



LOS ANGELES POLICE DEPARTMENT  
COMMISSION INVESTIGATION DIVISION



## HOTEL & SHORT-TERM RENTAL SECTION



Visit our website

[lapdonline.org/police-commission/cid-rho](http://lapdonline.org/police-commission/cid-rho)



Tel:

213-996-1245

### Hotel & Short-term Rentals – Compliance Registration Information Sheet

The Los Angeles Municipal Code, Chapter X, Section 12, Division 10 requires Hotels and Short-Term Rentals to obtain a Police Commission permit. At this time, the Hotel and Short-Term Rental Section is accepting a Compliance Registration Form, the first step to becoming compliant with the Los Angeles Municipal Code. The following businesses *must* submit this form:

#### Hotels and Motels

Hotels are defined as, establishments that provide temporary lodging for payment in the form of overnight accommodations in guest rooms to transient patrons for periods of thirty consecutive calendar days or less. “Hotel” includes hotels, motor lodges, motels, apartment hotels, transient-occupancy residential structures, private residential clubs, tourist courts, and hostels that contain both dormitory-style accommodations and private guest rooms that may be reserved, meeting the definition set forth above. Except as provided above, the term “Hotel” also does not include corporate housing, rooming houses, boarding houses, single-room occupancy housing, any housing available only to students of an education institution, a residential hotel as defined in Section 50519 of the California Health and Safety Code, Short-Term Rentals as defined in Section 12.22.A.32 of this Code, or licensed bed and breakfast establishments within a single unit residence.



Email: [hotels@lapd.online](mailto:hotels@lapd.online)

For more information and to obtain an application,

visit: <https://www.lapdonline.org/police-commission/cid-rho>

Information line: (213) 996-1245

---

#### Short Term Rentals (STRs)

STRs are defined as, a dwelling Unit, guest room, accessory living quarters, other residential structure, or portion thereof, rented in whole or in part, to any person(s) for transient use of 30 consecutive days or less. Rental units within City-approved hotels, motels, transient occupancy residential structures and Bed and Breakfasts shall not be considered a Short-Term Rental.



Email: [rentals@lapd.online](mailto:rentals@lapd.online)

For more information and to obtain an application,

visit: <https://www.lapdonline.org/police-commission/cid-rho>

Information line: (213) 996-1245

---

---

## IMPORTANT NOTES:

### MANDATORY REGISTRATIONS

A Business Tax Registration Certificate (BTRC) is mandatory for all Compliance Registration Applications. Your business shall have a BTRC issued by the Office of Finance for the location in which your lodging business is operating. Applications submitted without a BTRC will be rejected. Applications submitted with a fraudulent BTRC will also be rejected and are subjected to the penalty of perjury and future denials of Board permits. To obtain a BTRC, contact the Los Angeles Office of Finance, or visit: <https://finance.lacity.gov/tax-education/new-business-registration/how-register-btrc>  
**\*REQUIRED\* for all applicants (Hotels and Short-term Rentals)**

A Home Sharing Registration Number (HSRN) is mandatory for all Compliance Registration Applications. Your business shall have a HSRN issued by the Department of City Planning for the location in which your lodging business is operating. Applications submitted without a HSRN will be rejected. Applications submitted with a fraudulent HSRN will also be rejected, are subjected to the penalty of perjury, future denials of Board permits, and revocation of their Home Sharing Authority granted by the Department of City Planning. To obtain a HSRN, contact the Los Angeles Department of City Planning, or visit <https://planning.lacity.gov/project-review/home-sharing>  
**\*REQUIRED\* for all Short-term Rentals**

Note: The HSRN shall be obtained prior to completing the Compliance Registration Application.

The compliance registration application and ultimately the Board permit application SHALL be completed by the owner or primary operator of the business (proxy applications will be rejected).

Board permits and registration applications are NON-transferable. A change of ownership shall nullify operational authority until a new compliance registration application or Board permit is approved.

