

Cathedral City



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Good news!. The City's new code compliance team is actively responding to complaints and issuing warnings and citations. The new response team is being supervised by the Police Department; they have been trained to respond rapidly to all complaints. We encourage you to call the Hotline for all suspected STVR violations:

**HOTLINE: (760) 553-1031**

During the past week the new staff have issued citations for a number of violations including trash cans visible on/from the street and failure to respond to code compliance calls to the emergency contact number.

We know in the past the City's response to the Hotline was inconsistent and frustrating for residents. We believe that has changed and we need to make every effort to ensure our friends and neighbors know the City has made important changes and is now responsive to calls to the Hotline.

When you call the Hotline you need to report the following information:

- The address of the STVR or suspected illegal STVR.
- What the violation is such as noise, disruptive behavior, parking, over occupancy, or trash cans on or visible from the street.
- The answering service will ask you if you want the code compliance officer to contact you to enter your back or side yard to hear noise or see a violation. If you are reporting a noise or other disturbance this is critical so that the responding officer can hear or see first hand what you have reported.

**Can you remain anonymous?** Yes. You do not need to identify yourself to report a violation. You can leave your name (just your first name is okay) and phone number if you want a call back. The person answering your call will ask you for your name but **you are not required to give it in order to file a complaint.**

**Call back with an update.** This is optional but we encourage you to ask them to call back even if you don't leave your name. Code compliance staff will call you, time permitting, for an update on what they did.

### **Our experience.**

Calling the Hotline this past weekend was easy and on a few test calls we found that the code compliance staff was fast to respond, willing to investigate and when violations were verified, issued citations. Some of the citations were for failure to answer calls from the compliance officer. (Owners or their representatives must answer calls at all times).

**Why we need you to call.** Every citation, even for trash cans visible from the street, are violations that count as strikes against the STVR permit. Permits can be suspended or possibly revoked if four violations/strikes are issued in a 12 month period. It is really important that we report suspected violations if we want the code the city passed to work.

### **Common types of violations:**

- **Noise:** Noise from amplified music, yelling, chanting, and other noise disturbances.
- **Disruptive behavior:** This can include fighting, yelling, intimidation of neighbors, and throwing trash onto neighboring properties.
- **Illegal rental:** If each week you are seeing multiple new cars at a home either next door or down the street report it as a suspected STVR. City code compliance staff have the ability to verify if it is listed on a web site advertising STVRs and also can investigate the frequent claim that it is "just family and friends" staying over.
- **Parking:** This can include parking on sidewalks, blocking driveways, parking in the front yard and other disruptive parking practices.
- **Over-crowding:** A good way to identify this problem is counting the cars and assuming each car represents at least one or two people. As an example if the STVR has 3 bedrooms and there are 7-8 cars it would be fair

to suspect that more people are staying there than are allowed. Suspected over-crowding complaints should be called in at night or very early in the morning since there can be guests during the day.

- Trash and trash cans. It is illegal for a STVR to have trash, trash cans or bins visible from the street. If an owner is called about trash, they are given a defined amount of time to fix the problem. If the STVR owner does not answer the code compliance call in 45 minutes or less, then that is a violation of their STVR permit.

Residents should not have to worry about knowing every aspect of the City rules and regulations. The City code compliance staff can determine if a suspected STVR is in violation of the City rules and regulations. We always encourage you to report suspected violations. It is the City's job to determine if there is a violation.

We know that most of us have been disappointed with the City's response to Hotline calls. We believe that the City has fixed this ongoing issue by hiring new staff and tracking complaints real time. The code compliance officers have been seen on a regular basis in our neighborhoods and sometimes are just minutes away when the calls to the Hotline are made.

There is more information on our website at <https://ccresidents.org> Look under the STVR menu for more ways to get help with a problem property. Check under Resources for lists of permitted properties and owners, the text of city ordinances, and much much more.

Please remember -

**If a crime is occurring or if you feel threatened in any way immediately call 911.**