

**WRITTEN
PUBLIC
COMMENTS**

**STVR AD-HOC
COMMITTEE
MEETING**

AUGUST 6, 2020

From: [REDACTED]
To: [Lori Loret](#)
Subject: Smart City Solutions
Date: Thursday, August 6, 2020 12:05:00 PM

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August 6th, 2020
STVR Committee
CC: City Council Members

As Vacation Rental Professionals in the Coachella Valley we face many issues including differing City policies, growth of the industry and the required balance with local and state regulatory requirements.

One of the most significant issues we face is the the ability for our industry to grow and co-exist with our communities. The lack of training, resources and developed process of our Compliance Departments has negatively impacted the community and overall perception of Short Term Rentals.

As the committee is reviewing options to find solutions we would like to bring to your attention Smart City Policy Making. Smart City Policy Group works closely with both corporate and community leaders to collaborate on the development and implementation of regulatory rules, compliance strategies, and tax and fee systems that deliver the broadest benefit to all stakeholders.

Smart City has agreed to hold an education webinar for our Community Leaders to present solutions other communities have implemented. Please reach out to myself or Kelly Mclean kelly@mclean.com to coordinate the scheduling of this educational session.

Karen Parnell
Owner – Resort Home Destinations
karen@resorthd.com
Karen Parnell
Licensed California RE Agent
Resort Home Destinations
OLD TOWN LA QUINTA
LA QUINTA, CA 92253
760 564 2564 office

From: [REDACTED]
To: [Lori Loret](#)
Subject: Question & Comment for STVR Ad-Hoc
Date: Thursday, August 6, 2020 11:33:20 AM

** EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information. **

Please forward this to today's STVR Ad-Hoc Committee Meeting:

Our question and suggestion follows after the background information:

We live Full-time in a gated community which allows Short Term Rentals. Almost one half of the homes on our street are now high-end rental properties.

The house directly next to us has a non-stop turnover. We are constantly dealing with screaming people (50% children) in the pool, loud outdoor music, late night yelling and laughing around the fire pit, and renters thinking the golf course behind the house is a giant playground to play soccer on, with large sprinklers to run through after golfers are off. Not to mention vehicles parked on the streets vs in the garage or driveways.

When we call the Hotline it takes 15-20 minutes to get through the process. I don't know how often Code Enforcement is sent out immediately, but I've only witnessed them responding 1 time at night. We do know they investigate complaints afterwards.

We of course realize it would be impractical to assume Code Enforcement could get to every complaint when they are filed.

Our Homeowners Association has a Security Team that is supposed to respond ASAP to complaints. Because of the increased number of violations they are often delayed in arriving. The Golf Club is a separate entity, and we have to call a different after hours' Security Staff.

While we know it's in our best interest to file complaints with the City, we don't want to take Police Officers away from more important calls. So we tend to call our Homeowners' Security instead. Those calls take less than a minute.

Last night was another evening of music so loud we could hear it inside our home with the AC running, and our television on.

Since this was not the first noise complaint against the subject property, our Security Staff apparently called the person on call for the subject house. They arrived within 15 minutes. I was unable to ascertain when our Security Guard came.

The music did eventually stop.

Our question is: Has, or can the City put in regulations that require Private Communities to forward STVR violations to Code Enforcement? We know our Community, and the Golf Courses' Mangement are supposed to keep detailed records of all complaints, and the responding Guard's reports.

While it may be legally difficult to use these private reports as "strikes" against a listed property, they would provide another snapshot of what is really taking place in La Quinta.

It goes without saying, a large portion of the City's Property Tax Base is derived from homes in Gated Communities. Many, if not all of these Developments have their own "Rental Property Rules and Contracts".

We strongly urge the Committee to recommend the City enlist the help of the numerous Guard Gated Communities located within The City of La Quinta.

Thank you,
Annette Chester
Jody Shapiro

Annette Chester
Jonathan D (Jody) Shapiro

[REDACTED]
La Quinta, CA 92253

Home:

Cell:

Fax:

From: [REDACTED]
To: [Lori Loret](#)
Subject: Note to the Ad-Hoc committee
Date: Thursday, August 6, 2020 10:21:18 AM

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- 1) Full Name - Marcia L Cutchin 2) City of Residence - La Quinta 3) Phone Number - [REDACTED]
4) Public Comment or Agenda Item Number - I don't know 5) Subject - STRV density 6) Written Comments - ?

Dear Hard working STRV ad-hoc committee members. Please consider the following in your deliberation over density in La Quinta Cove.

<!--[if !supportLists]-->1) <!--[endif]-->Why are STRVs be allowed three off street parking spaces? All the homes in the cove have off street parking. **Most have two car garages and two parking spaces in front of their garage.**

That is 4 parking spaces on every lot.

An STRV should be required to provide on premise parking for the people they are renting to.

Why would an STRV need parking for 7 cars?

Consider current licensing density.

The three cars on the street you have permitted result in an additional 15 cars on every block in the cove. There are approximately 225 blocks in the cove. That is allowing 3375 ADDITIONAL CARS parking on the cove streets.

That is untenable.

<!--[if !supportLists]-->2) <!--[endif]-->Why are STRVs allowed to rent rooms at a density above 2 per room?

They are rentals in a residential neighborhood.

Nobody in a residential neighborhood sleeps 3 to a room or sets up house to have someone sleep on a couch.

If STRVs are embedded in a residential community...why wouldn't they abide by

community norms?

Why are we red-carpeting –“special”, “over normal” capacity occupancy for STRV renters?

One STRV – two properties over from me – registered with the city – advertises:

8 guests · 3 bedrooms · 9 beds · 3 baths

Within the advertisement it states:

Sleeping Arrangements:

Master Suite 1: 1 Cal-King, 1 Twin Sofa Sleeper - **Sleeps 3**

Suite 2: 1 Cal-King, 1 Queen Sofa Sleeper - **Sleeps 4**

Bedroom 3: Full Bunk Bed, 1 Queen Sofa Sleeper, 1 Queen - **Sleeps 8**

Game Room: 2 Twin Sofa Sleepers - **Sleeps 2**

The number there is 17

A three-bedroom house sleeps 6 – not 8 and not 17...just 6.

<!--[if !supportLists]-->3) <!--[endif]-->According to the documentation provided on the city's webpage titled:

“La Quinta Village Complete Streets Project”,

the roundabouts that were and are being built in the cove and downtown are ideal for ADTs of less than 10,000 cars.

There are approximately 5300 residential lots in the cove. At two cars per residence, that is 10,600 cars.

Add the 300 to 500 plus service vehicles that enter the cove a day,

Add the 300 plus cars that parking spaces were created for to use the hiking trails,

And the PRESENT STRV advertisers on a SINGLE platform (one that holds 61% of the market)

that have been “allotted” 3375 additional cars to...

WE ARE OVER CAPACITY for the road diet that we just paid millions of dollars for.

We have created a bottleneck that we are trying to shove an elephant into.

The present licenses issued have already rendered the road diet roundabouts obsolete before they are completed.

This is a serious safety issue waiting to explode. We are sitting at roundabouts with traffic backed up 7 to 10 cars on Avenue 52 today. This is during Covid 19 during one of the three LEAST populated months of the year.

Add seasonal traffic – that will quadruple the delay...

add event traffic...that will increase the delay tenfold.

What is going to happen when emergencies vehicles have to sit through traffic at four roundabouts to get to my home – or anyone's home?

We can't re-engineer the infrastructure to accommodate the additional cars that have recently been licensed to be here.

<!--[if !supportLists]-->4) <!--[endif]-->Have the studies been conducted that are shown (in a link on the city website) to be necessary for the volume of cars that are now licensed to be visiting and parking in La Quinta Cove?

~~Less than 10,000 ADT: A great candidate for Road Diets in most instances. Capacity will most likely not be affected.~~

~~10,000-15,000 ADT: A good candidate for Road Diets in many instances. Agencies should conduct intersection analyses and consider signal retiming in conjunction with implementation.~~

~~15,000-20,000 ADT: A good candidate for Road Diets in some instances; however, **capacity may be affected** depending on conditions. **Agencies should conduct a corridor analysis.**~~

~~Greater than 20,000 ADT: **Agencies should complete a feasibility study** to determine whether the location is a good candidate. Some agencies have had success with Road Diets at higher traffic volumes.~~

Thank you for your hard work and consideration

Marcia L Cutchin

La Quinta City Council Members,

As you assess the future of STVRs in La Quinta, please consider the following. We're in escrow on a beloved property in PGA West. As a second home, it will give our young children the opportunity to leave an urban environment; giving them the space to play, explore, and make memories, which is invaluable during these COVID times. However, in order to make it financially viable for our family, it's important that we have the STVR option, especially during this uncertain period. With that, we urge you to consider the following mechanisms in order to keep the STVR market feasible from both the owner and renter perspective. A couple key considerations to explore to continue towards the objective of creating a safe and effective program:

1. Require STVR properties to install noise meters so that owners are notified (and thus have the opportunity to resolve) prior to potentially disturbing a neighbor
2. Require STVR properties to have formal property management in some capacity (and thus property managers are the first responders on all issues)
3. Empower the HOAs to enforce/manage/own all complaints to take the burden off of La Quinta

These measures support the majority of diligent owners and renters who abide by the regulations (vs. the minority of owners that are exacerbating the complaints per the data).

Aside from our personal situation, retaining this key revenue stream for the city of La Quinta is a critical consideration to remain financially stable. By tweaking the STVR protocols, there can be a path forward that allows for peaceful and profitable coexistence.

Thank you for your time and consideration.

Laura and Graham Lucas

[REDACTED]

[REDACTED]

From: [REDACTED]
To: [Lori Loret](#)
Cc: [REDACTED]
Subject: Ad Hoc Committee on STVR's
Date: Thursday, August 6, 2020 11:35:54 AM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

La Quinta Ad Hoc Committee on STVR's

Thank you for your commitment to the issue of STVR's and ensuring a fair process for all involved.

We would like to offer our comments for your consideration at today's meeting.

We feel that any policy should be balanced for LaQuinta homeowners, not punishing non violators for the actions of a handful of bad apples. If it's a noise ordinance issue, then enforce those with fines to violators and homeowners with a step progression, ultimately leading to termination of the STVR owner's rental license and fines levied against the property, so there is no ability to avoid paying.

We recently selected LaQuinta as the city we wanted to live in 8 months of the year during our retirement in a few short years when our daughter graduates, thus we are in the process of buying our LaQuinta home now and had every intention of short-term renting. We were not looking to make a buck but rather to help pay for itself prior to us getting there and making La Quinta our new home. We chose La Quinta due to its quaintness, charm and welcoming feel, but adding a permanent "no short-term rental" moratorium feels very uninviting. We had always planned to keep out the less desirable renters by limiting the number of guests to 6 and maintaining a higher price point. Additionally, we planned to work with our attorney to add language to the rental agreement that renters not only pay a damage deposit but also a noise deposit and if there was any violation by guests that endangered our standing with the city and our community, the guests would forfeit their noise deposit, be removed from the premises, and not be allowed back. We deliberately did not buy in Indio or Coachella as we understand those attending the large concerts stay and wreak havoc on the local communities.

To hear that the city is now considering a permanent moratorium is very disheartening and as a policy expert myself, disappointing.

We wholeheartedly endorse the idea of additional code enforcement officers. We haven't yet had the pleasure of applying for our permit (our house closes 8/10) but to offset the cost to the city, we believe owners of the STVRs should bear the burden of that cost for the additional enforcement officers through an increase in STVR licensing fees.

We feel that the positives of STVR's out-weigh the negatives; as we've seen with our vacation rental in the Seattle area, increased property values leads to higher property taxes that the community can use for parks, bike paths, improved roadside plantings, etc.

Short-term vacation renters also bring in significant revenue to local businesses (restaurants, bars, retail shops, etc.,) often helping them to thrive in good economies, and survive in down times.

The recent increase in short term rentals has been in large part due to Americans' inability to travel due to the pandemic. We recently had an extended stay in a STVR rental in the La Quinta area because we could continue to quarantine and still feel safe. We, like most other renters, had take-out meals or had them delivered, supporting local businesses while remaining safe and having a pleasant visit to a place where its always sunny, and unlike a hotel, we didn't have to cross paths with others.

This pandemic is a short-term issue; when a vaccine is developed, border restrictions and travel bans will be lifted, and Americans will be allowed to travel to other destinations.

If the City of La Quinta establishes a moratorium on STVR's, we, along with many other hard-working families, will lose tens of thousands of dollars that we have invested in our homes and local businesses will lose customers when many are struggling to hang on.

