

**AGENDA DESCRIPTION:** Consideration and possible action to receive and file a report on the City's enforcement of the prohibition of short-term rentals, including initiating a Code Amendment to add language that bolsters the enforcement of the City's prohibition of short-term rentals.

**RECOMMENDED COUNCIL ACTION:**

- (1) Receive and file an update report on the City's enforcement of the prohibition of short-term rentals in the City;
- (2) Direct Staff to continue working with the Planning Commission in preparing code amendment language that further bolsters the enforcement of the City's prohibition of short-term rentals; and,
- (3) Direct the City Attorney to amend RPVMC Section 1.08.010(B) and Section 1.16 to increase the penalty fines to the maximum extent possible for the violation of the City's prohibition of short-term rentals.

**FISCAL IMPACT:** As a result of a comprehensive code enforcement program to address unpermitted short-term rentals, Staff anticipates that approximately \$27,000 - \$30,000 (non-benefitted, maximum 950 work hours annually) would have to be allocated for the annual salary of a part-time Code Enforcement Officer.

**ORIGINATED BY:** Octavio Silva, Associate Planner *O.S.*

**REVIEWED BY:** Ara Mhramian, AICP, Director of Community Development *Ara*

**APPROVED BY:** Doug Willmore, City Manager *DW*

**ATTACHED SUPPORTING DOCUMENTS:**

- A. RPVMC Chapter 9.24 "Law Enforcement Expended Caused by Unruly Parties and Gatherings" (page A-1)
- B. Public Comments received since September 20, 2016 (page B-1)

All previous Staff Reports, Meeting Minutes, and public comments on this topic can be found on the City's website via the September 20, 2016, City Council Agenda at <http://www.rpvca.gov/772/City-Meeting-Video-and-Agendas>

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**BACKGROUND AND DISCUSSION:**

At the September 20, 2016, City Council meeting, the City Council affirmed that the City's Development Code is a permissive code, in that if a land use is not specifically identified as a permitted use, then it is to be considered as prohibited. In doing so, the City Council determined that short-term rentals (a rental of less than 30 days) are

prohibited within the City's Single-Family Residential Zoning Districts since they are not enumerated as a permitted use. At the meeting, the City Council directed Staff to return with any necessary processes, code amendment language updates, or code enforcement steps to enforce the ban.

### Enforcement of the City's Prohibition of Short Term Rentals

Soon after the September 20, 2016, City Council meeting, the City's Code Enforcement Division began to enforce the prohibition, as summarized below:

1. Cease and Desist Letters: On September 27, 2016, the City sent out the first batch of letters to eleven (11) property owners known to host short-term rentals in the City that have received multiple resident complaints. The notice informed property owners that short-term rentals are prohibited, and that such must cease and desist immediately. In order to send out the next batch of letters to the remaining host property owners (estimated to be approximately another 70 properties), Staff intends to canvass the various website host platforms to identify where these properties are located. This research can be done by Staff, but it will likely be time consuming and challenging in that addresses are not usually posted on the host platforms. Furthermore, because there is only one Code Enforcement Officer who will be managing this assignment along with the other tasks (i.e. property violations, peafowl management plan, coyote management plan, and other responsibilities), this will likely occur in phases over the next several months. Alternatively, the City Council may consider hiring additional part-time Staff to assist with the enforcement of the short-term rental prohibition.<sup>1</sup> The annual cost of this part-time position is estimated to be \$27,000 to \$30,000. Alternatively, the City could look at contractors who may be able to provide this service.
2. Public Outreach: In order to ensure that the community is aware of the ban, the City will be launching a public campaign to raise awareness of the short term rental prohibition. In addition to posting information on the City's website and social media platforms (Facebook and Nextdoor), the City intends to meet with the Rancho Palos Verdes Council of Homeowners Associations (CHOA) and individual homeowners associations in the coming months to explain the prohibition. An article will also be published in the City's next quarterly newsletter. Increased public awareness will assist City Staff with the enforcement of the prohibition because residents will most likely self-police this activity by reporting it to the City.
3. Collaborating with Other Beach Cities: The majority of the South Bay beach cities have banned short-term rentals and are experiencing similar challenges in enforcing the prohibition. Staff has been communicating and collaborating with other local

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<sup>1</sup> Staff previously reported that there was an outside vendor (Host Compliance) that could assist the City in providing the enforcement service at a nominal cost. However, Staff has recently learned that this vendor is no longer providing such services.

beach cities to better understand how the enforcement of the prohibition can occur in a more efficient and enforceable manner. On September 26, 2016, City Staff attended a South Bay Cities Council of Government (SBCCOG) meeting to discuss the issue of short-term rentals in the area. At the meeting, representatives from various cities throughout the South Bay exchanged information related to short-term rental complaints, enforcement costs, options and challenges, as well as greater involvement by the SBCCOG to bring awareness to the issue. At this meeting, it was agreed to continue to meet on a regular basis to exchange information. The next meeting will occur in December 2016.

