

HAUS MANUAL



Three Palm Haus PALM SPRINGS

886 E. SAN LUCAS ROAD | PALM SPRINGS | CA 92264



886 E. San Lucas Road, Palm Springs, CA 92264

Welcome to our personal vacation home!

We are so glad to have you as guests at our home. Palm Springs holds a special place in our hearts. We designed and build this custom home for us and our family and spend a lot of time and effort to create this private oasis. We have taken care to furnish the home with the art, accessories and furnishings that reflect the architecture style of the house.

This is our home not merely a rental property. We come to Palm Springs frequently to enjoy the beautiful weather, countless attractions and our timeless modern home. Please treat it as your own.

We will do everything we can to make your visit a memorable one. We have only one request:
Please follow the house rules.

This guide is being provided to familiarize you with all the systems in the home and important rules and reminders as well.

Above all it is important that you **READ THE SECTIONS ON SAFETY** and **PALM SPRINGS VACATION RENTAL NOISE AND PARKING REGULATIONS.**

We want you to have a safe and peaceful stay at the THREE PALM HAUS.
Have a great time and come back soon.

Nicolai Strehl and Marly Tempel



HOUSE RULES

- No parties or events are allowed at the property without exceptions
- Minimum age of primary renter: 25 years old (ID will be verified at check-in)
- Minimum age of children for a family is 16 years
- No pets or emotional support animals
- Overnight Guests: max. 6
- Daytime Maximum Guests: none allowed currently due to Covid-19 ordinance (subject to change)
- Parking: Only 3 cars total allowed for overnight parking per Palm Springs Vacation Rental Ordinance
- Check-in/out: Check-in is any time after 3PM, check-out is no later than 11 AM. We currently cannot accommodate early check-ins or late check-outs.
- Pool: Contact host for option pool + Spa heat (recommended October-May) for \$85/day. \$ 50/day from April to September.
- NO OUTSIDE MUSIC ALLOWED as per Palm Springs STR ordinance. All indoor music must be inaudible outside.
- Failure to follow City Ordinance rules will result in a citation fine of up to \$500 for noise/occupancy maximum violations and immediate eviction from the property without a refund. The city has supplied surrounding neighbors with a 24-hour number to call should they decide to file a complaint. You can find the entire 'City of Palm Springs Vacation Rental Ordinance No. 1918' on the official City of Palm Springs website.



VACATION RENTAL ORDINANCE

CITY OF PALM SPRINGS VACATION RENTAL REGULATIONS - NOISE AND PARKING

The City of Palm Springs adopted a new ordinance regulating Vacation rental properties in Palm Springs (Ordinance 1848). The ordinance places additional restrictions on Vacation Rentals and Guests. Palm Springs law and regulations regarding vacation rentals and guests are updated frequently, we might send you additional information to inform you about recent changes.

The restrictions address loud music, parking and information we need from you to comply with this new law. Below are the most important restrictions that affect you as guests in our home.

1. No amplified music outdoors at any time. Amplified sound that can be heard outside the property boundaries is prohibited by law.
2. The "Responsible Person" who signed our rental agreement must identify their Name, age, address and a copy of their government issued ID.
3. The "Responsible Person" must provide a copy of our rental agreement to all authorized Occupants and accept responsibility for their compliance with the rental agreement and the law.
4. Our agreement must specify occupancy limits, noise prohibitions and vehicle parking requirements. For THERE PALM HAUS:
 - a. No more than 10 persons occupying during the day (subject to change during COVID)
 - b. No more than 6 persons occupying over night
 - c. No more than 3 Vehicles may be parked at the property without the Owner's permission. Vehicle should be parked in the Carport and /or Driveway in front of the Carport.
 - d. The Occupants must provide the Owners with the license plate numbers of all vehicles that will be parked at the property.
5. The Owner must provide a copy of the "Good Neighbor Brochure" to the "Responsible Person".



VACATION RENTAL ORDINANCE

The Tahquitz River Estates neighborhood is proud to be a nice and quite residential neighborhood. All neighbors have been notified of the Vacation Rental Hotline below. Repeated violation of this ordinance might result in a fine by the city and/or eviction by the owners and loss of security deposit. If a neighbor is playing loud music or has a large noisy gathering, you should report it to the City's special hotline.