Rather than banning STVR's, we ask that you consider implementing more stringent rules that would do the following:

- allow code enforcement to cite those individuals creating the violation,
- notify STVR owners of the violation as quickly as possible, so eviction can take place
- require STVR owners to include language from the City code related to noise violations (and others as pertinent) in their rental agreements, ensuring that vacationers are aware that we in La Quinta are considerate of our neighbors and do not tolerate disruptive behavior.
- Provide a progressive penalty for STVR owners who do not control unruly guests, leading to revocation of their rental license and financial penalties levied against the property.

Word would quickly get out that La Quinta is not the place to come and party with 20 of your closest friends packed into 1 house/pool, with loud music playing til the early hours of the morning.

Vacation rentals can, and do, provide a great benefit to the communities in which they are located. Please do not penalize all STVR owners because of the inconsiderate actions of a few.

Thank you

Lisa and Mike Schutt

Mike -
wishin' I was fishin'

><}}}> ><}}}> ><}}}>

From: [REDACTED]
To: [Lori Loret](#)
Subject: Comments and recommendations for the Ad hoc committee members
Date: Thursday, August 6, 2020 11:15:14 AM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

Hello Committee members,

My name is David Dinnel. I have been aware of and listened in to the previous two meetings. I have many questions and probably too many to provide at this time but after each meeting, I came away with the following question:

Is this a rubber stamp program for the city to crack down on short term rentals and punish good owners?

If this is a rubber stamp, fine I get it and understand but if it is not, I believe I have a lot I can offer to the group. I originally interviewed for the committee and I was kind of “luke warm” on the committee as it seemed like it would kind of be a rubber stamp to crack down and potentially punish owners who are doing their best to provide a great space for people to enjoy a beautiful home, while having guests to are courteous and reasonable to neighbors when it comes to sound. Also, I was advised I could always attend meetings and participate. Since very few people attend and speak in favor of Short term rentals at city council meetings, I felt that my time might be best spent attending city council meetings and attending and participating with Ad hoc meetings when I could.

The world has completely changed since January as you know. I would like to let you know I have a lot of concerns about short term rentals.

We have had 10 Executive orders within about 5 months including a complete ban of some of our livelihoods. I don’t know about others but if I can’t rent my home, I am bankrupt. What have committee members done do try to open us back up and keep us as an option to keep providing relief to all the families who have been under “house-arrest”? We are providing a huge service to many desperate families. Maybe that narrative needs to get out.

All I hear is how terrible STR's are. The owners suck, the management companies suck, the guests are all partiers and jerks.

You and I know that it is a misrepresentation and it is a very small percentage of guests who are a nuisance and owners and management companies are likely trying to change guest behavior as soon as they are aware of sound issues.

Is there going to be any sort of outreach about the following:

1. STR do provide many benefits to the community. The homes are likely beautifully maintained, they are often the nicest, most well maintained homes in each neighborhood.
2. Possibly ½ of the time, the homes are empty, with "NO" sound? Is this not a benefit? I have neighbors and renters around my primary residence that are nuisances all the time... and there is no one to contact or request to immediately change those people's behavior.
3. TOT revenue. The revenue is huge and based on what I have heard over the past two years at city council meetings, if our TOT revenue was not coming in, the city would be massively different, like they would likely be on the way to bankruptcy or would not be able to provide current levels of services.
4. Vacationer/guest spending in the overall community. Without all the additional spending and tax revenues of guests coming in to town most businesses such as restaurants likely won't make it.
5. Jobs: Is there an estimate on how many jobs and how much income is added/created by having STR's? We hire on lots of people who may not be able to get or have service jobs without us. Jobs such as house cleaning crews, gardening crews, pool servicing people, handymen, plumbers, contractors, all these type jobs and more. Is this not a benefit to the community?
6. TOT from hotels and STR's are the second largest revenue generator to the city around \$10 million per year correct? Are you aware that according the Financial advisory committee that I listened to yesterday has a \$17 million budget for the sheriff's alone? Are you aware that they

said that the costs are going up 7% this year alone? Is our TOT not some sort of benefit or asset to this city? Why is our contribution never mentioned?

The general trend that I constantly here is that La Quinta is the best but is it just the STR's that are destroying the community. This is a misrepresentation in my opinion and some push back or additional information about all the benefits should also be provided. Is anyone interested in pushing back?

Executive order #9

This is a complete ban on outdoor sound other than speaking and outdoor activity. When the order came out, I spoke to code enforcement, I was advised an music on an iphone is a violation and a \$1,000 fine. Does anyone have an issue with this? I ran a scenario asking if a T.V. is being played inside the home and the sliding glass window is cracked open and some sound can be heard in the back yard is this a fine? I was advised that is the sound is audible, then yes that is technically a fine. Is this type of fine acceptable to this committee? If so, my guess is that everyone one of your guests have at this point played an iphone or have had a window or sliding glass door cracked open while a TV has been on and you were subject to a fine.

Have all committee members read Executive order #9? Are you aware that an owner who comes out to their property have voluntarily given up their property rights when they arrive to enjoy their property like every other 31+ day renter or every other home owner? Owners are subject to the same sound penalties as guests so they can play an iphone or allow sound from a TV to be audible outdoors? Is this acceptable to your owners? I spoke to code enforcement and was advised this is the case.

I spoke to the short term rental department and was advised that Executive Order #9 is more of a passive program and that guests need to be reasonable and keep sound low. This made me feel better about the situation but what is the truth? The information I received between the two departments is

extremely different. Can someone provide me the proper guidance?

Is Executive order #9 an "ACTIVE" or "PASSIVE" program?

I am aware of an owner (not me) who had a guest who apparently was playing some music that was audible outside. The owner is convinced none of his neighbors called code enforcement for a noise issue as they never have before. The person is convinced the city code enforcement was actively going to STR's to find sound at the properties. At any rate, the code enforcement officer heard music, wrote the citation, knocked on the front door, gave the ticket to the guest and the owner was never even notified of any sound issue at all not by the city and of course not by the guest. The person received a noise violation in the mail. Is this the new standard? No information, no warning, and receive \$1,000+ bills in the mail with no knowledge of any sort of issue?

What is the Committee's thought about this?

CITY HELP FOR RESTAURANTS AND OTHER CHOSEN BUSINESSES LIKE GYMS AND SALONS: (NONE FOR STR'S)

Are you aware there is a lot of money available for restaurants. There is so much money available within the city of La Quinta for restaurants that it is my understanding that they are able to get multiple rounds of help. Why aren't we STR's able to get assistance such as assistance for utility bills and mortgage payments? My understanding is that Restaurants, salons, gyms have been chosen for help while we are excluded. I for one went to the verge of bankruptcy following the STR ban. Why are some groups able to be supported during the ban while others like us cannot get help? Are you a voice that can raise this so we could be reimbursed for our multi month ban on our livelihoods?

Executive order #10:

This is the newest order. A ban/moratorium on new short term rentals. What are the committee members thoughts on this?

IDEAS GOING FORWARD:

1. Why not have a hotline --- A "GET OUT OF JAIL FREE CARD" for hosts/management companies (if a nominal fine is necessary so be it but don't count this towards banning a good – responsible owner.) Owners and property managers want guests to be "courteous and respectful to neighbors" when it comes to sound. Obviously all owners/management companies require guests to be courteous... When guests don't control themselves, why not have a number we can call and advise some agency that you are aware of an issue at the property, and that you are trying to modify guest behavior. If the guest violates the rules and owner/manager demand, have the agency stop by the property and either warn or fine the guest. I mentioned this at a city council meeting a couple years ago. If guests are aware that they are violating rules but they are aware that there is absolutely no consequences for them, only a fine that the owner receives, then they have no reason to change their behavior. Example: if a person goes to Avis and rents a car, and speeds everywhere and a police officer pulls the driver over, he doesn't write the check the Avis, the driver gets the bill and that will go on the drivers record, not on Avis the company. Isn't the goal to keep sound to a minimum and try to calm/mute outdoor sound as quickly and seamlessly as possible or is it an opportunity to fine all owners and fleece funds?
2. Council Member Sanchez mentioned a couple city council meetings back that there should be some culpability by unruly guests. There may be an ear at the city council for them to be open to charging the bad guests who don't follow house/city rules. Isn't this something that we should pursue?
3. Why can't the Ad hoc committee and city come up with some verbiage that can allow for guests who are unruly to receive a fine for bad behavior? I can provide some ideas on this at a later time.

Sincerely,

David Dinnel

 cell phone

From: [REDACTED]
To: [Lori Lorett](mailto:Lori.Lorett)
Subject: Re: Stvr permits
Date: Thursday, August 6, 2020 10:27:20 AM
Attachments: [image001.png](#)

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

Good Morning Lori, Here are our comments and suggestions for the committee to review and discuss.

Thank you for the information. I listened to the Ad- Hoc Committee meeting from July 6th. I was especially interested in the comment of one of the members towards the end of the meeting, she had mentioned how there was trash left out on the curb and it was reported with no response from code enforcement. Also interested in how properties with complaints have risen in number. We manage several homes in the area, and have an invested interest in the Short Term Rentals within the City. We believe it can make a great impact having someone the out of town guest are answering to and in communications with during their stay. On behalf of the local realtors and property management companies, as well as local businesses who benefit from having a thriving community with travelers coming to visit us, I believe the short term rentals must be allowed to stay up and running for everyone to benefit. We've taken the time to make this short presentation of ideas and suggestions for your committee to review and hopefully use to help make useful decisions.

Our comments:

just one comment on why there has been an influx of complaints, During our seasonal months, we rent to folks who are here for longer stays and it tends to be a different clientele during the seasonal months. This summer we have a large impact of guests coming for short stays and mostly all have been from Orange County and Los Angeles areas, this is due to pandemic and folks having no where to travel to except for much closer to home areas such the Coachella Valley. In the sections below, We have some suggestions that may help provide a different viewpoint on how to help manage some of the current issues.

Responsibility : The home owners are ultimately responsible to ensure they have proper management for their homes, and rentals. So each homeowner should be held accountable to have a professional management team who can and will respond to complaints. In turn the property management company also takes on the responsibility of how guests are treating the property during their stay.

Reinforcement: Once a guest books a property they should be required to sign an additional contract outside of the rental platform such as (airbnb), In this initial email providing the contract & welcome manuals they should enforce the community and city regulations. The guests are being **EDUCATED** on what is expected of them while they stay and made aware of potential risk for complaints. Then also be asked to share the information with all their attending guests.

Meet and greet: During a required **MEET & GREET** with the guests when they arrive at the property is when we go over the rules and regulations a **SECOND TIME**, explaining the important details of the city and community guidelines / expectations. This gives them an actual person that they are referring to for any issues while they are on property. We have found that this makes a great impact having someone the guest is answering to and in communications with.

Property management 24 hour response: The peace and mind for home owners is that we answer around the clock, and are able to respond to complaints as soon as they happen. I believe this is already in place when acquiring a permit at the city, that all owner's have a point of contact that **WILL** respond to complaints around the clock.

Questions:

1. Are the home owners being held to that requirement to have a property manager listed?
2. Are the property management companies holding up to those expectations of responding to situations in a timely manner?
3. Would it be possible to set up guidelines for property management companies to uphold as representatives working within the city. (Such as implementing proper contracts to each guest, that express the City of La Quinta current regulations & the individual property guidelines) Then again reminding the guests of the rules when they meet them during their initial greeting at the home.
4. Is the process having the call center take messages when someone is responding to complaints actually working? Do the messages get retrieved by code enforcement within the 45 minutes grace period letting them know the issues have been responded to and taken care of?

Thank you for your email, and offering us a chance to give our viewpoint on the matters regarding this matter.

Jessica Young | Desert Concierge
Po Box 6503 | La Quinta CA 92248 | [REDACTED]
www.yourdesertconcierge.com

Please take some time to leave your comments and reviews on our google page. Our business thrives on your referrals! - Thank you!

From: [REDACTED]
To: [Lori Loret](#)
Subject: Written Comments
Date: Thursday, August 6, 2020 10:12:50 AM

** EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information. **

Jennifer Cooper
La Quinta
[REDACTED]
Public Comments - STVR Moratorium

Hello, I am a La Quinta Cove homeowner and have been a resident of the Cove the last 6 years. As a resident, I am starting to think after reading these public comments from fellow LQ residents that they have never heard the saying "cut off your nose to spite your face". While I understand some of the concerns and problems my neighbors are facing, I think they are failing to see the benefits the STVR are providing our community. Let this be clear, I am a full time resident and I do not rent out my property.

Many of these problems neighbors are facing are annoyances that a full time residents can bring as well, except they are temporary. My first property on Avenida Vallejo was surrounded by issues brought on by full time residents. The home directly behind me had a party every other weekend, the home next to us had an outdoor dog that barked all hours of the day and night. The house across the street regularly had the police showing up for domestic disturbances, and the list goes on and on. There wasn't much I could do to change my situation because these were full time residents that clearly had no intention of moving and you can't choose your neighbors. After many calls to law enforcement, talking to our neighbors and explaining our concerns, and little to no change, we moved. BUT - I wasn't going to let this change my thoughts on the La Quinta Cove, I loved it here. I loved the character of the homes. I loved going to Old Town and supporting local businesses. And I loved not living in an HOA. So we bought a house on Avenida Navarro. 6 months in to our new home the house directly behind us sold and became a vacation rental. Yes, I do hear intoxicated people outside from time to time, yes I do hear music outside from time to time, but I know it will go away, these people are temporary, they are vacationing. All the renters I have spoken to popping my head over the fence about turning the volume down have been respectful and accommodating.

