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CITY OF SCOTTSDALE
7447 E. Indian School Rd, Suite 100
Scottsdale, AZ 85251

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ORDINANCE NO. 4720

AN ORDINANCE OF THE COUNCIL OF THE CITY OF SCOTTSDALE, MARICOPA COUNTY, ARIZONA, REPEALING AND REPLACING SECTION 18-172 OF THE SCOTTSDALE REVISED CODE

BE IT ORDAINED by the Council of the City of Scottsdale as follows:

Section 1. Section 18-172 of the Scottsdale Revised Code is repealed and replaced as follows:

Sec. 18-172. - Failure to respond to an emergency or complaint; penalties.

(a) Twenty-four (24) hour availability required. Before offering a vacation rental or short-term rental for rent, and continuously while an active license under this article is in effect, the emergency contact identified pursuant to section 18-154 shall be reachable twenty-four (24) hours a day, seven (7) days a week, by telephone or by email, for the purpose of responding to complaints and emergencies related to the vacation rental or short-term rental.

(b) In the event of an emergency, any person designated as an emergency contact pursuant to section 18-154, upon the request of public safety personnel, shall respond in person within one (1) hour to the physical location of the vacation rental or short-term rental for which they are a designated emergency contact.

(c) For the purpose of this section:

(1) "Complaint" means any incident where a vacation rental or short-term rental is being operated unlawfully, including by the occupants or a report made to the city alleging a crime, disturbance, loud noise, or any other type of activity that is discomforting or offensive, or detrimental to the life, health, or safety of individuals or the public.

(2) "In the event of an emergency" means any time police, fire, or other public safety personnel respond to a vacation rental or short-term rental for a call for service, including responding to a nuisance party or unlawful gathering.

(d) It shall be a civil offense punished by a minimum fine of five hundred dollars ($500.00) for any person designated as an emergency contact for failing to be reachable twenty-four (24) hours a day, seven (7) days a week, by telephone or by email, for the purpose of responding to complaints and emergencies related to the vacation rental or short-term rental for which they are a designated emergency contact.

(e) It shall be a civil offense for the owner of a vacation rental or short-term rental to intentionally, knowingly, or recklessly have the owner's emergency contact fail to comply with the requirements of subsection (A). A violation of this subsection shall be punished by a minimum fine of five hundred dollars ($500.00). Evidence such as failure of an owner to keep contact information current may be considered when determining whether the owner acted intentionally, knowingly, or recklessly.

(f) It shall be a civil offense for any person designated as an emergency contact upon request by public safety personnel pursuant to subsection (b) of this section to either fail to respond to the physical location of the vacation rental or short-term rental for which they are a designated emergency contact or fail to arrive within one (1) hour to the physical location of the vacation rental or short-term rental for which they are a designated emergency contact. Failure to respond shall be punished by a minimum fine of five hundred dollars ($500.00), and failure to arrive within one (1) hour shall be punished by a minimum fine of two hundred fifty dollars ($250.00).

(g) It shall be a civil offense for the owner of a vacation rental or short-term rental to intentionally, knowingly, or recklessly have the owner's emergency contact fail to comply with the requirements of subsection (b). A violation of this subsection shall be punished by a minimum fine of five hundred dollars ($500.00). Evidence, such as the failure of an owner to keep contact information current, may be considered when determining whether the owner acted intentionally, knowingly, or recklessly.

(h) In addition to any other penalty imposed pursuant to this section, the city may impose a civil penalty of up to one thousand dollars ($1,000) against the owner for every thirty days the owner fails to provide emergency contact information as prescribed by this article. The city shall provide thirty days' notice to the owner before imposing the civil penalty imposed by this subsection.

PASSED AND ADOPTED by the Council of the City of Scottsdale this 24th day of August 2026.

ATTEST:

Ben Lane

Ben Lane, City Clerk

CITY OF SCOTTSDALE, an
Arizona municipal corporation

Lisa Borowsky

Lisa Borowsky, Mayor

APPROVED AS TO FORM:

Luis E. Santaella, City Attorney