On October 6, 2016, City Staff also attended a roundtable meeting in the City of Newport Beach, at which additional information was shared by Orange County cities, regarding their efforts and strategies to address short-term rentals. At the meeting, representatives from the cities of Anaheim and Irvine also provided an update on enforcement challenges related to their approaches in regulating short-term rentals. Many of the cities that attended the meeting indicated that their current enforcement programs required code amendments to bolster enforcement capabilities, as well as additional staff to assist in the enforcement efforts.

4. Collaboration with the Sheriff's Department: Staff recently met with Captain Beringer of the Los Angeles County Sheriff's Department (LASD) in order to discuss short-term rental concerns, and to identify effective strategies to collaboratively address complaints associated with short-term rentals in the City. At the meeting, Staff learned that the LASD would not be able to easily enforce the prohibition because it would be very difficult to prove that a guest staying at a host property is using a short-term rental without obtaining a copy of the contract, which would require the lengthy process of obtaining a subpoena. However, Captain Beringer did point out that Chapter 9.24 of Rancho Palos Verdes Municipal Code (RPVMC) codifies an "Unruly Parties and Gatherings" ordinance that would allow the LASD to cite and for the City to collect expenses from property owners for extraordinary law enforcement services when responding to unruly parties, gatherings or other assemblages of persons on private property (Attachment A). In addition, Staff agreed to provide the Sheriff's Department with a list of known short-term rentals in the City, in order for the Sheriff's Department to create a database to monitor calls for service related to short-term rental activities, and to allow for the exchange of information with the City for reporting purposes.
5. Prosecution of Short-Term Rental Ban: Once the City has amended its code to prohibit the advertising of short-term rentals, the City has at least two (2) paths to enforce its ban. The City could criminally prosecute short-term rental advertisers or operators by filing a misdemeanor complaint against the responsible party. Criminal prosecution would allow the City to seek up to \$1,000 per violation or per day of non-compliance. The City could also issue Administrative Citations under RPVMC Chapter 1.16. This administrative process could be handled internally by Staff with assistance from the City Attorney's office. It is important to note that criminal

prosecution and administrative citation processes are not mutually exclusive, and the City could opt to pursue both processes.

### Proposed Code Amendments

A robust enforcement framework is essential in achieving successful implementation of the short-term rental ban. A key component of an effective enforcement program includes a comprehensive code amendment, which expressly prohibits short-term rental activities, including the advertisement of such use. As such, Staff has identified possible code amendments that the City Council might consider to enhance the enforcement of the City's prohibition of short-term rentals:

1. Prohibiting the Advertisement of Short-Term Rentals: An effective strategy in the enforcement of eliminating short-term rentals throughout the City is to prohibit the advertisement of such uses. Typically, the availability of a short-term rentals is advertised on a host websites such as Airbnb and VRBO. Prohibiting the advertisement of a short-term rentals in the City's Single-Family Residential Zoning Districts will allow the City to cite a property owner that advertises this prohibited use. It should be noted that the burden of compliance with the advertisement prohibition should not be placed on the website host platform, but rather on the property owner. If desired, the City Council could direct Staff to continue working with the Planning Commission to prepare code language that prohibits the advertisement of short-term rentals.
2. Creating a Prohibited Use List in the Development Code: The City's Development Code is considered to be a permissive code, meaning that if a use is not identified as permitted, then it is assumed to be prohibited. In order to provide further clarification as to whether a use is permitted or not, consideration should be given to the possibility of amending the Development Code (Title 17) to establish lists of prohibited uses within the City's various zoning districts. If desired, the City Council could direct Staff to continue working with the Planning Commission to prepare code language that includes lists of unpermitted uses.
3. Increasing Penalties for Short-Term Rental Violations: RPVMC Section 1.08.010(B) code violations as infractions, which typically range from \$100 for a first violation to a fine not exceeding \$1,000 for any conviction for a violation of a City building and safety code. While such infraction amounts assist in deterring individuals from engaging in activities that violate the code, in the case of short-term rentals, consideration should be given to pursuing a code amendment to increase infraction amounts to be more punitive and reflective of the potential revenue that may be collected from conducting short-term rental activities. If desired, the City Council could direct the City Attorney to amend RPVMC Section 1.08.010(B) to increase the penalty fine to the maximum extent possible for the violation of the City's prohibition of short-term rentals. In addition, the City Council could direct the City Attorney's office to amend RPVMC Chapter 1.16, which provides for the imposition of

administrative penalties, to increase the penalty fine to the maximum extent possible for the violation of the City's prohibition of short-term rentals

**PUBLIC COMMENTS:**

Since the September 20, 2016 City Council Meeting, Staff has received several public comments (Attachment B) regarding the City's affirmation that short-term rentals are not permitted within the City's Single-Family Residential Zoning Districts. The comments generally support the City Council's recent actions regarding short-term rentals, as well as provide notification regarding properties in the City that are offering short-term rentals.