The fact is that these STVR have increased property value and the Cove has seen an increase of flips and new construction due to investors being interested in a once "undesirable" area. This benefits ALL homeowners in La Quinta. Property values for detached homes in La Quinta have increased by 7% in the last year while other cities like Rancho Mirage and Indian Wells, who overwhelmingly do not allow STVR are down. This is not a coincidence. STVR owners maintain their properties to high standards, which increases neighbors property values as well.

La Quinta, while it is a Resort area, has an incredible lack of lodging for all the events that take place here and all the visitors they attract. Ironman, golf tournaments, concerts, etc. If we eliminate short term rentals those visitors will stay in other cities and negatively impact the city's revenue as well as local businesses. The financial impact will be felt by everyone who lives here and the next problem we will be facing is that of Rancho Mirage that has refused to "change with the times" and is now facing decreased property values and empty store fronts. I do not want to see this happen to a city that I love.

From: [REDACTED]
To: [Lori Loret](#)
Subject: Short term rentals committee
Date: Wednesday, August 5, 2020 8:31:17 PM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

Hello, My name is Tony Terrazas,
I am a resident of the City of La Quinta for 24 years. I am currently a maintenance technician for a rental company in the city of La Quinta, and formally Maintenance Director for the Palm Springs Air Museum for 10 years and a veteran of this great country which provides job opportunities for all. I currently live in North La Quinta and the home next to me is a short term rental. The owners live in the LA area and we have open communication. We have never experienced any issues regarding his renters.
Restricting short term rentals surely would hurt me and my family financially. The City benefits from the income from visitors who come to our beautiful Valley. I ask that you consider all the workforce people in this industry that will be affected, who rely on this to pay their bills and feed their families.

Thank you

From: [REDACTED]
To: [Lori Lorett](#)
Subject: Questions & Comments For Meeting Tonight
Date: Thursday, August 6, 2020 9:45:03 AM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

Hello,

1. If The Cove is the main area with difficulty right now, why is the entire city being negatively impacted. The order cited the “quality of life for residents”. Income is directly related to quality of life! Times are tough right now and responsible and conscientious homeowners are now being penalized and prohibited from using their own investment and property to generate supplemental income if they’re interested or need to. How is that right?
2. How will the city address abuse of this anonymous hotline? It is well known that many residents use this tool to not only file fraudulent and bogus claims/complaints but this also is a terrible abuse of the system and wastes valuable and already thinly stretched city officials and resources. There’s kind of a “he said, she said” dynamic between complainants and homeowners and it appears the burden of proof and guilt is on the homeowner and that doesn’t seem right or even legal.
3. Would the city consider limiting new permits in problem areas or taking new permits on a case by case basis?
4. There are several income properties in escrow right now that were sold and purchased for the specific use of these properties to make income for the new owners. This new moratorium will scare homebuyers off and will have a huge and detrimental impact on our local economy. Many current escrows will be cancelled and people that either want or more importantly need to sell their homes are now in a very serious and financially devastating situation. How is the city prepared to handle and address this?
5. The city council is generally required to act as an informed and responsible decision maker and representative for all in the community. This is not happening sans this new order does not represent the entire community or the best interests of all community members of La Quinta. Nobody appreciates this city and the city officials more than I do but a more proactive approach is definitely needed here. However this new executive order places a huge financial burden on many of your citizens and that’s exactly the opposite of what should happen. Please review this decision and I’m sure the city can come to an agreement and develop a plan where we can get control of the bad actors here but let the residents that won’t be an issue have a chance here.

Thank you very much!

Sincerely,
Stacy Finath

From: [REDACTED]
To: [Lori Loret](#)
Cc: [REDACTED]
Subject: Rental
Date: Thursday, August 6, 2020 12:03:05 PM

** EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information. **

Hello,

We recently closed on a house in La Quinta (could not be further from the cove area) and we were going to be seeking a short term rental permit for when we would not be using the home personally to help supplement our income.

This new executive order is so wrong and doesn't make any sense. Why are we being penalized for the acts of others? You are allowing bad actors to literally take money out of our pocket and prohibiting us from being able to use our property and our investment in a way that will benefit us financially! That's criminal! Why are you allowing these bad actors and homeowners to dictate how the rest of the homeowners in the city can use their home and their investment to make supplemental income for themselves? This is completely backwards and it's not in the best interest of your city residents!

We would not have purchased this home how do we know when that we would not be able to use it to supplement our income. I realize you all have a lot on your plate but you need to rethink this and come up with a different plan that properly disciplines the problem people/properties and does not negatively impact the other residents of the city. In this day and age especially, you should not be enacting orders that mess with peoples income and their financial situation!

Thank you very much!

Best,
Gwen Jones

Sent from my iPhone

From: [REDACTED]
To: [Lori Lorett](#)
Subject: For Meeting Today
Date: Thursday, August 6, 2020 11:38:40 AM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

To Whom It May Concern:

Thank you very much to all of you for your consideration and service to this city.

Respectfully, this order doesn't make a whole lot of sense because the issues you're currently having are with permitted homeowners. Why do this to people that have done nothing wrong or have no history of STR but would like to get a permit?

I know firsthand there is a huge problem with the anonymous hotline as it is abused by complaining parties that have an agenda to not allow short term rentals at all. This is very wrong! There needs to be more oversight of the hotline and there is no reason a complainant can't provide their name, address, etc. for a legitimate complaint. This doesn't have to be disclosed but the setup is currently being abused so no wonder your code enforcement department is stretched too thin.

Consider limiting new permits up in The Cove but not all of the city. Instead of stopping new permits, maybe focus on the problem areas.

Thank you very much.

- Robert G. Levee

From: [REDACTED]
To: [Lori Lorett](#)
Subject: Submission
Date: Thursday, August 6, 2020 11:16:46 AM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

Hello,

We own a vacation rental property in La Quinta and have never had an issue with our tenants, neighbors and have never had a call placed about us to the anonymous hotline (which is a joke by the way). We love the area and love our home and all this area and city has to offer. We were considering purchasing another income property down here to help pump some money into the local economy but to also benefit from the great rental market that exists down here. Now this executive order comes out and we have to call this off. Our home is nowhere near The Cove and we are not even interested in homes in that area. Not only are you essentially keeping us from making money but you are directly impacting people who are trying or will be trying to sell their home. This also hurts the city and its businesses financially that benefit from rental properties, local tourism, etc.

I get there are some bad actors out there but give them more oversight then and be more proactive when it comes to noise, occupancy, etc. We all pay plenty of taxes here that the city should be able to hire some more people to handle the short term rentals. I don't feel and I am sure I am not alone that this new executive order not only hurts our local economy and community members but just doesn't make sense. How does limiting new permits do anything to address the issues the city is facing in The Cove and/or other problem properties? This just doesn't make sense and if the answer is that it helps the city and its officials play "catch up" then that is simply ridiculous and not an acceptable response. If the city is playing catch up here then clearly something is wrong and that needs to by all means be addressed but this is not the right way to do that. This is not in the best interest of all or even the majority of community members. How does this address our "quality of life" as

residents? This is not the answer. Thank you very much.

Best Regards,
Russ Reno

From: [REDACTED]
To: [Lori Loret](#)
Subject: Written Comments
Date: Thursday, August 6, 2020 10:22:09 AM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

Name: David Earle

Address: [REDACTED], La Quinta , CA 92253

Phone: [REDACTED]

**Public Comment on EXECUTIVE ORDER NO. 10 ORDER IMPOSING
90-DAY MORATORIUM ON PROCESSING ANY NEW APPLICATIONS
FOR SHORT-TERM VACATION RENTALS IN THE CITY OF LA QUINTA.**

This Executive order is an abuse of power and shows a lack of leadership by the City. This is not a solution. This is the City of La Quinta responding again to the emotional comments of a relatively small group of residents against the short term rental community. The City needs to keep its focus. Short Term Vacation Rentals are essential to the quality of life for La Quinta residents and its small businesses. It allows us to share the “GEM of the Desert” ! We need to be setting policies and creating Executive orders that promote the rebuilding of our local economy and restoring the freedoms that we all had to temporarily give up for the betterment of us all.

Executive order No. 10 does not promote either of these goals.....

Thank you

Dave Earle

From: [REDACTED]
To: [Lori Loret](#)
Subject: Submission
Date: Thursday, August 6, 2020 10:13:17 AM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

Hello,

We are trying to sell our house and in fact are in escrow with someone who was interested in using the home as an income property. We did not rent our house out ever since we live here but know it would make a great rental. They are most likely going to back out of the sale now and that is going to be terrible for us. We have to sell this house because we are being relocated. This directly hurts us what you all have done! Why are new permits or new owners or new permit seekers being targeted when they truly have done nothing wrong?! Take care of the problem properties and use our tax dollars to hire more help and give more oversight but don't take money out of our pockets and other resident pockets because of other people behaving badly. I am speaking from ourselves and our specific situation but this will hurt more people and will keep investors out of La Quinta. That is not what we or you as our city council want! You are turning away and scaring off investors and home buyers and that is going to kill our economy and hurt many of your constituents that have nothing to do currently with short term rentals yet they have to pay the price in the future? How does this make sense? Please rethink this! There are other better ways to tackle this without shutting everything down and screwing people trying to sell or buy a home here in La Quinta.

Thanks,
Rubina A.V. Vartanyan

From: [REDACTED]
To: [Lori Loret](#)
Cc: [REDACTED]
Subject: City Council's actions appear malicious
Date: Wednesday, August 5, 2020 5:47:48 PM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

Good afternoon,

My name is Greg Parker. My family and I are owners of three Short Term Vacation Rentals ("STVRs") in La Quinta. No doubt the Covid Virus has created tremendous problems for us all. The economic consequences have been devastating for almost everyone. That said, the City of La Quinta has taken it upon itself to exacerbate an already difficult situation and make it worse for the STVR owners and managers. The results have been economic devastation to STVR owners, managers, and the thousand of support personnel employed in the STVR industry.

Personally, my family goes to great lengths managing our homes. This is a no nonsense business for us. We rely on the bookings and the income generated as a part of our ordinary income and retirement strategy.

Selective Bookings:

We are very selective who we book. We target multigenerational families. Guests are warned of our stringent rules multiple times before they book and subsequently arrive. Guests have to understand and agree to the City rules governing STVRs as well as our own more stringent rules before they can book.

Barrage of Warnings:

Upon arrival, guests face a barrage of warnings throughout the property. Reiterating the rules they agreed to multiple times.

Noise Monitoring:

Noiseaware decibel monitoring sensors are strategically located inside the home and in the rear yard. Set below City mandated noise level ceilings, NoiseAware notifies us immediately in realtime if the decibel levels exceed acceptable levels.

Video Surveillance:

With our realtime video technology, we are able to monitor activity and proactively manage possible issues. All video and decibel readings are recorded. Video cameras record their arrival and movement in front of the homes. We know how many cars, guests, pets, what they are carrying, deliveries, etc. all in realtime.

Framed Warning Signs:

Once inside our homes, Guests are faced with framed and mounted outlines of City and House rules at each door. Each delineating - No outside music. No parties or gatherings. Quiet time after 10 PM. Do not park in front of a neighbors house. No smoking inside or outside. Failure to abide can result in immediate eviction and /or fines from \$1,000 - \$5,000.

Reflective Signs Posted "Silence After 10 PM":

Each property has a minimum of four reflective 6' x 24" signs strategically posted in the back yard to remind the guests "Silence After 10 PM."

My family and I go to tremendous lengths to be good neighbors. We have many friends

who are also STVR owners and we know they all go to similar lengths to make sure their guests abide by City ordinances.

The City's continuing policy to tighten the STR rules does not appear to have anything to do with Covid. It does appear the City's actions are tantamount to economic harassment and a willful and malicious attempt to drive Short Term Vacation Rentals from La Quinta. As stated earlier, our STVRs are a significant part of our ordinary income and retirement strategy created by our corporate attorney and CPA. If continued, the actions of the City Council will have a drastic negative effect on my family's income and net worth thereby jeopardizing our livelihood and retirement plan. The economic and emotional damages to my family and to other STVR owners and support personnel is incalculable.

We urge you to take appropriate action within the STVR Ad-Hoc Committee to reverse this trend with the City Council and to restore the pre Covid policies and restrictions upon STVRs.

