

FACTS – SAMPLE OF SURVEY COMMENTS

FACTS – There were a total of 945 comments included with the survey results. There were five survey questions that requested or provided the opportunity for comment. The number of comments made to each of these questions is given in the table below.

QUESTION	NUMBER OF COMMENTS
#6 – What problems, if any, have you experienced with the STVRs? Please mark ALL that apply. Other impact (please specify)	103
#7 – What is your opinion of STVRs in your neighborhood? Please briefly describe the reason for your opinion.	259
#12 – Have you called the STVR hotline with a complaint at any time in the past year? If yes, approximately how many times? If no, why not?	219
#13 – Have you called code enforcement or talked with a code officer or any other city official related to an STVR issue at anytime in the past year? If yes how many times?	133
#15 – Do you have any other comments regarding STVRs you would like to add?	231
TOTAL	945

A sample of the comments are listed below.

- I have owned a rental property in La Quinta for 3 years. The long-term people were never a problem. The Short-Term people are not in a Hotel so that they can get drunk, mis-behave. They add little to the local economy, they are living out of their coolers in the backyard until they pass out. (Survey #40)
- Tired of having to continually call the STVR Hotline number for Party Houses (3) around our house. (Survey #56)
- There are many people here who do not have the ability to relocate. They must stay and suffer the consequences of illegal motels running commercial enterprises in residential areas. (Survey #79)
- STVRs have changed the neighborhood, putting us on edge (Survey #85)
- City should stop exploiting its communities for cash. Protect the people you represent. (Survey #116)
- I am one of many that are waiting to see what the city does with STVR as to continuing residing in LQ or moving elsewhere. I hope the city does what is best for all residents not just STVR investors. (Survey #122)
- Rentals of less than 2 weeks seem to attract party people who have little respect for neighbors in terms of noise and conduct. (Survey #130)
- There are far too many "party house" rentals. It has changed the character of our neighborhood. (Survey #156)
- Transient occupancy tax is not worth eliminating the community we had before the massive proliferation of STVRs. (Survey #199)
- Long term vacation rentals appear to care about the property they are renting. Short term rentals are simply party houses, very often young people, who could care less about the property or the neighbors because they are only there for a few nights. These type rentals should be in designated areas only. (Survey #221)
- We are seriously considering leaving LaQuinta where we pay property taxes exceeding \$12,000 per year. Our street is filled with STVRs and they have ruined our quality of life for which we pay dearly. (Survey #224)

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- the rental homes literally ran me out of my own home that we loved. that along with PGA West not enforcing the city rules, let alone their own rules is why we moved and will most likely quit PGA West (Survey #281)
- Something needs to be done, we have friends who are moving out of PGA West because of STVRs constantly causing issues. (Survey #314)
- We're a residential community not an incubator for "would be" motels operated by absentee landlords. They are businesses and beginning to destroy the fabric of our neighborhood. We are losing good neighbors who are fed up with this situation and voting with their feet. The City is driven by myopic greed in its embrace of STVRs. Is the money it generates even a consideration when it comes to the long-term livability of our neighborhoods? Stop it now! (Survey #334)
- 75% of the owners are absent tea and not even taking direct responsibility for their property local residents are paying the price for the cities miss management of other projects and needing the revenue from ST ER's (Survey #370)
- Something needs to be done now to preserve the neighborhoods. The city should have been ahead of this problem years ago. It's tone-deaf to say that 'STRs are here to stay and we just have to learn to live together', and 'we aren't the same community we were 20 years ago'. They are addicted to the revenues. As tax payers, we need to know the expenses! (Survey #380)
- Short term renters are inconsiderate and in some cases belligerent if you say anything. Why should we have to "police" short term renters? They can take their anger out on us for reporting them. (Survey #423)
- I think STVR are the death of neighborhoods. I certainly do not want to be anywhere near STVRs. The other side of the street I live on are filled with 6plex that are being used as STVR. I'm thinking of moving out of the area because of the issues with STVR. (Survey #474)
- Long term rentals are reasonable for seasonal owners who, for example, may not be able to come to the desert due to medical problems. Short term rentals (less than 28 days) fundamentally disturb the community we bought into. (Survey #459)
- City should pass an ordinance with a 5-day minimum rental. This way families can still afford to rent homes but will phase out the riff raff that only rents for a day or two. (Survey #468)
- STVRs ruin communities since you can't be neighbors with transients. They also create more noise, cars, and trash can problems than a long-term renter would. (Survey #473)
- There is ABSOLUTELY NO benefit to the community. The loss of available resident housing is a catastrophic detriment to a community. (Survey #474)
- PLEASE INCLUDE HOA'S IN ANY NEW RULES REGARDING USAGE, SUCH AS A 28-DAY MINIMUM RENTAL PERIOD. PEOPLE WHO RENT FOR A WEEKEND ADD NOTHING FOR THE CITY; THEY PARTY AT THE RENTAL HOUSE ALL WEEKEND, DO NOT GO TO RESTAURANTS, ETC. IT'S AS IF WE RESIDENTS PAY OUR HOA DUES TO PROVIDE A WELL-MAINTAINED VACATION ENVIRONMENT, NICE POOLS, ETC., FOR THE RENTERS, WHO PAY THE HOA'S NOTHING IN RETURN. HOA GOVERNING DOCUMENTS SET A TOO HIGH THRESHOLD FOR US TO CONTROL STVRs. HOA'S NEED CITY'S HELP (Survey #500)
- We moved to the Cove as a neighborhood, not as a business with unknown people coming and going. We shouldn't have to move because city govt has a take it or leave it attitude. I've been here since 2003, before the STVRs. They need to leave so we can take back our neighborhood (Survey #510)
- If I can't run a business out of my home, why can people on both sides of me use their house for a business? This has ruined our LQ experience. After 30 years in this same neighborhood, we want to sell but are worried we'll inflict another STVR on our remaining friends and neighbors. This has got to stop. (Survey #520)