**CONCLUSION:**

Since the City Council's affirmation that short-term rentals are prohibited in the City's Single-Family Residential Zoning Districts, Staff has taken steps to notify property owners in the City of known violations. In addition, Staff has continued to gather additional information on the best enforcement practices to address short-term rental violations. As a result, Staff has outlined possible code amendments for the City Council's consideration to bolster the City's code enforcement framework to prohibit short-term rentals in the City's Single-Family Residential Zoning Districts.

**ALTERNATIVES:**

In addition to the Staff recommendations, the following alternatives are available for the City Council's consideration:

1. Identify additional options for Staff to research for Council consideration at a future meeting; or
2. Direct Staff to take no further action at this time.

## Chapter 9.24 - LAW ENFORCEMENT EXPENSES CAUSED BY UNRULY PARTIES AND GATHERINGS

### Sections:

#### 9.24.010 - Purpose and intent.

The city council finds that unruly parties, gatherings, or other assemblages of persons on private property and other gathering places on private property with the city, can disturb the public peace, safety and welfare so as to require law enforcement services over and above those normally provided. It is the best interests of the public safety and welfare for those persons causing the need for law enforcement services beyond those normally provided to the public at large to be required to pay all or a part of such extraordinary law enforcement expenses.

(Ord. 258 § 1 (part), 1990)

#### 9.24.020 - Procedures.

When a party, gathering or other assemblage of persons occurs on private property and is determined by a sheriff's deputy at the scene to constitute a violation of the California Penal Code or is otherwise disturbing the public peace, health, safety or welfare, due to the magnitude of the crowd, noise, disturbance or unruly behavior generated by the gathering, or by excessive traffic or property damage caused by the gathering, then the deputy shall take such actions and give such direction as is necessary to abate the violation or condition and shall advise the responsible party orally and in writing that if the violation or condition is not immediately abated, the responsible party and/or property owner shall be held responsible for the cost of providing any additional law enforcement services beyond the initial response as provided in this chapter. Such direction shall be given to the person responsible for the party, gathering or other assemblage of persons or on whose property it is located. If the violation or condition is not voluntarily abated or if it otherwise becomes necessary to call in additional sheriff's personnel or take additional action in order to terminate the gathering, quell any disturbance, direct traffic, cite illegally parked vehicles or otherwise respond to the situation, then the cost of such additional law enforcement services beyond the initial response shall be reimbursed to the city as provided in Section 9.24.030.

(Ord. 258 § 1 (part), 1990)

#### 9.24.030 - Cost reimbursement required.

- A. The person or persons responsible for a party, gathering or other assemblage of persons described in Section 9.24.020, or on whose property the gathering is held, or if such person is a minor then the parents or legal guardians of the minor, shall be jointly and severally liable for the following costs attributable to the event, or, if lower, the amount established by resolution of the city council:
1. The actual cost to the city of law enforcement services beyond the initial response by a sheriff's deputy necessary to abate the violations or conditions described in Section 9.24.020;
  2. Damage to public property resulting from such law enforcement response; and
  3. Injuries to law enforcement personnel incurred in such law enforcement response.
- B. The sheriff's department shall compute the cost of providing such services in accordance with the schedule of rates and charges for personnel and equipment contained in the law enforcement services agreement with the city and advise the city manager of such costs, as well as any other costs of damage to public property or injuries to personnel resulting from the law enforcement response. The person responsible for the party, gathering or other assemblage or on whose property the party, gathering or other assemblage takes place shall be billed for these costs by the city manager upon

notice of the charges from the sheriff and payment shall be due and payable within fifteen days of the billing date. Should the amount due not be paid, the city may collect the debt, as well as any costs incurred in collecting the debt due to nonpayment, pursuant to any available provision of law.

(Ord. 258 § 1 (part), 1990)

9.24.040 - Written notice.