Respectfully,

Greg Parker



CC/ Brian Hill, CPA
Tim Randall, Attorney

From: [REDACTED]
To: [Lori Loret](#)
Subject: Short Term Rental Moratorium
Date: Wednesday, August 5, 2020 11:53:47 AM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

Hello-

My wife I own 2 units at Legacy Villas. Since we have valid rental licenses, we are apparently not subject to this most recent arbitrary assault against our rights as property owners. Nevertheless, we are deeply troubled by the previous and current restrictions. There was a time earlier this year where we, as owners, were unable to visit our OWN property. That was ridiculous and likely unlawful, and now the lunacy continues with this latest development. Legacy Villas was designed as a short-term rental community and the apparently loud minority voices of those who choose to live there full time should not be allowed to drown the interests of those who have an financial interest in being to be able to lease their property. We understand that these are difficult times but everyone's rights need to be recognized and public policy needs to be applied equitably and consistently.

Regards,

Jon

The best compliment I can receive is the referral of your Family, Friends and Colleagues.

I CAN ALSO ASSIST YOU WITH LIFE INSURANCE, DISABILITY INSURANCE AND LONG TERM CARE INSURANCE.



Jon R. Dahlstrum, CFP®
CA Insurance License #0681397
Raymond James Financial Services, Inc.
Member FINRA/SIPC
4165 East Thousand Oaks Blvd., Suite 255
Westlake Village, CA 91362
Phone: [REDACTED]
Fax: [REDACTED]
E-mail: [REDACTED]
Web: www.RaymondJames.com/DahlstrumFinancial

From: [REDACTED]
To: [Lori Loret](#)
Subject: Public Comment on PROPOSED City of LaQuinta Executive Order 10 - Order Imposing 90-Day Moratorium on Processing Any New Applications for Short Term Vacation Rentals
Date: Thursday, August 6, 2020 9:31:32 AM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

To the City of La Quinta Short Term Vacation Rental Committee:

I am writing to you today to request that the city NOT issue a moratorium on short term vacation rental licenses.

-

I am a property owner of a condominium at Legacy Villas in La Quinta. We have owned our property since 2012, but we have visited and enjoyed vacationing in La Quinta (and the surrounding Coachella Valley) since the mid-1980s. We take pride in owning our property in La Quinta and love sharing the beauty of the area with our friends and family and guests.

A large part of why we purchased our home at Legacy Villas is the ability to generate income from and use of the property when we are out of town. Legacy Villas was designed and intended to be rented to short-term guests. In fact, long term leases (over 30 days) are banned. Our property has a proud history of showing the best of the Coachella Valley when visitors arrive for events such as Coachella, Stagecoach and the BNP Paribas Open. As property owners, we are extremely sensitive to the value of our home and take great measures to ensure we do not diminish our home's value in any manner.

The imposition of a moratorium – even temporarily – on short term vacation rental licenses will have a devastating impact on property values in La Quinta in general and on Legacy Villas specifically. With the nationwide uncertainty stemming from COVID-19, our government's primary objective should be to maintain the status quo and to provide certainty where none exists. This is particularly so with respect to long-standing property rights. A moratorium on short term vacation rental licenses – particularly on properties such as Legacy Villas with long term rental bans – will devastate the value of the properties at this beautiful location. Moreover, given the crushing impact of COVID-19 on the city's finances, it does not make good economic sense. Every single cent of the transient occupancy tax my guests pay goes directly to the city, and the city (and the surrounding residents) benefit when my guests support local shops, eateries, and businesses.

I urge the city to reject the proposal to issue a moratorium on short term vacation rental licenses.

Thank you.

Jeanette Petersen

[REDACTED] La Quinta, 92253

-

-

-

From: [REDACTED]
To: [Lori Loret](#)
Subject: STVR standards and F/T residents- Equal treatment for EVERYONE
Date: Thursday, August 6, 2020 7:07:59 AM
Attachments: [RiversideCo.SheriffNoiseOrdinance.pdf](#)

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

Hello Lori,

Please enter as "Written Public Comment" for the STVR Ad-Hoc Committee.

After my recent (first) noise violation on the weekend of July 25th- out of curiosity I contacted the Sheriff's office to find out what the process is for homeowners and long-term renters in LaQuinta that are causing excessive noise. Specifically, if there is any amplified noise during the day, or noise around their respective pools, what sort of fees are assessed to them?

The response was very interesting. The officer told me that if they take a call about noise, the sheriff goes out to the location, and has a conversation with the owner or person in charge, and unless there is belligerent behavior (example, drinking) from those at the property, they would consider writing a ticket to that person. There is no instant citation as there is with STVR owners.

I have attached a copy of the Riverside Co. Sheriff Noise Ordinance document I found on line.

This is VERY DIFFERENT than the City of LaQuinta's accountability expected of the STVR owner.

1- The ticketing from the sheriff is subjective, not absolute. Full-time residents (owners and renters) are not ticketed on first offense. If a STVR is in violation and is reported, that OWNER will be fined if the noise doesn't stop within 45 minutes of notification.

2- If a full-time RENTER is making the noise and is belligerent, the RENTER is cited by the sheriff, not the OWNER of the home.

The STVR owners are being held to a different standard than the owner/ renting residents. This is not right. If the City of LaQuinta decision is to fine the home owners, this needs to apply to ALL home owners, if you live in your home or not.

If the City of LaQuinta is citing violations to current residents of the house, it should be clear that this definition also includes people RENTING the property- whether it is

month to month, an extended lease OR a weekend for STVR.

In my case, my home was an AirBnB before I bought it. During my appeal hearing yesterday, the officer that cited me stated that the woman that reported the noise 'had called multiple times on the house.' I have owned the house just over 1 year, with my first rental in late fall of last year. Jan and Feb of this year were rented on a long-term basis to a company for the horse and tennis tournament.

If the woman complaining about my house is upset about previous noise, how am I responsible for that? I am a superhost with AirBnB and I do not 'instant book'. All requests for booking are approved by me once I have had a chance to message the guest.

If the woman that called simply doesn't like having a rental in her neighborhood, what sort of rights do I as a home owner (that also pays property and monthly rental taxes to the city) have? If I have the same rights, the accountability for violating the rules must be the same.

How can the City of LaQuinta separate previous behaviors from current?

These questions need to be addressed and answered. It appears that we STVR OWNERS are being held to a different standard than full-time residents. My first time violation as a STVR OWNER cost me \$1,000 (fine is doubled), plus a suspension of my permit/ license for 3 months. I was booked all of August weekends, amounting to over \$3,000...plus Labor Day at over \$1,100.00. Additionally, it cost me \$250 to apply for the appeal.

This means that my losses for the violation and 3 month suspension cost me over \$10,000.

Last time I was at the house, the neighbor next door at 530 in the morning had his car running with hiphop music and filthy language at full volume. I went outside and had to YELL over both the racket and fence to a late teens/ early twenties male that it was too loud.

A homeowner inside of the city of LaQuinta would not sit quietly if they were being fined this amount of money for playing music while they washed their car, barbecued with family on a Saturday afternoon, or played with family in the pool at 11 at night...especially if they were called on by a disgruntled neighbor from years before.

The results of these actions need to be the same for both sides of the fence.

Thank you .

Larry Moad

From: [REDACTED]
To: [Lori Lorett](#)
Cc: [REDACTED]
Subject: Public comment for the Ad-Hoc Committee
Date: Thursday, August 6, 2020 11:15:41 AM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

Hi Lori,

Please find below our public comment for this afternoon's Ad-Hoc meeting to be distributed to the Committee's members.

Thank you.

AvantStay is a vacation rental company specializing in group travel with 16 properties currently in La Quinta and another 30 in the surrounding markets of Indio, Palm Springs and Rancho Mirage. We strive to be the best citizens we can be in all of our markets and work with cities, owners and guests to be respectful of the neighborhoods in which we operate. We paid \$110,000 in TOTs to La Quinta last financial year, and have a positive and collaborative relationship with the team at the City of La Quinta, always ensuring fees and paperwork are filed in a timely manner and any issues of non compliance are swiftly addressed. Towards that end, we wanted to issue the following statement to the Ad-Hoc Committee regarding Executive Order #9 on today's agenda:

The part of the order that most concerns us is the following: "This order applies to any and all short-term vacation rental units in the City of La Quinta, **regardless of whether they are occupied by persons paying rent or not.**" This lack of distinction between behavior of short and long-term-renters, or owner-occupied homes for that matter, is concerning. By the terms of the order, the City would allow a renter (long- or short-term) at a home that is not registered with the City to play loud music at any time, however a family who has a 6 month lease on a property that is permitted as a short-term rental would be severely punished for playing any music outside at any time. The applicability of the new EO to any persons occupying a permitted home incentivizes bad actors to continue to operate illegally and not register with the City or pay any taxes or fees, and disincentivizes best practice rental management and compliance with City rules.

If the desire is to manage noise complaints for all types of tenancy, these rules should be applied to all property types and not just permitted short term rentals. If the desire is to reduce disruption from short-term rentals, then the EO should be applied to short-term rentals only. If there is difficulty distinguishing between what is a short-term and a long-term rental, then the City can adapt an alternative strategy that more effectively addresses the issue, such as requiring that long-term rentals are pre-registered with the City prior to check in. differently than long-term rentals simply

because the home is designated a short-term rental. We are in absolute agreement that parties and disruptive behavior from short-term rentals should be curtailed but applying the order to permitted homes has the potential to punish law-abiding operators while leaving unpermitted operators unscathed.

We are also concerned about order's blanket prohibition on outdoor music, rather than limiting noise to a certain decibel level. In our experience, guests can enjoy being outside with friends and family while enjoying low-decibel music. To ensure compliance with noise levels, we have installed NoiseAware devices at our properties that send an alert to our team when noise has exceeded a certain level. Our staff reaches out to the guest and in this fashion, noise issues are often resolved.

We ask the Ad-Hoc Committee to recommend to the City Council that these changes to Executive Order #9 be made.

Thank you.

--



Fiona Quinn
VP Business Affairs
fquinn@avantstay.com



--



Andy Sywak
Policy Manager
asywak@avantstay.com



From: [REDACTED]
To: [Lori Lorett](#)
Cc: [Jon McMillen](#); [Kathleen Fitzpatrick](#)
Subject: Public Comments - STVR adhoc committee
Date: Thursday, August 6, 2020 11:01:12 AM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

City of La Quinta STVR AdHoc Committee

STVR code enforcement

Good Day -

Thank you for the opportunity to share our concerns and issues re: the STVR regulations and compliance in La Quinta. Our main concern, which seems to be shared among most of the current 38 members (so far) of our recently organized community committee, is the noise generated by these properties, and the attendant degradation of the neighborhood lifestyle, as a result. We are not suggesting that STVRs are a universally bad idea and should necessarily be banned, but instead, solutions should be found to assist all stakeholders in having an improved experience with these properties. Few, if any of us, purchased our homes in a residential neighborhood only to live next door to uncontrolled pool parties and screaming, on a weekly, or often even daily, basis. Nor do most of us wish to be the STVR police, constantly conflicting with neighbors. All of this is especially highlighted, now that we are also dealing with safety issues associated with Covid 19.

Our specific queries are as follows:

--How is an owner notified of the rules and regulations? It would seem that many problems could be avoided, if only owners would be well aware of current protocols, and communicate them clearly to their guests, then insist on compliance. We have noted a distinct tendency of the owner next door to us to claim he is unaware of the rules, or he downplays the actions of his guests. It was especially disconcerting to receive a similar response from code enforcement this past weekend when called to our home. Although he affirmed he could hear their outdoor music, he further stated "it was pretty quiet", thus minimizing the complaint. Not cool, and certainly not the type of response expected from the City. Not sure what, if any, action was taken, but we were certainly left with the impression that this issue was not taken seriously by the Code Enforcement Officer..

--What is the process, if any, for receiving follow up as to the status of each complaint? How are the separate instances counted toward the 90 day suspension? Several other homeowners in our group have stated that it seems like nothing happens administratively, after the initial complaint is received. Our experience matches this, but would also like to add on a positive note, that the response time to complaints has been timely, however what are the outcomes? This knowledge would be helpful in assessing the results of any enforcement actions.

--How is the 24 hour rule between guests being enforced, if at all? Is it the honor system by the owner to book correctly? I can state that our neighbor has violated this rule at least six times since March, including twice in just the last week. Other nearby residents have stated the same experience.

We continue to believe that the STVR program in La Quinta can be successful for owners and local residents alike, but much more attention needs to be paid to maintaining a reasonable quality of life for local homeowners, as opposed to allowing ongoing raging pool parties day after day. It seems there is a definite tendency to omit advising guests of the actual rules, in order to minimize risk of losing a booking. Add the indifference of some distant owners to the actual impacts of their properties, and we have a huge disconnect that bears far too heavily on the property owners of La Quinta, while leaving the absentee owners to enjoy their profits from afar.