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- City should cap the number of STVR permits issued. (Survey #525)
- I want to live in a neighborhood with neighbors. This constant stream of strangers is very unnerving. I feel very unsafe all the time. This has got to stop. (Survey #535)
- I'm a realtor, people should be able to rent their homes. However, stays for 1 or 2 nights gives a transient vibe, not a vibe of security. If a renter rents for at least ten days it attracts those less likely to use the home as a "party house". Additionally, La Quinta should require a special sec deposit. Each renter must sign a disclosure page from LA QUINTA CITY stating the STVR rules and the fines that will be imposed/taken out of their sec. deposits (as a pet deposit is separate/additional) (Survey #542)
- 28 day would be reasonable alternative letting owners make some \$ but keeping out the weekend partiers. 10 day not enough as people would rent for 10 but only stay 4-5 (Survey #559)
- STVRs add no value to the community and only enrich individual owners and the city permit treasury. They often feel that they are entitled to all the privileges of the private club members and act illegally. (Survey #582)
- I spend a lot of money to live at PGA West, I cannot enjoy my property as I feel I now live next to a Frat house. I am seriously considering selling as this is not what I bought into. (Survey #584)
- Weekend rental folks are the issue here. A couple of homes in our small community are rented every weekend and continually exceed the noise ordinance standards. (Survey #602)
- I am being forced to move from my dream home due to totally unacceptable behavior of ST renters next door that occurs again and again. (Survey #605)
- There is no reason the council should be subjecting the residents to having to live like this, we have considered leaving La Quinta over this issue. I could not recommend in good faith at this time with this issue unresolved, anyone moving to this city while other valley cities have been proactive to reclaim their stature, La Quinta city officials seem to have sold out to the high dollar interest Why would they detail what the STVR issue costs the city yearly, they only talk about TOT collected (Survey #611)
- I prefer hotels, resorts and vacationers stay in defined "party zones" as not to degrade La Quinta's premium communities. Thank you. (Survey #621)
- Makes me sick city council supports outside business investors instead of La Quinta residents. City council must support their citizens, who voted them into office, and stop STVR nightly rentals in La Quinta neighborhoods. (Survey #629).

LESSONS LEARNED – To get a better understanding of the root cause of resident's pent-up anxiety, frustration and anger caused by "nightly" STVRs, a key word search was performed on the 945 comments (Attachment 6-1) returned with the survey. The results are shown in the table below. Combining these comments with the detailed survey data analysis (Attachment 4-4) help to formulate the 6 recommendations present in this report's section; VISION- RECOMMENDATIONS (page 9).

KEY WORDS	TOTAL NUMBER OF LIKE COMMENTS
Revolving door/Quiet/Safety	108
Disrespect/Threatening	89
Party/Overcrowding/Motel 6	132
Owners Unreliable/Greedy	123
Tired/Don't think city is doing enough	202
Advocate long term rental	100
TOTAL	754