enforcement@sonoma-county.org

CALL 911 IF YOUR SAFETY IS IN JEOPARDY

How to Submit a Complaint

- If there IS a permit on file:
- Call the property manager / owner phone number (record the time you called)
- *Consider following up with a text*
- Property manager must correct the problem in 1 hour or within 30 minutes during quiet hours
- If the issue is not resolved within the required timeframe, submit a complaint form:

www.sonoma-county.org/prmd/docs/vacrent/Vacation-Rentals-Submit-Complaint.pdf

What to Include in My Complaint Form

- Be specific – note what occurred and when
For example: *amplified music went on for 2 hours after I called the property manager on August 1, 2017 from 10:00PM-12:00AM*
Or
The trash cans at 123 Sonoma Street were out at 5:00 PM on Saturday 8/12. Trash pick-up was Thursday 8/10
- Include the date and time of the incident and the date and time you called the property manager
- Enter the full address of the property (and permit number if you have it)
- Any photos and supporting documentation

OK, I did all that what is the County going to do?

- The county will review your complaint and supporting documentation

“Depending on the available information and the nature of the complaint, Code Enforcement may provide an informal warning, issue a violation notice, impose monetary penalties, or revoke the Rental permit. “

- Be prepared to offer sworn testimony to support your complaint if the owner or property owner appeals

Summary of Links

- Sonoma County PRMD Vacation Rentals
<http://sonomacounty.ca.gov/PRMD/Planning/Vacation-Rentals/>
- Vacation Rental Ordinance FAQs
[www.sonomacounty.ca.gov/PRMD/Planning/Vacation-Rentals/
Frequently-Asked-Questions](http://www.sonomacounty.ca.gov/PRMD/Planning/Vacation-Rentals/Frequently-Asked-Questions)
- Permit lookup by address
http://prmd.sonoma-county.org/permit_history_lookup.aspx?sid=1015
- Submit a Complaint
[http://www.sonoma-county.org/prmd/docs/vacrent/Vacation-Rentals-
Submit-Complaint.pdf](http://www.sonoma-county.org/prmd/docs/vacrent/Vacation-Rentals-Submit-Complaint.pdf)
- Sonoma County Complaint Handout
<http://www.sonoma-county.org/prmd/docs/handouts/cde-013.pdf>
- Link to full Vacation Rental Ordinance
[http://sonomacounty.ca.gov/PRMD/Planning/Vacation-Rentals/
Vacation-Rentals-Ordinance/](http://sonomacounty.ca.gov/PRMD/Planning/Vacation-Rentals/Vacation-Rentals-Ordinance/)
- Permit Requirements
[http://sonomacounty.ca.gov/PRMD/Planning/Vacation-Rentals/
Vacation-Rental-Permit/](http://sonomacounty.ca.gov/PRMD/Planning/Vacation-Rentals/Vacation-Rental-Permit/)

Vacation Rental Hotline

Hours of operation are currently 8-5

707-565-1932

The County is in the process of hiring a contractor to provide 24 hour response and monitoring

Appendix

Noise Limits

All activities associated with the vacation rental shall meet noise standards contained below. Quiet hours shall be from 10:00 p.m. to 7:00 a.m.

Limit	Day decibels	Quiet Hours
	40 (rural background)	
30 Minutes	50 (office space)	45
15 Minutes	55	50
5 Minutes	60 (conversation)	55
1 Minute	65	60
	70 (Car Radio)	
	80 (Traffic Corner)	
	90 (Lawnmower)	

Posting Requirements

The following info must be included in all advertisements and listings

- Maximum occupancy, not including children under 3
- Maximum number of vehicles
- Quiet hours must be observed between 10:00pm and 7:00am
- No outdoor amplified sound is allowed
- The Transient Occupancy Tax Certificate number for that particular property

Enforcement Detail

- How does Permit Sonoma enforce vacation rentals?
- The Vacation Rental Code includes a “three strikes” provision for all vacation rentals. If an agent of the County witnesses or verifies a violation of the Vacation Rental Code, a “strike” may occur. An agent of the County could be the Sheriff, Permit Sonoma Staff, or an on call enforcement company contracted through the County to issue administrative citations.
- A neighbor complaint on its own is not a strike. A strike may only be assigned to a property by an agent of the County. A strike may be assigned to a property through issuance of an administrative citation, or through a verified violation of the Vacation Rental Code. If a property receives three strikes within a two-year period, the Vacation Rental Permit may be summarily revoked. Any such revocation would be appealable to an administrative hearing officer.