Best Regards,
Rod McGuire
La Quinta Cove



Dear STVR Ad-Hoc Committee Members,

I am a full-time resident of the Cove neighborhood and I support an immediate moratorium on STVRs and the implementation of a plan to eliminate all existing STVRs here. We are a residential neighborhood and not a commercial zone. STVRs have, in affect, turned residential zones into commercial zones, circumventing any due process, besides attaining a permit from the City. STVRs operate at the expense of the community for personal gain.

There are developments in La Quinta that have housing which was developed and sold as STVR investments. Other gated communities with HOAs are fine with STVRs and have their own agreements governing them. In the Cove, City government and this committee is, in affect, our HOA and we are behind the curve with STVR regulation. Many desert cities have already implemented regulations in response to the same grievances we are suffering. In fact, because so many resort cities have enacted STVR legislation, we are now the wild west of STVR development, unprotected as we are.

Courts have long been deciding cases in favor of cities that are eliminating and/or instituting strict regulations on STVRs. Way back in 1989 Carmel-by-the-Sea prohibited STVR's in residential districts. There was a challenge by homeowners, and in 1991 the court rejected plaintiff's claims and upheld the ordinance. The court determined: "... such rentals undoubtedly affect the essential character of a neighborhood and the stability of a community. Short-term tenants have little interest in public agencies or in the welfare of the citizenry. They do not participate in local government, coach little league, or join the hospital guild. They do not lead a scout troop, volunteer at the library, or keep an eye on an elderly neighbor. Literally, they are here today and gone tomorrow-without engaging in the sort of activities that weld and strengthen a community." Last year, in October 2019, a three-judge panel of the U.S. 9th Circuit of Appeals rejected a class-action lawsuit against the city of Santa Monica, which had passed prohibitions on STVRs in 2015. The court agreed that STVRs "sometimes disrupt the quietude and residential character of the neighborhoods."

What about the investors that bought here as a STVR investment? They can still rent their properties for more than 30 days. Or sell. Right now, La Quinta real estate is fast moving. Well priced homes are selling in days. As people from urban areas realize that they can work from home anywhere, they are moving here. If someone wants to sell their home, it's a sellers market and profits can still be made. No one guaranteed a STVR owner the ability to operate a commercial establishment in perpetuity here. Airbnb and VRBO operators/investors know that there has been movement towards increasing regulation from cities like ours where a new idea turned out to have unfortunate consequences. STVR investment is a gamble, like many investments. Kona, HI just restricted STVRs to select commercial zones and instead of a glut of homes on the market, which real estate agents assumed would drive down prices, home values kept going up, like everywhere else. That will happen here too.

What about the loss of TOT? La Quinta is finishing three new hotels and certainly more

are on the way. Other communities in our city welcome STVRs and that won't be lost. Other cities realize there will always be bad actors and full time enforcement officers are needed. Make the fines for violating rules significant, just like other cities are, and help fund those positions with those fees. Carmel prohibited STVRs years ago, but they have allowed 24 permits in commercial zones. In fact, several California cities have allowed a set amount of STVRs in commercial zones. Density is of primary concern as well, so in these zones, there are only a certain amount within a set distance from each other. Home Sharing might be an option if we keep density in mind, providing they are at a distance from each other and the owner must always be present during rental periods. Santa Monica and Santa Cruz allows this to help alleviate housing shortages.

The elimination of affordable housing is another example of how STVRs transform a community. Home prices and rents are affected. As investors drive up prices, opportunities for others will be lost. With Covid-19's economic impact, more homes may be lost and come on the market, increasing the possibility of purchases for STVRs. There is an immediate threat to our public health, safety and welfare and I urge you to act now.

I love the dark skies, the natural beauty and the quiet that (used) to exist here. Like many cities everywhere, it's time to restore our communities to the neighborhoods they were. Either designations of "Residential Zones" and "Commercial Zones" mean something, or they don't.

Thank you for your time and consideration,

Edward Armendarez
La Quinta Cove

From: [REDACTED]
To: [Lori Loret](#)
Subject: Short Term Rentals
Date: Thursday, August 6, 2020 10:55:09 AM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

To the STVR Ad-Hoc Committee:

Me and my wife are full time residents at PGA West and consider short term rentals to be the worst infringement on our lives, period, even exceeding the coronavirus. Since short term rentals have been allowed to reopen for business, we have had to constantly put up with an endless stream of strangers from out-of-town, during a coronavirus pandemic. These current renters are vacationing fools who would normally be going to party their asses off at the Colorado River, in Vegas and Mexico, but are now all in our backyard because we are a short drive away from greater LA and Arizona.

During 4th of July weekend, a major house party with 4 unrelated couples in their late 20s occurred a few doors down from us on the night of July 3rd, and was basically out of control. They took over the pool next to their rental unit and were drinking, yelling and crawling all over each other. We called security and were told that our call was 13th on their list to deal with, so in the meantime the party raged on.

On the 4th of July, the same pool was taken over by a different group of approximately 25 renters all partying together, talking loudly, playing loud music and acting like they owned the place. Certainly no one else could use the pool in the middle of that coronavirus cesspool.

Last weekend, a group of drunken partying idiots were running up and down our street NAKED between two different swimming pools. That was at approximately 10PM.

Unfortunately, this kind of behavior has become the norm lately, as landlords appear to be renting to anything that can fog a mirror so that they can recoup their precious lost rental income, while in the meantime living off the backs of full-time residents' rights!

In fact, as the rentals have spiraled out of control this summer, a good indication of how many units are being rented is to look at the density of people at our pools. Throughout July, all of the pools on our street, Oakhill in the Palmer Course, have been taken over every single weekend by vacationers from mostly LA and Orange Counties, and Arizona. Last time I checked those were some of the worst hotspots in the U.S. for COVID-19. The most galling thing is we can't even use our own amenities for which we have paid HOA dues and taxes for 23 years, because a bunch of jerk renters are taking the place over with groups of people renting a condo and all hanging out together.

We don't want to catch the coronavirus. Short term rentals are being used to spread the disease from some of the worst hotspots in America. They are buying beer at Ralph's with masks below their noses while spreading coronavirus to full time La Quinta residents who have to shop there. They are picking up food from our few open restaurants. Short term renters are using our city to party like it's 1999 in the middle of an incredibly infectious coronavirus pandemic!

This nonsense needs to stop immediately!! Please, for the love of mankind, put a moratorium on short term rentals in our city, until someone out there finally gets this disease under control!!!

Thank you,
Steven Parker



La Quinta

Please do not include my personal information (provided in items 1-5) in the public record.

1. Gwen Dixon
2. [REDACTED]
3. [REDACTED]
4. Please address this letter during Public Comment, Business Session 1., Study Session 1., Study Session 2.
5. Concerns & Considerations for STVR Ad-hoc Committee Members to address

Hello STVR Ad-hoc Committee Members,

Thank you for the time and effort each of you has dedicated to this work. As a long-time resident of La Quinta, as well as an Owner/ Operator of more than one City of La Quinta STVR; I have direct experience with many of the topics you are and will be addressing.

To this end, I request that this Committee, rather than approaching the work in a rushed and reactive manner;

-proceed by taking more time to **meet with/ hear from/ receive input from city Residents and STVR owners**. This will provide you with a greater level of context and information prior to implementing an entirely new set of actions that may or may not be beneficial to desired outcomes.

-consider that, there are not only **STVR owners** who may exhibit the need for **“behavior-modification”, but residents as well**. I can provide you with undeniable proof to this fact. If the intent of the Ad-hoc Committee is to implement new policies designed to, as you have stated, modify the behavior of negligent owners; we should at minimum also **afford STVR owners with the same right to address the “behavior modification” of residents** who are subtractive to the city’s ability to allocate Code resources in an effective and cost-effective manner.

-Instead of arbitrarily requesting more dollars to secure additional Code Compliance staff, let’s first ensure that their **resources are being effectively implemented**. I would be happy to meet with a STVR sub-committee or present to the entire Ad-hoc Committee to share with you how many hours were recently dedicated to an item that could have been resolved in a matter of minutes. Instead, over 9 management level staff members, legal representation, and support staff dedicated multiple hours to addressing this topic. **More doesn’t mean better or more effective/ efficient**.

-consider a **shift in the current Ad-hoc Committee structure**. The current configuration though widely applied in bureaucratic organizations; is not equitable or effective. As a first step, I would recommend having a **neutral Facilitator** lead the work. Although I am sure quite competent, assigning a Committee Member to serve as the Facilitator immediately changes the dynamic and tips the balance. How can true change result from a process where those charged with leading change are not afforded **equal rights and voice**?

As a long-term public employee, I understand first-hand the complexities of a **bureaucracy**. I have also watched as more dollars are thrown at an issue, to no avail. I do not believe the remedy you seek can be solved with a “more is better” approach. At minimum, we should adhere to the idea of “**first doing better, together**”. Only then will we be prepared to ascertain if more is needed.

Finally, all bureaucracies are built on the idea of **procedure and compliance**. I would raise the (well-proven) idea that most **effective change does not result from more procedures and compliance**. Rather it is built on **strong collaboration and the development of highly effective teamwork**. Your efforts to rapidly create new rules and consequences will likely have the same end as the current mode parameters in which we work.

With Community,

Gwen Dixon

From: [Lori Loret](#)
To: [Lori Loret](#)
Subject: FW: STVR recommendations for La Quinta
Date: Tuesday, August 4, 2020 11:38:01 AM

From: Edie hylton <[REDACTED]>
Sent: Monday, July 13, 2020 5:32 PM
To: Tommi Sanchez <Tsanchez@laquintaca.gov>; Chris Escobedo <cescobedo@laquintaca.gov>; Kevin Meredith <Kmeredith@laquintaca.gov>; Jon McMillen <jmcmillen@laquintaca.gov>
Cc: Jeff Smith [REDACTED]; Kay Wolff [REDACTED]; Linda Williams [REDACTED]; Edward Armendarez [REDACTED]; Toby Browning [REDACTED]; Mishael Patton [REDACTED]; Katie Barrows [REDACTED]; Nancy Salvatierra [REDACTED]
Subject: STVR recommendations for La Quinta

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

Dear Ms. Sanchez,

The Cove Neighborhood Association has discussed the Short Term Vacation Rental program and we have several recommendations for the Adhoc Committee and the City Council we would like to have considered.

After listening to the Adhoc Committee discussions, reviewing the STVR map and experiencing neighborhood concerns with short term vacation rentals we request the following changes be considered and initiated:

- Significant increase in fines for 2nd violations and permit revocation for 3rd violation
- Limit any one investor or LLC to a certain number of STVR (3) rental properties in city.
- Limit the amount of rental homes to 1 on any one street **block** which includes behind and across the street
- Homeowners provide a \$5,000 bond or escrow fund for any STVR permit to be used for violations that occur and affect R-1 neighborhoods

In our research we found that the cities of Santa Cruz and Pacific Grove in Monterey County have more stringent ordinances to manage and control the issues. You may want to take a few minutes to peruse their city websites.

Thank you

From: [REDACTED]
To: [Lori Loret](#)
Subject: La Quinta Short Term Rental Properties - Thursday Aug 6th 2020 meeting.
Date: Wednesday, August 5, 2020 9:53:34 PM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

Hello,

Thank you for me this moment to address the La Quinta short term rental properties.

I came to the desert in 2007, purchasing my first home on Villeta Drive in La Quinta.

All was good for several years, until 2012 when the house next door was purchased as a short term rental. The owners of this property live in Orange County. They have no commitment to this community, and this property was purchased solely for their profit. They are committed to Orange County, not La Quinta.

Since 2012 I have lived beside a revolving door of parties. I am a Registered Nurse, where I am expected to take care of patients. Unfortunately there are days I have worked with little sleep because of these parties. Is it right that I go to work exhausted because I slept so poorly due to renters? There are times I have had to call off work as a result of not getting any sleep at all. Is it right for me to call off work, with loss of pay, because the house next door is a rental, and those renting it were up all night partying? Is it right that the emergency room was short staffed, resulting in many ramifications, because I was so exhausted that I did not feel it safe for me to work (safe in the sense of what nurses do - drug calculations, medication distribution, working 12-hours in general). No, it's not right. None of this is right at all.

So why haven't I called the police? I used to call all the time. This has been on-going for 8 years. Several years ago I came to City Hall to speak about my frustrations. But I am tired. I work full time, and I go to school full time. I am in a rigorous Nurse Practitioner program. I am tired. I know if I get out of bed to call the police, the likelihood of getting any sleep is less than if I just try to be still. Imagine - it is after midnight, there is music thumping next door, your alarm is going off at 4am, because you study before going to work.....and you know that the difference of getting 2 hours of sleep is better than none. This is not right.

