



Cathedral City
The Spirit of the Desert

68-700 AVENIDA LALO GUERRERO
CATHEDRAL CITY, CA 92234-7031

Hasler

FIRST-CLASS MAIL

09/26/2019

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TO THE RESIDENT OF



CATHEDRAL CITY 92234

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Cathedral City

Cathedral City Short-Term Vacation Rental Survey

The Short-Term Vacation Rental (STVR) task force of Cathedral City is working to develop recommendations to the City Council regarding quality of life in residential neighborhoods where family homes are being used as STVRs. The task force is seeking information from neighbors of existing STVRs regarding their experiences with residential properties being used for STVRs. You are receiving this survey because according to City records, you live near a STVR. Please complete the survey below and return it according to the instructions on the reverse side. Thank you for your participation. **(Individual responses will remain confidential and only compiled data will be shared.) Please return by October 15, 2019.**

This survey applies only to SHORT TERM VACATION RENTALS, which are defined as a dwelling rented for less than 30 consecutive days.

Si usted necesita la encuesta en Español, for favor llame al (760) 770-0372

PLEASE FOLD AND TAPE CLOSED BEFORE MAILING

CITY OF CATHEDRAL CITY
68700 AVENIDA LALO GUERRERO
CATHEDRAL CITY, CA 92234-7031

ZIP 92234



US POSTAGE \$000.55 10/01/2019

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1. What is your opinion of **Short-Term Vacation Rentals (STVRs)** in your neighborhood?
- a. In favor
 - b. Opposed
 - c. Not sure / don't know / neutral

2. Please describe the reason for your opinion.

3. In what neighborhood do you reside: _____

4. If you are opposed to STVRs in your neighborhood, how would you restrict or limit them? Which of the following possible proposals might you support?

- a. Restrict the number of STVRs owned by one individual or company
- b. Limit the number of times a STVR may be rented within one year
- c. Restrict the number of STVRs allowed on one street (please explain below how you would restrict the number)

d. Allow only homesharing (defined as a resident who rents out a room in his/her house while the owner is present)

e. Prohibit them in all residential areas (zoned R-1 and R-2), except for those areas with HOAs and CCRs that specifically allow them.

f. Other ideas:

5. What problems, if any, have you experienced with the STVRs near your home?

Please mark ALL that apply.

- a. No problems
- b. Trash
- c. Parking
- d. Noise
- e. Too many on my street
- f. Loss of neighbors/friends
- g. Other impact (please specify)

6. Are you aware of the STVR Hotline for reporting concerns or complaints? Have you called the Hotline at any time in the past year?

- a. No, I didn't know there was a Hotline.
- b. Yes, I know there is a Hotline but have not called because:

c. Yes, I know there is a Hotline and have called with a complaint(s) for the following reasons:

7. If you called the Hotline, how satisfied were you with the response from the Hotline? Circle the appropriate response.

a. Very Unsatisfied 1 2 3 4 5 Very Satisfied

b. If you were not satisfied, what lead to your dissatisfaction? Mark ALL that apply.

- No response or inadequate response to the problem
- The operator was unhelpful or rude
- The responding officer was unhelpful or rude
- The responding officer was unable to deal with my concern/complaint
- My complaint was not handled confidentially
- Other (please specify)

8. Have you called Code Enforcement about an STVR issue at any time in the past year?

- a. No
- b. Yes, If yes, please describe the STVR issue:

9. If you contacted Code Enforcement, how satisfied were you with their response?

a. Very Unsatisfied 1 2 3 4 5 Very Satisfied

b. If you were not satisfied, what lead to your dissatisfaction? Mark ALL that apply:

- No response or inadequate response to the problem
- Code Enforcement was unable to deal with my concern/complaint
- Code Enforcement was unhelpful or rude
- My complaint was not handled confidentially
- Other (please specify)

10. Have you called the Cathedral City Police Department with complaints about STVRs in the past year?

- a. No
- b. Yes. If yes, please describe the STVR issue:

11. If you contacted the Police, how satisfied were you with their response?

a. Very Unsatisfied 1 2 3 4 5 Very Satisfied

b. If you were not satisfied, what lead to your dissatisfaction? Mark ALL that apply:

- No response or inadequate response to the problem
- My complaint was not handled confidentially
- The Dispatcher was unhelpful or rude
- The responding Officer was unhelpful or rude
- The responding Officer was unable to deal with my concern/complaint

Please provide any other information you would like the task force to consider about STVRs in residential areas of Cathedral City in general or your neighborhood in particular.