Vacation Rental Hotline (760) 322-8383

Call this number ONLY to report a noise problem or other disturbance by a neighbor or vacation renter. Do not call this number for a police or medical emergency.

If you have any question regarding the City Vacation Rental Regulations, please contact our property manager Ivette or the owners Nicolai and Marly.

Ivette (760) 673-5103

Nicolai (818) 554-0835



SAFETY

IN CASE OF FIRE OR A HEALTH CARE EMERGENCY PLEASE CALL 911

FIRE DEPARTMENT (760) 323-8182

POLICE DEPARTMENT (760) 323-8116

For the nearest Emergency Room:

Desert Regional Medical Center
1150 N. Indian Canyon Dr.
Palm Springs, CA 92262
(760) 323-6511

A household fire extinguisher and a small First Aid Kit is located in the Pantry next to the Kitchen Island. Another one is in the left compartment door under the outside BBQ.

After calling 911 and if you are not at personal risk, please use it to put out a kitchen or other small fires.

ALARM SYSTEM

The house has an alarm system which is armed ONLY when the home is not occupied. It is only used by the Owners and the Property Manager. **PLEASE DO NOT TRY TO OPERATE IT. NOTE:** You will hear a beep when doors and windows are opened. This is normal even when the alarm is not operating. Any false alarms will incur a charge to the renter by the police, security company and owner.

IN CASE OF A PLUMBING, ELECTRICAL OR GAS LEAK EMERGENCY, TURN OFF THE HOUSE UTILITIES

Plumbing or water leak: The water shut off valve is located at the front of the house next to the car port under the Kitchen window. These handles can be turned by hand to turn off the water to the house.

PLEASE LOCATE THE SHUT OFF VALVES WHEN YOU ARRIVE OR ASK THE PROPERTY MANAGER TO SHOW YOU



POOL & SPA SAFETY

Pools and Spas can be **DANGEROUS**. **You, your family and guests are using our pool and spa facilities at your own risk.**

THE POOL/SPA HAS NO NET OR COVER. THERE IS NO LIFEGUARD ON SITE!

Always lock gates and doors leading to the pool/spa area to prevent unattended intruders, from entering and potentially hurt themselves and others.

If you have children, you agree to provide continuous supervision. A child can drown in seconds in the pool or spa if you are distracted. There is no lifeguards, lifesavers or pool/spa nets on the property. We recommend you bring life vests and have your children wear them at all time while in the pool/spa area.

If the spa is overheated, it can burn a person in the spa. Drinking alcoholic beverages in or near the pool/spa area can result in (but not limited) falling, injury or even death.
Always use the pool and spa with someone else who is not drinking.

The Pool has no diving board or handrails. Enter the pool carefully and watch your step.

DO NOT DIVE ONTO THE POOL. DO NOT STAND ON THE POOL OR SPA WALL OR DIVE INTO THE POOL FORM THOSE WALLS.

PETS

Pets and emotional support animals are not allowed on the premises without exception. Having pets without permission by the owners at any time anywhere on the premises might result in immediate eviction from the property and forfeiting all rents paid and the security deposit.



CHECK IN

Check in time is after 4:00 PM unless prior arrangements are made with the Owners. Please call the Property Manager, Ivette Serrato, when you are within 30 minutes of arriving. Our Property Manager will meet you when you check in. Please allow about 30 minutes for Ivette to walk you through the home and instruct you on safety rules and operation of the main features of the home.

For Assistance or other Questions:

If you have questions or need assistance, it is best to contact the local property manager first:

Property Manager:

Ivette Serrato (760) 673-5103

If our property manager is not available or you have an urgent question, please don't hesitate to contact the owner:

Nicolai Strehl (818) 554-0835 or text

REGULAR MAINTANANCE SERVICES

Pool and Spa:

A Pool Man from Laguna Falls Pools (760) 578-1570 comes on Tuesday and Friday between 9 AM-3 PM. He has a door code.

Gardner:

The Gardner will come every Thursday. He has his own door code.

Trash Service:

Trash Bins will be moved to the Curb every Friday morning.

Please cooperate with the Pool man and Gardner so the property is well maintained and attractive for your visit.



KITCHEN & TRASH

A Coffee Machine is on the Kitchen Counter. We include Coffee beans and Tabs for your convenience. Should you need more for your stay, please look under the References section for markets near the home.