There is only so much the police can do. The renters do not care - they are there for a short time and a fine split between 20 people is very little. This should not be a policing issue - this is a city ordinance issue. Police have many other items they should be responding to, not noise violations. Two weeks ago I called the short term rental hotline. I was number 25 in the que. After making little headway on this call, I hung up. I called the next day and she asked me what city I was calling from, I was so disappointed to find out I was speaking to someone in Colorado. First - why would someone in Colorado care about short term rental properties in La Quinta? Secondly - why is the City of La Quinta not employing locals to manage this hotline?

I should not need to defend my right to live peacefully in my own home. This

community should be supporting its members and providing an environment that allows inhabitants to thrive. As I look out my front window, I see the short term rental across the street, a different house but a similar story - a savvy owner from the coast. Tucked in his backyard is a school bus painted purple. A purple school bus, perched beside his backyard pool - I don't even understand how this is okay.

I love this community, but it is frustrating to be surrounded by homes purchased solely for the purpose of profit. We need to support the people who live in this community. The two immediate homes that affect my well-being, are not owned by people in this community, yet with the continuance of short-term rentals, it is their well-being that is being supported, not mine, not this community at large.

Sincerely,
Meagan Beavers

From: [REDACTED]
To: [Lori Loret](#)
Subject: Written Public Comment
Date: Wednesday, August 5, 2020 12:42:58 PM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

Hi Lori,

As per your email to me concerning the Ad-Hoc Committee dealing with the subject of STVR in the City of La Quinta, I am sending my comments directly to you as "Written Public Comment" for the next meeting of this committee.

While I am fortunate enough to live in a gated community where STVR is not allowed, I am dismayed to read some of the horror stories that La Quinta residents have submitted to this committee.

The plethora of problems created by STVR such as noise pollution, trash, drug and alcohol abuse, and increased crime is well established nationwide. My analogy is to liken the destruction created to that of drug abuse. The only entities having any "advantage" are the suppliers and the pushers. They are in it to make money for themselves. In the case of STVR these are the rental agencies and the owners of STVR houses. Again, they are in the business to make money for themselves. Unfortunately this profit motive is at the extreme expense to all those neighbors who suffer from the complications mentioned above. Add to this their reduction in home values and the outcome is deeply saddening.

Neighboring cities have set the precedent to deny STVR .

Thus the rhetorical question for La Quinta is: does the city wish to continue to strive to be The Gem of the Desert? If so, it is obvious what the resolution is. As with the slogan for drug abuse: JUST SAY NO.

Thank you for listening,

Robert E Cedergreen MD
La Quinta Resident

From: [REDACTED]
To: [Lori Loret](#)
Subject: Short term Rental in the Cove [REDACTED]
Date: Wednesday, August 5, 2020 10:55:14 AM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

Hello Lori,

I am writing you about my AirBnB in the Cove.

I recently had a guest at the house that lied about her intent to stay- and after agreeing to the rules of the house, ignored them and made all kinds of noise in the back yard. I had a hearing this morning with the City of LaQuinta and am looking forward to hearing their decision.

I am asking for decision consideration of the City to strongly fine the ones RENTING the home- instead of the owners. If you borrowed a car and were pulled over for speeding, that driver would be the one ticketed, not the owner of the car. If someone rented the car, and was in an accident, the driver of the car would be responsible, not the car rental company.

When the virus hit, for roughly two months there were no short term renters allowed, and I followed the rules. As the Covid 19 essential worker housing needs increased, I offered my place at a significantly reduced amount for first responders- doctors, nurses, respiratory specialists, pharmacists and other support personnel that are coming to the desert from out of state, and also locals that didn't want to expose their families- to help at various hospitals in the area. I figured if we all just do a little something, we can get through this. I could do this with my house, as it was the entire house available, not just a single room AirBnB.

I do everything I can to insure that my home is occupied by people that are considerate of the neighborhood and the property and all that is in it. I have been licensed for just under a year now, and have been tapped as a 'SuperHost' now. I do not use the 'instant booking' feature- I communicate with the inquiring guest, read previous reviews (ask open ended questions about their stay, the people coming, little ones, etc). I confirm that they have read the house rules and they will abide by them. I disclose that there is a camera at the front of the house, that there is no parking inside of the garage to keep people from coming and going with out being on camera.

My home was an airbnb with the previous owner. She too was a superhost...however, during today's hearing I heard through the testimony from the violations officer that the neighbor that called on me stated that 'she had called many other times on the house.' This behavior applies to the previous owner, as this is my first offense with the city. If that neighbor has ANY grievances with the previous owner, it's now directed at me.

I have added a notation on my AirBnB house rules that there is now a camera over the pool area- intended to audit the noise during the daytime (no amplified music) and

evening (no noise after 10P). Although I have not installed the camera yet, this did keep a potential guest from renting....which is fine with me. I am that committed to being a good neighbor and stopping the problem.

This ONE violation cost me \$1,000.00. Additionally, my permit was suspended for 3 months. I was booked every weekend during the month of August....amounting to just over \$3,000, plus the weekend of Labor Day (over \$1,000.). At that established rent, for the 3 months this guest cost me \$9,000.00, plus the \$1000 fine. I had to pay \$250 for the appeal. I made a request from the guest for the money, she has denied payment. The renter just blew me off- I have elevated it to AirBnB help, but they have an increase in this activity and are slow to respond (still haven't heard from them).

Due to this guest, my first offense has cost me \$10,250 and no business for 3 months. I use this money to make my mortgage payments, utilities and other expenses for the home as well as my personal retirement income.

Please reconsider the expenses being directed to the home owner. If we are able to show that we did our due diligence in our job to get the best guests for the house, fines like this are too costly.

Would you please forward me the link to your next meeting? I look forward to hearing the discussion.

Thank you for your time.

Best,
Larry Moad



From: [REDACTED]
To: [Lori Loret](#)
Subject: STR"s
Date: Monday, August 3, 2020 3:37:47 PM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

We purchased a home in PGA West about a year ago. When the covid 19 hit ,we realized we had 2 str houses across the street and one next to us on the west. Up until covid struck we enjoyed all aspects of our purchase. Since covid , we see carloads of people filling up the houses to escape the bigger cities. Im fine with that but, no one is wearing a mask or social distancing. They are here to party. Kissing, hugging with no awareness of the covid 19 virus inside and outside the houses. This needs to stop. Then they leave only to have the cleaning service come for 45 to 60 minutes. I dont know how any two people can disinfect a 4000 sq foot house. Its troubling to read about our hospitals at or near capacity. Being a senior, Im deeply concerned with this total disrgard of any rules set by the officials. I would like to know what we can do to help rid this covid 19 in our community. Please let me know . Chuck Meadows [REDACTED] . LaQuinta 92253 [REDACTED]

Thank you for your response

From: [REDACTED]
To: [Lori Loret](#)
Subject: Public Comment
Date: Tuesday, August 4, 2020 11:09:11 AM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

I have been a City of La Quinta STVR permit holder since 2016. I have paid my Occupancy Taxes on time, paid my permit fees, and have had never had a complaint about my property for 4 years. My concern is that it appears there are a small percentage of property owners in the city operating STVR's that are causing issues with neighbors and not following the rules like the rest of us.

STVRs like in other resort communities are responsible for millions of dollars in tax revenue, increased tourism, and much needed income for restaurants and small businesses. I cannot understand why we cannot find a way to eliminate the minority of permit holders that are causing the problems for their neighbors. I have gone 4 years without a single complaint, so there is no reason why there should be a few propertys that are consistently the ones receiving them.

There are ordinances that other citys have implemented which have struck a balance between full time homeowners and those that choose to rent such as yearly limits on how many nights per year you can rent, and not allowing large groups no matter what the size of the property.

In summary as a full time La Quinta resident, Tax payer, homeowner, and STVR permit holder that follows the rules, I would like the city to find a way to remove the licenses from the properties who consistently receive the complaints, as it appears to be the same ones over and over.

Mark Williams

La Quinta

[REDACTED]

From: [REDACTED]
To: [Lori Loret](#)
Subject: STVR request of Adhoc committee
Date: Tuesday, August 4, 2020 7:43:56 AM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

From:
Marie Thompson
[REDACTED], La Quinta, CA 92253

I would like to request a hold be set on any new STVR and have a community discussion on density in our residential neighborhoods.

I would like for your new rules about fines and violations become standard and not just temporary.

I think STVR have grown way to fast and you need to address how this is changing our neighborhood.

When we bought our home in 2013 this was a residential neighborhood no vacation rentals.

Today we have 4 just on our block.

Since the lift from COVID-19 the one across the street has a constant flow every week. Some are ok and others are just here to party.

I do not think I should have to police my neighbors and have to report this every time we get a nuisance renter.

Please consider a hold on any new STVR and review what is happening especially with Cathedral City changing their rules and regulations and quite possibly sending more people looking into investing (not living) in our community.

Thank you for your consideration.

--

Marie Thompson

From: [REDACTED]
To: [Lori Loret](#)
Cc: [REDACTED]
Subject: #6 Written Comment and Public Comment #5
Date: Monday, August 3, 2020 6:40:00 PM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

Public Comment #5

To: Lori Loret Short Term Vacation Rental Program Ad-Hoc Committee Secretary
From: Renee Payen, La Quinta, CA. [REDACTED]
Subject: Written comments #6 STVRS

This subject is encroaching on my personal space and time to complain once again in regards to the STVR's. I attended a meeting at La Quinta City Hall and voiced my concerns and it fell upon deaf ears.

I Purchased my "Single Family Home" a little over 21 years ago based on its proximity to work, schools, hospitalization, shopping and other conveniences.

I made a 30 plus year commitment when I purchased this house and made it my home. I am a taxpayer! I take pride in ownership and this is my safe haven where I come home to for my family's enjoyment and rest.

Unfortunately our good neighbors decided to sell and move to a bigger development. The new owners (unfriendly) moved in for about one year and then moved out. When I asked them why they were leaving, they said they were going to remodel. They were never forthcoming about what they were really doing. We had to find out on a very eventful Friday night in May of 2018. I heard multiple car doors around 8 o'clock in the evening. I went out front and noticed three men getting out of their car and going towards our public mailboxes. All three were urinating on the block wall! They proceeded across the street through our lawn to the house next-door. Multiple cars pulled up and parked in the driveway while blocking the entrance to the driveway and the fire hydrant. Multiple people exited the vehicles with open containers of alcohol in their hands. We actually thought our neighbors construction workers were partying in their yard and we had no way to contact them. We went next-door and inquired as to what was going on. We demanded that they call the owner or we would call 911 immediately. Cars were turning away when we were at the door talking to these short term renters, "unknown to us at the time". The other man that was renting was obviously telling people to go away for now on his cell phone. The police did show up and the owners were notified. That was just our beginning!

Would you like several cars pulling up in groups of 4 or more, rolling their suitcases up the driveway arriving "home" drunk at night, and blocking driveways and sidewalks? What about the families next-door and the small children? Every week I am filled with uncertainty or unease as to who is coming and going to the house next-door. Many of these guest can cause real problems for neighbors by creating excessive yelling and screaming, loud music and partying at all hours! They are irresponsible and have absolutely no respect for anybody but themselves. This wouldn't be the case if the host was not so irresponsible. Shame on you La Quinta for not taking care of these matters. I am so tired of having to waste my time contacting Code Enforcement or the local Sheriff most every week. Obviously there aren't

very many consequences for those breaking the rules.

My quality of life as a property owner has diminished. I now have to tolerate this? I have to put up with vulgar language, indecent exposure, cigarette smoke, marijuana smoke, drones flying over, people sitting up on the block wall looking into my yard or jumping off of it into the swimming pool, illegal fireworks, littering our streets, Lyft and Uber drivers dropping off or picking up people at all hours, food and alcohol delivery? (They haven't figured out that we drive on the right side of the street either)! So, when you park backwards on the street it also means that you have driven on the wrong side of the street to get there. Very dangerous for others when they are driving or walking down our street.

These Airbnb's are a nuisance for us. A nuisance is defined as; "something that interferes with the use of property by being irritating, offensive, obstructive or dangerous".

The Vacation rental issue is an insidious problem, as it quietly robs the community of its collective voice to speak out about local issues that effect us.

Vacation renters don't care about how good our local schools are, how much work the roads need, speeding issues through neighborhoods, local land development, pollution or for a host of other issues that Home owners and long-term renters are concerned about.

But perhaps the most troubling issue is the loss of our self identity that comes with these changes. Vacation rentals in high concentrations cause deconstruction of a neighborhoods character that can be difficult to see. These rentals are spruced up, a facade that suggest a resident is happily living there. Nothing could be further from the truth. What is the point of neighborhood get together's, or playing in the streets or helping one another, when there are no other families, kids or anyone else actually living in the neighborhood? Who are we when we are surrounded by hotels with people from out of town? Ultimately, we have to answer the question of who the city was built for. The residents who live here, or those that just want to vacation here (including those who profit from them)? Frequently it feels like it is tourism at all cost. I would like to see a moratorium on vacation rentals in our neighborhoods. Not only do we have another housing bubble growing, but we are losing our sense of community. We should not have to compromise where we love to live, because the vacation rental market is not being regulated. Again, our houses are our homes, not hotels.