### FEES

Although the current processing costs for applications has been established, a portal capable of accepting payments is still under development. Despite this obstacle, you should still submit an application, your application will remain “pending” until payment is received. It is anticipated that a payment portal will be established toward the end of September 2024. Applicants are encouraged to check back at that time for payment costs and information.

The Board of Police Commissioners has approved an application fee of \$15.00 for STRs and \$17.00 for hotels. It should be anticipated that these fees will increase considerably (at a later date) once the full ordinance and permit is implemented.

### AUTHORITY TO OPERATE

The Compliance Registration Application is not a Board permit. It is the first step toward becoming compliant with the ordinance requirements. Once you have submitted a completed Compliance Registration Application and have completed payment of processing fees, you will be provided with an “Authority to Operate” letter, authorizing you to continue to conduct business. Authority to Operate letters (regardless of issuance date) will remain valid until October 1, 2025.

**To be compliant and avoid potential future denials of a Board permit and/or revocation of your HSRN (for short-term rentals), this process shall be completed by October 1, 2024.**

## **ADDITIONAL OBLIGATIONS**

Upon implementing the permitting portal, you will be asked to provide additional documentation, complete additional forms, and/or undergo an application process at a later time to finalize your compliance and be issued a Board permit. It is anticipated that this portal will be launched in the summer of 2025.

Owners and operators shall be subject to all rules established by the Board of Police Commissioners.

Annual renewal of a Board permit is required.

---

---

## **PUBLIC RECORDS REQUESTS**

The Board of Police Commissioners is dedicated to transparency, as such, a spreadsheet containing all publicly available information will be posted to the Department website every fifteen days. Please visit <https://www.lapdonline.org/police-commission/cid-rho> for the latest available public information.

Publicly available information includes (for applications):

- Application control number
- Application type (Hotel or Short-term Rental)
- Date the application was received
- Business name (DBA), if applicable
- Business Address
- Business Phone Number
- Maximum Occupancy
- Number of Guest Rooms
- Contact Person
- Permit (or Authorization) Expiration Date
- Permit (or Application) Status
- Date of Status change
- Compliance Letter Issued (No/Yes)

Note: Failure to complete the above information by applicants will result in their application being deemed incomplete/rejected.

Publicly available information includes (for complaints):

- Date received
- Complaint Number
- Business Name
- Business Address
- Concerned Department
- Complaint Disposition

---

---

## **APPLICANT DENIALS**

As established within the code, applications are subject to denial for any of the following reasons:

- (a) The applicant has within five years immediately preceding the date of filing of the application been found to have intentionally or materially violated any federal, state, or local employment law;

- (b) The applicant has within five years immediately preceding the date of filing of the application been convicted of violating Section 487(m) of the California Penal Code [wage theft];
- (c) The permittee [management or owner], has knowingly allowed or permitted prostitution, solicitation of prostitution on the premises, loud and unruly gatherings in violation of the law, illicit drug manufacturing or sales on the premises;
- (d) The applicant has in the past 12 months been found to have listed a Short-Term Rental in the City of Los Angeles without having a valid Home Sharing Registration Number from the Department of City Planning;
- (e) The applicant has in the past five years allowed a property that is being used as a Low Occupancy Lodging [Short-Term Rental] to be cited for a noise complaint more than five times in a 12-month period; or
- (f) The applicant has in the past five years allowed a property that is being used as a Short-Term Rental to be used as a party house that causes Loud and Unruly gatherings more than two times in a 12-month period within the City.
- (g) Been convicted of a felony or other crime involving human trafficking, sex trafficking, theft (including wage theft), embezzlement or moral turpitude, or any crime committed on the premises of or in connection with the operation of the hotel;
- (h) The owner or operator has violated any federal, state, or local employment law with respect to the operation of the hotel;
- (i) The owner or operator has violated any federal, state, or local public health or safety law in the operation of the Hotel.
- (j) The application is fraudulent or inaccurate.

## COMPLAINTS

Violations of the Responsible Hotel Ordinance (see Los Angeles City Ordinance Number 188072) and/or Home Sharing Ordinance (see Los Angeles City Ordinance Number 185931) should be reported to the proper entity.