Pots and Pans are in the drawer under the cook top. A Toaster and a Mixer is stored inside the Pantry. Dishes, plates, cups and glassware are in the cabinets above the kitchen counter.

Condiments:

Olive oil, salt & pepper are in the white cabinet left above the cook top.

Spices are in the top drawer right of the cook top.

Please make sure that you are not allergic to them and that they are not expired.

Drinks:

There are bottled water and some soft drinks for your convenience in the refrigerators.

Should you need more for your stay, please look under the References section for markets near the home.

Please take any leftovers with you or place them in the trash.

Please restrain from eating or drinking in the conversation area, the media room and the bedrooms to avoid damaging the furniture and/or carpets.

TRASH

The city has three types of trash containers. A BLUE container for recyclables (Paper, Glass, Aluminum) a BROWN container for garbage and non-recyclable waste plus a GREEN container for yard waste only. Place all trash in the cans provided. If you have extra trash, please contact the Property Manager. DO NOT place any trash at the street curb.

Trash pick-up is on Friday. We subscribe to the walk-in trash service. They come early Friday morning and place the cans to the curb and put them back in the afternoon.



IMPORTANT RULES

DO's

DO abide the City regulations regarding amplified noise and on street parking.
DO lock all doors and gates as you come in and out of the property for your safety and security of the property & your belongings.
DO watch all children continuously, indoors and outdoors. This house is not Children, nor Baby-proofed.
DO familiarize yourselves with the home layout, backyard, appliances, pool, spa, fire pit. All of these amenities are for you to enjoy. Please use them properly so you won't accidentally hurt yourselves and others.
DO place towels on outdoor furniture to protect the cushions and surfaces.
DO only use plastic Glasses and plates anywhere in the backyard.

DON'TS

DON'T place anything other than toilet tissue in the toilets. Anything else will BACK UP the sewer line. Flush twice if necessary.
DON'T play amplified music outside the home or park more than 3 cars at the property.
DON'T smoke or use any kind of recreational drugs anywhere on the property. This may result in an immediate eviction from the property without a credit on any amount left over on the remaining duration of stay, be reported to the police, and loss of all paid rent and security deposit.
DON'T use glass anywhere in the backyard, including the pool and spa area,
DON'T use suntan sunscreen lotion inside the house and on any furniture, indoors or outdoors. Please place towels over the outdoor furniture before you sit or lie on them.
DON'T enter the indoors wet. Please dry yourself or others before going inside,
DON'T leave pool towels, cushions, mats, floats out in the sun when they're not in use.
DON'T make loud noise outside **AT ANY TIME**. You are staying in a quiet neighborhood. Please help us to maintain the peaceful environment for everyone.
DON'T allow any pets on premises at any time without owner permission.



ACCESS TO THE HOME

1. Unless instructed otherwise, you will meet Ivette Serrato, our property manager. She will give you the keys for the house and a clicker for the driveway. She will also orient you to the property. Please allow approximately 20 minutes for the check in process.

Ivette will take a picture of your driving license which indicates that you are at least 25 years of age, per City of Palm Springs. You will sign the City's Vacation Rental Statement of Rules and Regulations form which we need to submit to the City of Palm Springs.

2. At Check out, we could ask you to leave the house key and clicker in our gray mailbox in front of the house. The option is given to you only if Ivette is unavailable at that time. Please check with the owners before checking out how to proceed.

3. When at home always PLEASE KEEP ALL DOORS AND GATES LOCKED

4. Please keep the keys in your possession at all times when you leave the house. You will be charged for lost or misplaced keys, including rekeying the locks.

5. The home security system is disarmed while you are enjoying your visit. It is used only when the home is vacant. The beeps you hear when opening doors are normal and can be ignored.

6. To exit the property via the passenger door you need to activate the buzzer by entering the number 1111 on the keypad on the right next to the door.



AIRCONDITIONING & HEATING

We have two AC units which cools and heats the House. The Thermostat is located on the left wall between the kitchen and master bedroom entrance. A second Thermostat is in the right wing of the house on the wall in the hallway across from the laundry room.

The HONEYWELL Thermostat may be manually controlled by pressing System-Heat or Cold and done. If you have any questions, contact the Property Manager.