Regards,
Renee Payen
La Quinta, CA

Sent from my iPhone

Paul and Margaret Hoesterey

[REDACTED]
La Quinta, CA 92253

August 3, 2020

STVR Ad-Hoc Committee
City of La Quinta

Via email to Lori Lorette LLorette@LaQuintaCA.gov

Dear Committee Members,

While I don't fully know what your charge is, I understand you have a meeting this week about STVRs in our city so I wish to submit these comments.

We have lived in our home in north La Quinta (Cactus Flower neighborhood) continuously since 1991. Our enjoyment of this home and neighborhood has been greatly diminished since the city began to permit short term vacation rentals..

I suspect the value of our property has been diminished as well – we are considering selling our home but cannot stand the possibility of inflicting another STVR on our neighbors. It has gotten so bad, we are also wondering if we would be required to disclose our adverse condition in escrow.

My big question for the City is this: **If people aren't allowed to run a business from their house, why are you allowing people to use their house as a business?!** Traditionally home businesses are restricted based on such considerations as traffic load, parking of equipment, noise and other activities. The negative impact of the STVRs far exceed traditional home business restrictions.

In our case, we are now surrounded – an STVR is directly behind us with its pool and patio less than fifteen feet from our bedroom. Another is directly across the street. We are concerned that a third will be established in the home directly across the adjoining street (we live on a corner) as that house has been vacated and work is being done to prepare it for sale.

I will list SOME of the problems we have had just in the past six months. Admittedly, on their own they may not justify our complaints. If they were occasional, we could quietly endure them. The problem is: with STVR activity these are not isolated incidents ... they are near constant. It is understandable that people would want to use and fully enjoy the facility they rented for three days or a week. But then the next group comes in and it starts all over again. And the next, and the next...

Our experience:

- Loud music, pool and patio parties (drinking and drugs frequently involved)
This occurs daytime, evenings, and OFTEN well past 10 pm
- Parking
Frequently with more vehicles than regulations allow, often in unusual manners (blocking sidewalks, sideways in driveway, wrong direction on street) and in front of other houses – ours included.
We used to be able to keep an eye out for unusual activity in our neighborhood – but with all the STVRs we can no longer recognize vehicles which would have been out of place in the past. This affects our sense of safety in these off times.
- Trash
It used to be we would receive Notice if we left our trash cans out overnight. Now with STVRs, trash cans are left curbside for days at a time or debris is left to rot in cans and not placed curbside on pick up days.
- Behavioral issues
After 10:30 or 10:45 pm, I have respectfully asked people to tone down the noise ... most comply readily but a few don't.
Pool toys and other items have landed in our yard and on our patio cover.
Unsafe driving (vehicles speeding out of the neighborhood – most likely alcohol related.)
Arguments among the guests. Twice in recent months, it got so bad I stuck my head over the wall to see/ask if someone needs help.

Our worst experiences:

- I have been verbally abused and cursed out
 - once for asking people to quiet down well after 11pm
 - another time one afternoon when the party was out of control (drugs, 'music', drinking, shouting and arguing) after I asked people to stop fighting and was told if I didn't like it to just go back in my house (expletives deleted).
- One STVR owner confronted me after I filed a complaint – saying the city code enforcement officer told him we filed a complaint and why don't I just call him directly when there's a problem.

Here are a few suggestions:

- Follow the lead of Palm Springs (we understand they ended STVRs) and Cathedral City (!) as they deal with this odious issue.
- Fully and aggressively enforce current regulations – we've seen something written about fines for violations and suspensions of permits.
- PUBLISH the fines and violations so we know you are responding and so people know where the trouble spots are located.
- Add local staff to the Hotline and have code enforcement staff on hand for immediate response. We will not call the police for a noise complaint – they have far better and more important things to do. But having some code enforcement officers working the night shift is not an unreasonable

solution ... charge the STVR owners for each callout and add extra charges when/if violations are noted

- Mirror existing land use statutes to get this problem under control: For instance, we have local regulations that limit the proximity of porn shops and pot dispensaries to schools. Do the same with STVRs.
 - Limit the number in each specific neighborhood.
 - Limit their proximity to each other.
 - Limit their proximity to adjoining single family dwellings.
 - Limit issuance of permits to properties of certain size and capacity.
- Raise permit fees to a level at which single family homes in established tract development neighborhoods are no longer as attractive to investors interested in operating STVRs.

Frankly, we now dread the coming winter months. As noted, our bedroom is less than fifteen feet from the pool and patio of the STVR behind us. Our days of sleeping with the windows open appear to be behind us. We should not have to hunker down in our home because some absentee property owner, and the City, want to make some extra money at our expense.

Unfortunately, our culture has largely lost the sense of respect for others. Our issues with STVRs in our neighborhood are a reflection of that problem. It is made worse when our own city seems to consider extra revenues more important than its residents.

Lastly, I am enclosing a sign I have posted above the wall in our back yard. Thankfully, it has helped lessen some of the problems. But it is a sad statement that after thirty years of thoroughly enjoying our neighbors in a great neighborhood, our living situation has deteriorated to this.

Please end the STVR program in La Quinta as soon as possible.

With respect,

Paul Hoesterey

From: [REDACTED]
To: [Lori Loret](#)
Subject: Public Comment
Date: Saturday, August 1, 2020 6:20:31 PM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

The night before last, the STVR party next door woke us just before 1:00. Lots of loud singing, laughing, talking, and splashing in the pool. Oh, and the neighbor's pool is less than 20 feet from our bedroom window. Lucky us.

Last night, no noise. That was nice, but maybe it was because of the amount of pot smoke coming from the pool area. Too stoned to party, I guess.

Fool me once... In the past, we tried working with the owner--he did not want to be a "crappy neighbor," but after texting him for 3 loud nights last week, we were left with the promise to check into it in the morning. As you can imagine, this did not go over well at 1:00 am.

Fool me twice... We are tired of playing the nice guy. From now on, anytime the guests create a disturbance, we are calling the STVR Hotline. The Hotline is a good idea, but it does have its issues. For instance, any call after hours is handled by a contractor.

Another problem we have experienced with the Hotline is the owner is given a certain amount of time to respond to the complaint. If he doesn't, the police are called in. The police, as you can imagine, have enough to do, and dealing with noise complaints has to have a low priority. Often, if/when the police show up, everything is quiet. Keep in mind that the disturbance has continued during this process. The other night, the noise continued until just before 2:00.

I never imagined that I would be the proud owner of a home next door to a hotel. Maybe STVRs are the wave of the future. We have seven (that we know of) within walking distance. This begs the question: Who are the STVRs designed to benefit? The absentee owner? The guests? The city? The families? I am glad that our kids are grown. I would hate to raise young children in this type of environment.

You know, at the beginning of the COVID 19 pandemic, schools, businesses, and STVRs were shut down. It seemed like a good idea. Now that the positive tests--and fatalities--are way up, Schools have long-distance learning, businesses are regulated, and children's playgrounds are closed, but STVRs are open for business. Strangers can come into the neighborhood--on a revolving basis--have a good time (often at someone else's expense) and go home.

And what about the homeowners? We had someone on our street who tested positive and battled the Coronavirus for a number of weeks. Guess what? He lives next door to a noisy STVR.

Question: What type of cleaning/sanitation procedure is enforced/regulated between guest visits? Schools and businesses have rigid safety guidelines. We notice when the guests leave, a maid shows up--and one-two hours later, another guest arrives.

We can hardly wait for the cooler weather. You know, when you can open up your windows at night and get a nice refreshing breeze--and loud music, laughter, cursing, singing, splashing in the pool, and the smell of pot. Oh yeah, we can hardly wait!

Thank you for providing an opportunity to be heard.

William Estep

[REDACTED]

La Quinta, CA 92253

[REDACTED]

From: [REDACTED]
To: [Lori Loret](#)
Subject: Written Comments - STVR meeting Aug. 6, 2020
Date: Thursday, July 30, 2020 4:47:30 PM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

Lori,

Please find below my comments to be included for the next STVR Ad-Hoc committee meeting. I am not sure of the agenda item number so maybe it is just "public comment". I am writing to ask that the City reconsider it's allowance of STVR's in our city neighborhoods. I am a resident and homeowner in La Quinta who bought a home in this city because of it's beautiful neighborhoods, quiet streets, safe living environment. Earlier this year the house next door to us was sold and then purchased by out-of-the-area owners who turned it into a STVR. Since opening, it has been non-stop problems with renters. These type of vacation renters who are here for 2-3 days seem to have no respect for their neighbors. We have had non-stop issues with noise (loud music, talking, screaming), smoke filling our backyard (mostly marijuana but also cigarettes), late night noise and multiple cars parked in front of our house. I am aware of the regulations of code enforcement and have called the property management company and the LQ 24/7 hotline multiple times, however I don't think we should have to do this constantly. I am very upset that I cannot enjoy my own backyard anymore due to this. It is so difficult to bear this day after day after day. There are new renters every 3 days and the same things over and over. I am a non-smoker and I have young children so why should MY yard be absolutely engulfed in marijuana smoke (legal or not)? Why should I have to listen to THEIR music playing while they are out partying or in the pool. We have found objects in our backyard and pool that were clearly not from our yard so possibly thrown into our yard. These are not the same problems we have with permanent neighbors where it happens every so often or with people you know and can have a conversation with. These are total strangers coming into OUR neighborhood and treating it like they are at a vacation resort or hotel. Our quiet streets are NOT the place for such "tourism". We have people here who work all day and want to come home and get some sleep, people who work from home and need the quiet, people who work night shift and need to sleep during the day and there are kids who will soon be doing their distance learning from home. We should be able to enjoy the quiet, family-minded neighborhood we bought into and not be subjected to this chaos that was allowed into our neighborhood. On an additional note, we also believe it is not appropriate during this time of a world-wide pandemic that people from out of the area are coming into our neighborhoods and subjecting us to potential health risks.

I understand the City of La Quinta relies greatly on tourism and I think it can be done with the events that are held and with the proper locations such as hotels so that we can all live together in this beautiful city. Please re-consider, as other cities have done, so as not to drive

out your loyal residents.

Thank you for listening,
Kathleen Boylan

Name: Kathleen Boylan

City: La Quinta

Phone #: [REDACTED]

*Please let me know if I have left out any pertinent information that is required.

To: Lori Loret llorett@laquintaca.gov
Design and Development, Community Development

Good afternoon.

I am writing because I am very concerned about the burgeoning number of short term vacation rentals in the Cove. In the two years that I have been living in the Cove, I have noticed an increase in STVRs and the negative impact that this has created in our community. The nature of the neighborhood is changing from a family friendly, safe environment to a loud, invasive party zone.

I am shocked at what I just read!! I have a friend visiting who is thinking of moving to the Cove. While looking at some listings of houses for sale, we read the following in the property description of a house in MLS # [REDACTED]:

“No rental restrictions in La Quinta Cove, just add cosmetic touches to make this home all that it has to offer!”

I have never seen this kind of wording to describe a house for sale in a quiet residential area.
This is code for – This house would be great for a Short Term Vacation Rental.

There are reasons that most of the cities in the Coachella Valley have updated their STVR ordinances and/or have declared a moratorium on permits until they review their policies and ordinances. In fact, headlining in The Desert Sun this morning is:

Cathedral City moves to phase out vacation rentals - One council member said allowing vacation rentals has amounted to "mini hotels" in neighborhoods.

People who come to vacation in our community and stay in STVR are just that ... ON VACATION. They are here to enjoy the area and to have fun. Oftentimes, there is a large group of people engaged in FUN at all hours – from early morning until late at night. They are laughing loudly, playing loud music at all hours, TVs are blaring movies late into the night, etc. There are many cars that overflow their parking places, and trash is deposited wherever is convenient rather than in the proper way or place.

I have many years of experience with STVR and how they are regulated. I moved here a couple of years ago from another town, Santa Cruz, CA. Like La Quinta, Santa Cruz also relies heavily on tourism to support their local economy. Santa Cruz noticed the changing dynamics in the quality of life of its residents and responded by making changes to their ordinances regarding STVRs. Here are some of the issues that they were considering and solutions that they made for the health of their community.

1. **Hosted rentals.** Many people needed the income from hosted rentals. Hosted rentals often are longer than a weekend and do not seem to bring much change to the nature of the neighborhood or greatly impact the footprint of the community.

In Santa Cruz county (population approx. 250,000), they capped the number of hosted rentals at 250. Short-term rentals of one or two rooms in a home requires a Hosted Rental Permit per County Code.

2. **Non-Hosted rentals.** June 2020 Santa Cruz County updated its ordinance regarding STVR.