If you have a complaint regarding a hotel or short-term rental within the purview of the Police Department. Please email a completed complaint form to the Hotel and Short -Term Rental Section.

For hotel complaints: [hotels@lapd.online](mailto:hotels@lapd.online)

For Short-term Rentals: [rentals@lapd.online](mailto:rentals@lapd.online)

In-progress crimes or criminal complaints	POLICE	911 (emergency) or 877-ASK-LAPD (non-emergency)
Criminal nuisance complaints such as, on-going drugs or prostitution concerns, loud parties, frequent noise disruptions.	POLICE Hotel and Short-Term Rental Section	Email: Hotel complaints: <a href="mailto:hotels@lapd.online">hotels@lapd.online</a> Short-Term Rentals: <a href="mailto:rentals@lapd.online">rentals@lapd.online</a>

Known legal convictions that may prevent the issuance of a permit (MUST include supporting documentation that indicates name, case number and date of conviction)*	POLICE Hotel and Short-Term Rental Section	Email: Hotel complaints: <a href="mailto:hotels@lapd.online">hotels@lapd.online</a> Short-Term Rentals: <a href="mailto:rentals@lapd.online">rentals@lapd.online</a>
* The Hotel and Short-Term Rental Section does not investigate allegations of wage theft, employment violations, human trafficking or health and safety violations. Such allegations should be referred to the appropriate entity and subsequent convictions may be considered by the Hotel and Short-Term Rental Section during the permitting process.		
Building code enforcement concerns such as improper or unsafe living conditions, building code violations, construction concerns, etc.	Los Angeles Department of Building and Safety (LADBS)	LADBS Code Enforcement  Telephone: 311  <a href="https://www.ladbs.org/services/core-services/code-enforcement">https://www.ladbs.org/services/core-services/code-enforcement</a>
Use violations, such as improper zoning, home-sharing of a rent-controlled unit, etc.	Los Angeles Department of Housing	Housing Department  Telephone: 866-557-7368  <a href="https://housing2.lacity.org/residents/file-a-complaint">https://housing2.lacity.org/residents/file-a-complaint</a>
Home Sharing Ordinance violations such as double bookings, owner-occupancy violations, invalid home-sharing registration number, false advertising, etc.	Los Angeles Department of Planning	Planning Department  Telephone: 213-267-7788  Email: <a href="mailto:planning.home-sharing@lacity.org">planning.home-sharing@lacity.org</a>
Fire hazards such as brush clearance or blocked exits.	Los Angeles City Fire Department (LAFD)	Fire Department  Emergency: 911  <a href="https://www.lafd.org/fire-prevention/brush/report-hazard">https://www.lafd.org/fire-prevention/brush/report-hazard</a>
Refuse of environmental safety concerns such as excessive rubbish, environmental waste issues.	Los Angeles Sanitation	Sanitation  Telephone: 800-773-2489  <a href="https://www.lacitysan.org">https://www.lacitysan.org</a>
Traffic or Parking Concerns	Los Angeles Department of Transportation	Department of Transportation  Telephone: 866-561-9742  Email: <a href="mailto:LADOT@lacity.org">LADOT@lacity.org</a>
Right of way concerns such as illegal dumping or obstructions to the public right of way (sidewalk, alley, street).	Bureau of Street Services	Bureau of Street Services  Telephone: 311  <a href="https://streetsla.lacity.org/">https://streetsla.lacity.org/</a>

Allegations of wage theft or denial of benefits.*	Bureau of Contract Administration, Office of Wage Standards	Office of Wage Standards Telephone: 844-WAGESLA <a href="mailto:wagesla@lacity.org">wagesla@lacity.org</a>
*Widespread labor law violations should be reported to the State of California Labor Commission.		
All other inquiries	City of Los Angeles	Phone: 311 Service Request: <a href="https://lacity.gov/myla311">https://lacity.gov/myla311</a>