Use of Air Conditioners

Electricity is expensive. We request you use the AC unit only for the hottest days and set the temperature at 75 or higher for the AC. This setting is very comfortable in the dry desert climate. The home is well insulated and has a foam roof. It will stay cool for some time after the AC is turned off. On the other hand, please use the heater only for the coldest days and set the temperature at 65 degrees or lower.

There are extra blanket in the closet of each bedroom if needed.

FIREPLACE

The fireplace brings additional warmth to the seating area in the great room. It is not ment to heat the whole house though. The Fireplace only works with a remote which can be found inside the sideboard under the Chanel painting. It is very important if you use the fireplace, you follow these safety instructions.



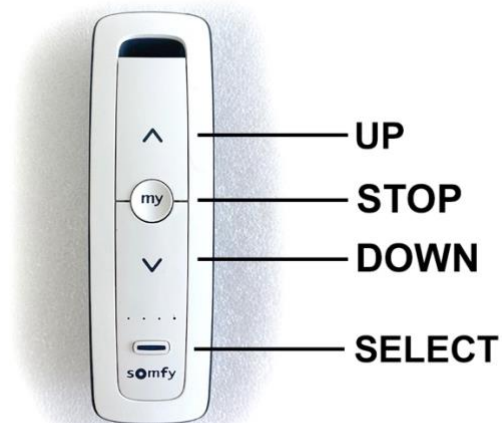
CEILING FANS

Each Bedroom has a ceiling fan with a wall mounted control. The controls are located next to the light switches on the wall when you enter each room.



WINDOW SHADES

We installed Window shades in some rooms. The window shades can only be operated by remote control. First you select the shade and then you press the up or down arrow button. The Shade will stop automatically once the movement is completed or can be stop at the desired height.



NOTICE: The house may occasionally make a loud creaking noise which may make you think something is wrong. This is normal for these wooden post and beam houses which contract or expand with the changing temperatures.



WIRELESS INTERNET

The home uses Spectrum Internet. The modem/router equipment is inaccessible for guests

There are two wireless hot spots:

Threepalmhaus

The Password is:

strempels

Please use the hot spot with the strongest signal.

TELEVISION

Smart TVs with apple TV are in the media room and the master bedroom. Smart TVs with basic cable are in the guest bedroom and the living room. The guest suite has no TV.



The Samsung Smart TV in the Media Center is equipped with many additional features including Hulu Plus, Yahoo Finance, You Tube, Facebook, etc. ...

If you have an account with them, these features can be accessed by pressing the Smart Hub button (has a sign that looks like a "V") in the middle of the TV remote control. Once you select the feature you want, sign in with your personal ID and password. Please remember to sign off once you are done so future guests can't access your account. Press the "Exit" button at any time to go back to cable TV. Please turn off TVs if you are not watching.



Netflix is complimentary courtesy of Nicolai and Marly for your enjoyment. Our streaming Netflix account can only accommodate up to 4 TVs at the same time. Please be aware that multiple TVs playing Netflix at the same time will also slow down the streaming speed of videos.

To access: press the "Netflix" button on the top of the remote control and then select Netflix or Netflix Kids. From there, you can search or scroll down the recommended lists. Use the remote buttons to navigate. Press the "Exit" button at any time to go back to cable TV. Netflix and other Smart TV services are streamed over Wi-Fi. The speed can be affected by neighborhood traffic or the concurrent usage of multiple devices.



MUSIC / SONOS

You can play music inside the house from your smart phone.
It is important to keep the volume down to comply with the city noise ordinance.

To play music from your smart phone: turn on the Bluetooth feature on your smart phone; click on [Samsung] Air Track; allow the phone to pair with the Sound Bar, which might take a few minutes. Once your smart phone is paired with the Sound Bar, you can play music using your smart phone.

There is also another option to Bluetooth your music device to the Samsung Smart TV and use the TV speakers and music speakers as well. Simply connect to the TV in your Bluetooth section of your device.

Sonos Loudspeakers are in every room.
To play music you need to download the **SONOS S2 APP** onto your smart phone
<https://support.sonos.com/s/downloads>

Follow the instructions to install and open the controller. You will see the various rooms of the house who are able to play your music.

For the Master Bedroom, Living Room and the Media Room, you also need to activate SONS via the Universal remote first. Press the SONOS Button on the LED display and adjust the volume via the buttons on the remote.

It is important to keep the volume down to comply with the city noise ordinance.