“Supervisor John Leopold, who helped craft the ordinance, said that the growing number of vacation and hosted rentals puts a burden on neighbors, who report loud parties, parking woes and other troubles at many properties. The increasing number of vacation rentals also reduces the number of available homes for county residents.”

The new ordinance has designated a maximum number of permits for STVR by percentage of permits as follows:

Under County Code, different areas of the county have a maximum of STVR permits ranging from 10%-20% of total parcels.

I know that there are many solutions that could be considered for our own unique and beautiful city. There are many residents who have voiced their concerns on Next Door regarding the growing number of STVRs in La Quinta. I have also heard neighbors having discussions that as STVRs increase, the problems that they create also increases.

I feel that it is very important that La Quinta will respond to these concerns and problems before the situation grows exponentially.

I recommend that we have a moratorium on STVR permits. Then, we as a community, can review our policies about STVR to see if La Quinta needs to update its STVR ordinances and/or if there needs to limit the number of permits issued.

I think it is very important that we move forward with respect and transparency to La Quinta community members. I suggest that a process to address the issues of STVR be implemented such as:

- Have an immediate moratorium on issuing STVR permits
- Convene some public meetings to hear and explore concerns of residents
- Explore and understand why other cities in the valley have halted STVR and have updated their STVR ordinances
- Develop new guidelines and ordinances for La Quinta regarding STVRs

Thank you for the opportunity to express my concerns.

Sincerely,

Arlene Gotshalk

[REDACTED], La Quinta

STVR AD-HOC COMMITTEE MEETING - AUGUST 6, 2020 - PUBLIC COMMENTS BY RESIDENT MAVERICK CISSELL
STUDY SESSION ITEM NO 1. - EXECUTIVE ORDER NO. 9

From: [REDACTED]
To: [Lon Lorett](#)
Subject: Meeting notes
Date: Tuesday, July 28, 2020 1:46:05 PM
Attachments: [Screenshot_20200728-133456.png](#)

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

To whom it may concern,

So I know you put out a new executive order about no music allowed at anytime and no noise ordinance, I understand you have to look out for the residence and keep their homes peaceful so they are able to live there. But this executive order is ridiculous especially since when I am by a pool or hanging out just like I feel most people would agree I want to listen to some good music. I know there is decibel limits for doing the day and decibel levels after 10pm.

So I have a solution that I think could be used to allow People to still play music and still be respectful of the neighborhoods and neighbors. I will willing buy and install a decibel meter in the back yard so that the renters can know what their noise levels are at and make sure that they keep the noise level under this level. I attached a example of what I mean.

But saying no music at all and almost no noise is unfeasible. I already had three months of little or no rent now you are threatening fines and suspension over people enjoying the pool in the back yard and making it very hard for people to rent, make income and keep these homes. If you keep pushing unrealistic executive orders you are going to end up having a lot of foreclosures in the city and these houses are going to go down hill and make the community look worse then a little music playing in the back yard.

Thank you,

Maverick Cissell
[REDACTED]

From: [Lori Loret](#)
To: [Lori Loret](#)
Subject: FW: STVRs
Date: Tuesday, August 4, 2020 12:17:12 PM

-----Original Message-----

From: Valerie Smith <[REDACTED]>
Sent: Saturday, July 25, 2020 9:37 AM
To: Tommi Sanchez <Tsanchez@laquintaca.gov>
Subject: STVRs

** EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information. **

To the AdHoc STVR Committee:

Thank you all for volunteering for this committee. I strongly urge you to recommend to La Quinta City Council to place a temporary moratorium on the issuance of new STVR licenses immediately. That will give you time, as a committee, to carefully consider this important issue that affects the quality of life of all of our residents. Valerie Smith - La Quinta Cove

Sent from my iPad

From: [Lori Loret](#)
To: [Lori Loret](#)
Subject: FW: 90 day Moratorium on STVRs.
Date: Tuesday, August 4, 2020 12:14:01 PM

From: Edie hylton [REDACTED]
Sent: Friday, July 24, 2020 3:30 PM
To: Tommi Sanchez <Tsanchez@laquintaca.gov>
Subject: 90 day Moratorium on STVRs.

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

Dear Ms. Sanchez,

Please consider a moratorium on permits issued for short term vacation rentals for the next 90 days. The adhoc committee is now hearing comments from the community and looking at the data regarding the rental densities and increased violations. **It is a logical time to put a hold on any new permits while the group does their work.** Please take this request to your committee and ask them to consider this along with the other recommendations from residents in the Cove. The increased number of short term vacation rentals have made a tremendous impact on our neighborhoods.

Thank you
Dan and Edie Hylton

On Jul 15, 2020, at 8:09 PM, Kimberly Estrada <[REDACTED]> wrote:

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

Good evening,

I hope everyone is in good health and I thank you for your leadership. I am writing out of concern about the recent ordinance that was sent out.

We are home owners of 2 homes out there and also use the homes as vacation rentals when we are not using the home ourselves. The ordinance lays out that Vacation Homes may not have any amplified sound outside. I can certainly understand quiet hours but to not permit any music at a low level is raises concern. I called the office today to ask who do we contact if home owners violate this order and I was told that this 'rule' was only for vacation homes. This is a form of discrimination if this ordinance is not in place for all members of the community. Sadly we have already had to deal with people calling your office with untrue allegations.

I would like to formally ask for an agenda item on this at the next meeting and to have some time for a group of us to speak about this. As you know we pay taxes, follow HOA rules and pay HOA fees and yet we are being treated differently than owners. This is extremely unfair.

I know these times are hard and again I agree that quiet hours should be in place for all, not just vacation rentals but this ordinance needs to be revisited. Also how will false allegations be addressed? I ask you to reconsider especially during a time that equality is ever so important.

Thank you.

Kimberly Estrada & Eddy Estrada

Sent from AOL Mobile Mail
Get the new AOL app: mail.mobile.aol.com

On Tuesday, May 19, 2020, levans@laquintaca.gov <levans@laquintaca.gov> wrote:

Good Morning La Quinta City Council Members,

I hope this email finds all of you in good health, we greatly appreciate your hard work during these hard times. I am writing to share some concerns around the La Quinta Vacation Rental Ban. While I understand the importance of taking precautions during COVID 19 I am a bit confused of the vote that took place last week and the reasoning behind it.

We have noticed that La Quinta closely follows the County guidelines in terms of when to lift bans. When the city of Riverside lifted the bans for golf and swimming pools then the city of La Quinta also followed suit. Governor Newsom is giving cities the autonomy to decide what is best for them. Below is the link to where he speaks about the power now that cities are being given to make decisions best for the city.

<https://www.youtube.com/watch?v=AZKTXrkVClg>

On May 20th Newport, California voted to resume vacation rentals. As vacation owners we have taken COVID very seriously and already have done extensive cleaning training with our cleaning crews to prepare when the ban is lifted. What can we do to expedite the decision to lift the ban? See the link below where Newport resumed their vacation rentals.

<https://www.ocregister.com/2020/05/13/newport-beach-gives-go-ahead-to-resume-short-term-rentals/>

Not only does the ban affect owners but cleaning crews, pool crews, and many more. Before long you will see that owners are going to go into foreclosure which will greatly impact the economy of La Quinta. Below shows data that is up to date. I have included the source.

<https://kesq.com/news/coronavirus/2020/05/18/riverside-county-coronavirus-update-5952-cases-3833-recoveries-242-deaths/>

If possible can my email be read during tonight's meeting? As an Owner of multiple vacation properties in La Quinta I take the health and safety of the residents and our guests very seriously. As the graph shows, the results are improving and we need to

make every effort now to restore the economy. I hope you will consider lifting the vacation ban.

Thank you.

Respectfully,

Kimberly Estrada

Aid in Future COVID-19 Relief Funding and Get Your Community Counted! Take the 2020 Census Online Here: <https://my2020census.gov/>, Everyone Counts!

From: [REDACTED]
To: [Lori Loret](#)
Subject: STVR Property
Date: Saturday, July 18, 2020 10:42:16 AM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

We are writing this to the City of La Quinta to complain and question STVR property. There is a home located at [REDACTED], LaQuinta, Ca 92253, which is catty-corner to our property. This property is managed by Turnkey Property Management.

As you are all aware the world is in an out-of- control pandemic, that is highly contagious. For the weekend of Thursday through Sunday, June 25-29, July 22-5 and July 9-12 the above-referenced property has been rented out. The noise coming out of the property, to include boom boxes, was out of control. There are multiple people in the house on these weekends. It is to the point that homeowners, such as ourselves, cannot go into their own yards and enjoy being outside, in our pools, having our own meals outside, etc. We are 75 years old and are at the highest risk not only due to our age but my wife has an autoimmune condition and has to go to Younes Medical every 4 weeks for infusion therapy. It has been widely publicized that this virus is an airborne virus and having large groups of party-goers who are not wearing masks or practicing social distancing is harmful to not only our home but to all the homes around. We moved down here for her health. For the past 4 1/2 years, we have lived in a quiet family neighborhood and now we have to put up with STVR on the weekends.

We have called Turnkey Property Management and Randy Sommers the property manager to complain, all to no avail. We have been told our complaint will be passed along but nothing seems to be done. The rental continues without any thought or concern as to how it is effecting the homeowners and neighborhood, especially in light of this awful pandemic.

How, in good conscience, can the City of La Quinta allow this to continue knowing the dangers of this pandemic and easy spread of it? Why is La Quinta not following suit of the other cities in Coachella by

stopping these short term rentals? You are not only helping the spread of the virus but you are lowering property values in these family neighborhoods when you are allowing this to happen.

Respectfully,

Dennis and Stephanie Stewart

From: 
To: [Lori Loret](#)
Subject: STVR July 2020 meeting
Date: Friday, July 17, 2020 1:00:01 PM

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

Lori,

Thank you for the on line meeting video & minutes. I just listened on line.

Request:

Please identify, on the on line meeting video & minutes page, on the committee member list:

city rep, stvr owner & LQ resident, stvr owner only, stvr management co rep, resident. Also, identify on same page, but separately from member list, the Chairperson, ViceChair and manager (in charge person) of the 2 departments that work with the STVR adhoc.

EX: Lori Loret, LQ staff

Also, a link to the resume submitted for position on the adhoc committee.

And, with hopes that the following is appropriate, please relate to chairperson for committee consideration:

1. STVR maps be available to licensed STVR owners, or even to all LQ residents. It would help STVR owners help the city find non licensed. We know our neighborhoods.
2. STVR workshop requirement for new license requests should be on video. Saves staff time and information is consistent. The video can be updated as appropriate.
3. Limit city wide STVR: Consider a limit to a percentage of total LQ households. Consider a limit in neighborhoods, i.e. Topaz: 5 maximum. Neighborhoods that are not identified like "Topaz" can be segmented by city blocks.
4. Allow for event time only licensing to include a higher licensing fee: Coachella-WE 1 - \$75; Coachella-WE 2- \$75; Stagecoach- \$75 or Event month-\$200. License issuance should be 'calendared' to insure the TOT is reported/paid by end of subsequent month.

thank you, smile ...  anita Anita Marlowe

We make a Living by what we get. We make a Life by what we give.

After all is said and done, more is said than done. --Aesop

Out beyond ideas of wrongdoing and rightdoing, there is a field. I'll meet you there. --Rumi

From: [REDACTED]
To: [Lori Loret](#)
Cc: [Tommi Sanchez](#)
Subject: Presentation to STVR Ad-Hoc Committee
Date: Thursday, July 16, 2020 1:16:52 PM
Attachments: [image001.png](#)

EXTERNAL: This message originated outside of the City of La Quinta. Please use proper judgement and caution when opening attachments, clicking links or responding to requests for information.

Lori,

I am the local public affairs representative for Expedia Group, which includes two of the leading vacation rental platforms, HomeAway and Vrbo.

I wanted to offer my availability to make a short presentation to the STVR Ad-Hoc Committee regarding the tools that Expedia can provide to make La Quinta's STVR program more effective. Expedia has recently partnered with several cities to:

1. Require STVR owners to provide a permit number before publishing their listing
2. Remove listings that are deemed non-compliant by the City
3. Collect and remit TOT revenue to the City on behalf of STVR owners

We could discuss the logistics of these measures and share the impact they have had in other cities. We could also share some perspective on other steps the City could take to strengthen the STVR program based on our experience in other cities. I think we could do all this in about 10 minutes, perhaps a few minutes more if there are a lot of questions or discussion for the committee.

Please let me know if this is something the committee would be interested in including on a future agenda.

Jeremy Ogul

Public Affairs Director
Madaffer Enterprises, Inc.

1620 Fifth Ave. Ste. 400, San Diego, CA 92101
74333 Hwy. 111. Ste. 205, Palm Desert, CA 92260
Office: 858-627-0727 | 760-340-4515

[REDACTED]
www.Madaffer.com