Do not forget to switch off the Universal remote with the ...button when you are done listening to music in the Master Bedroom, Living Room or the Media Room.





LAUNDRY ROOM

Washer and dryer are located in laundry room which is in between the guest bathroom and the media room. A small supply of detergent is stored in the upper cabinet above the washer for you to use.

Your beds are supplied with clean sheets and pillows upon your arrival. Extra linens and towels as well as pool towels are in the laundry room in the upper white cabinets. Please use the bathroom towels for bathrooms only. Please use pool towels for the outdoors. If you wish to launder your linens during your stay, please use the Laundry room.



BEDROOMS & BATHS

The Master Bedroom has a large walk-in closet. Please feel free to unpack your clothes and store them there.

The guest suite has an ensuite bathroom and a kitchenette with a fridge, a sink and a coffeemaker. **Do not attempt to place any personally brought items such as; toaster oven, microwave or air fryer, or attempt to cook any meals in the kitchenette.** Please remove all food or personal items out of this fridge when you leave.

In addition to the three bedrooms, the media room has a pull-out sofa couch, sleeps 1-2.

The Baths all contain hair dryers and cleaning brushes. An initial supply of conditioning shampoo, lotion, soap is supplied for your convenience.

The home is equipped with 2 tankless water heaters. It does take a few minutes to heat up water. The tankless heater will NOT be able to accommodate multiple lengthy showers at the same time.

The linens, bath towels, pool towels are located in the Laundry room. Help yourself if you need replacement linens.

A vacation home is NOT a hotel. No daily maid service is provided. If you need maid service during your stay, contact the Property Manager Kelly and he may be able to provide service for an additional charge.



KITCHEN

An Oven and speed oven/microwave are located next to the refrigerator.

Microwave aka "Speed oven"

The microwave is above the oven. It may not look like a basic microwave since there is no "turntable", but it is a new type of microwave called a "Speed Oven". Once you turn it on there are multiple modes to choose from: select microwave mode and choose your desired time and use it like your usual microwave. A few other features include an oven/pizza mode which is quicker over, this makes it easier to bake smaller simpler meals as opposed to waiting for the larger conventional oven to heat up.

The Oven

is located below the speed oven. Turn it on, select the mode you desire and set desired heat. Timer function is also available. Please remember to turn OFF the oven after use.

Always use kitchen gloves and mitts when handle hot items.



OUTDOOR INSTRUCTIONS

The only way to control the pool and spa is the Jandy PDA which is located in the Very right drawer below the. To turn the PDA on: press and hold the power button down firmly for about 2 seconds then release. It will respond faster if you are in the pool area. The Jandy PDA may be used near the pool and spa but should NOT be exposed to the water.

Follow the table below to heat Pool or Spa. Either Pool OR Spa can be heated, NOT BOTH. If everything is turned ON, the spa heating will take precedence.

We are able to remotely start the heating of Spa & Pool.
Please contact our Property Manager if you have any further questions.

To conserve energy, please turn off the pool and/ or spa heater or pump when not in use.

The spa will heat up to the maximum temperature of 102 degrees within a couple of hours. The pool will take longer to be heated to about 85 degrees.
(Extra charge for Pool \$85/day, recommended October-May, Extra charge for Spa \$ 50 all year round)



POOL & SPA

POOL

The pool is deep at the north end. If you can't swim, please stay out of the pool. The area around the pool can be wet and slippery. Please be cautious when in the backyard. Drinking alcoholic beverages can impair your judgment while in or around the pool.

Please do not drink and swim.

Plastic plates and cups are provided for outdoor use. Please do not use indoor plates and glasses in the outdoor areas NO GLASS IN OR NEAR POOL.

There will be a charge for broken glass found in the pool area.

Please apply sunscreen, sun tan lotion **outside**. Please place a pool towel over the cushions on chaise lounges and chairs. Wash off before going back inside the house or using any indoor furniture.

SPA

Spa can be very hot and dangerous to your health. Please be very cautious when using the spa. The area around the spa can be wet and slippery.

Please be cautious when in the backyard.

Drinking alcoholic beverages can impair your judgment while in or around the spa.

Please do not drink and use the spa at the same time. NO GLASS IN OR NEAR SPA, There will be a charge for broken glass found in the spa area.

THE SPA IS NOT A DIVING PLATFORM. THE POOL IS SHALLOW NEAR THE SPA. DO NOT SIT OR STAND ON THE OVERFLOW AREA OF THE SPA.

Children need to be supervised at all time when playing in or near the spa. There's no spa net or life guard. Children should use life vests when in the spa (not provided).



FIREPIT & BBQ

FIRE PIT

There is only one knob to turn on the gas on the fire pit. It is located in the Drawer on the side of the firepit. To use the fire pit: turn on the gas slowly and use a Multi Purpose Lighter to light the pit. Then turn up the volume knob to the desired level. Do not use the highest volume for your safety. Once you are done using the fire pit, please turn it off and close the drawer and put the safety lid on.

DO NOT USE THE FIRE PIT TO ROAST FOOD OR MARSHMELLOWS . IT IS FOR RADIANT HEAT IN THE EVENING ONLY.

Drinking alcoholic beverages can impair your judgment while using the fire pit.
Please do not drink while operating the fire pit. NO GLASSWARE NEAR THE FIRE PIT.
There will be a charge for broken glass found in the fire pit area.

The fire pit is very hot and can easily burn anyone. Please be very careful while using or be near the fire pit. Please keep children away from the fire pit. Turn it off when you are not seating in the immediate area and always put the safety lid on when not in use.

BARBEQUE

The FIREMAGIC gas fired BBQ is located outside the patio. To use the BBQ, please Push and turn the knobs and pusch the ignitionknob at the same time. Then turn up the volume knobs to the desired level. Close the lid. Monitor the temperature gauge on the hood for the desired temperature. Please always use the BBQ Grill Matt. Grill mats can be a life saver sometimes, aiding cleanup or preventing grease fires from happening, as well as a range of other uses. When cooking certain foods, like jumbles of vegetables, seafood (which can be crumbly, or in small pieces like shrimp or scallops), or hamburgers they can be of incredible use.

When done, please close the lid and tun all knobs to the OFF position.

The BBQ cooking set is located inside the stainless steel compartments under the BBQ.
A fire distinguisher is also located there.



LANDSCAPING

Our Gardener will come every Thursday. He has the gate key. Please allow him to maintain the beautiful landscape for your enjoyment. We will give you advanced notice before his arrival.

Desert landscape contains many varieties of cacti and other plants. Most have thorns that can cut and bruise and others have components that may cause allergic reactions. Please be extremely careful and stay away from the plants.

The lawn in the back is artificial turf. It stays green all year but can get very hot during a warm summer day. Please wear shoes or sandals while walking in the back yard and the front yard. Please don't attempt to climb palm trees. Please don't pick leaves, flowers or fruits unless you are absolutely sure that you are not allergic to them.

The sprinkler systems are on automatic timers. Please do not try to adjust them. If there is sprinkler leak, please report it to the Owners or Property Manager

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ENTRYWAY FOUNTAIN

The fountain in the front yard is running on a timer. Times vary throughout the day. Please don't unplug the fountain. Our Gardener will fill up the water tank when needed.

OUTDOOR LIGHTS

All landscape lights are on a timer. They usually go on at dusk. The outdoor lights on the outside walls can be operated by the wall switches next to the sliding doors. The Pool & Spa light can be controlled by remote located in the kitchen drawer.



DEPARTURE CHECK LIST

Please remember that this is our home. We have done a lot to make your stay comfortable, pleasant, easy and fun. We ask that you be respectful in return. **The departure time is 11 AM**, unless pre-arranged with the owners or property manager. Housekeeping usually starts cleaning and laundering right at noon. In order to complete service before a new check-in at 3 p.m.

Before you leave, would you please:

- 1. Put all trash and recycling in the bins behind the car port.**
- 2. Dispose of any perishable food.**
- 3. Load dishwasher with any dirty dishes and turn it on.**
- 4. Lock all doors and windows including the sliding glass doors.**
- 5. Turn off the House Air Conditioners OR set and hold the temperature to 85 F.**
- 6. Turn off pool and spa heat, and pool and spa lights.**
- 7. Make sure all umbrellas and the retractable awning are closed**
- 8. Turn off BBQ and fire pit. Cover the firepit with the lid.**
- 9. Outdoor pads may be left on the furniture.**
- 10. Put any wet towels in shower areas or washer in Laundry room.**
- 11. Turn off all lights and TV's**