The sheriff is authorized and directed to prepare appropriate advisory procedures to be followed by deputies responding to a party, gathering or other assemblage, including preparation of written materials advising the responsible person or persons of the provisions of this chapter.

(Ord. 258 § 1 (part), 1990)

## Octavio Silva

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**From:** Chris Huang <cgpharmd@cox.net>  
**Sent:** Thursday, September 22, 2016 10:21 AM  
**To:** CC; Ara Mihranian; Octavio Silva  
**Subject:** Thank You

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Mayor Dyda and members of City Council,  
Thank you for your service and attention in reviewing the matter on Short-Term rental. I believe you made the absolute right decision for the residents of our beautiful city.

Mayor Dyda,  
Thank you for your wisdom and keeping us in line with the founding principles of the city.

Councilwoman Brooks,  
Thank you for recognizing our city and home is our paradise and sanctuary and should remain as such. I couldn't agree more.

Councilman Duhovic,  
Thank you for recognizing and acknowledging that short-term rental business is not compatible with R1 residential zone.

Councilman Misetich,  
Thank you for having the foresight and described the "Perfect Storm" scenario if nothing is done.

Ara and Octavio,  
Thank you and your staff for your patience and tireless work. The community as a whole is very passionate and outspoken on this issue and will continue to be vigilant and outspoken until the ban is implemented.  
Your professionalism is much appreciated.

Chris Huang  
Country Club, RPV

## Octavio Silva

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**From:** Guri Otterlei <guri.otterlei@cox.net>  
**Sent:** Wednesday, September 21, 2016 9:22 AM  
**To:** CC; PC; Octavio Silva  
**Subject:** Short-term rental

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Council Members:

Thank you for doing the right thing last night and voting for the full ban on short-term rental! We hope this decision will go into effect immediately, and that strict code enforcement begins today! This will put a stop to what we've been looking at in Portuguese Bend every week for way too long (see picture from 24 Narcissa this morning, showing garbage still littering from last weekend's wedding party, with beautiful Catalina island in the background).

Thanks again,



Guri Otterlei

Sent from my iPhone

## Octavio Silva

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**From:** Kit Fox  
**Sent:** Wednesday, September 21, 2016 9:57 AM  
**To:** Octavio Silva; Ara Mihranian  
**Cc:** Gabriella Yap  
**Subject:** FW: Short Term Rentals

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

FYI

**Kit Fox**, AICP  
City of Rancho Palos Verdes  
(310) 544-5226  
[kitf@rpvca.gov](mailto:kitf@rpvca.gov)

**From:** Eugene Carver [mailto:gen\_patcar@cox.net]  
**Sent:** Wednesday, September 21, 2016 9:40 AM  
**To:** CC <CC@rpvca.gov>  
**Cc:** PC <PC@rpvca.gov>  
**Subject:** Short Term Rentals

To Rancho Palos Verdes City Council and Planning Commission:

I'm writing this email to express my concern about short term rentals in our area. I've been a resident on the peninsula since 1969 and for the first time I have safety concerns. I'm strongly asking you to ban short term rentals in our area. With the upswing in crime in our area we need to be more diligent and with short term rentals, there is no control of the people coming in. If we do not know who actually lives in a residence, we are unable to institute a cohesive Neighborhood Watch.

Please ban short term rentals!  
Eugene and Patricia Carver

## Octavio Silva

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**From:** Kit Fox  
**Sent:** Thursday, September 22, 2016 12:08 PM  
**To:** Octavio Silva; Ara Mihranian  
**Cc:** Gabriella Yap  
**Subject:** FW: Thank you! - Don't Stop now!

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

FYI

**Kit Fox**, AICP  
City of Rancho Palos Verdes  
(310) 544-5226  
[kitf@rpvca.gov](mailto:kitf@rpvca.gov)

**From:** James R. Smith [mailto:jrsmith210@cox.net]  
**Sent:** Thursday, September 22, 2016 12:05 PM  
**To:** CC <CC@rpvca.gov>; PC <PC@rpvca.gov>  
**Subject:** Thank you! - Don't Stop now!

Thanks you for voting for the full ban on short-term rentals with no exceptions in single family zones in Rancho Palos Verdes. Thank you for your hard work in reading the volume of material submitted and listening to concerned residents. We strongly request that you now come up with an effective enforcement plan as soon as possible with a fine sufficient to deter violators.

We can see benefits for owner occupied residences who rent a room or two in their home for additional income or company, but most of the people in this business are not in that category. This has the potential for being a big money making scheme — which also has the potential of consistent violations if the fines are not sufficient to deter them.

We are aware that the violators are already violating single family zoning, but law enforcement has to be willing to assist in enforcing the ban/fines against violators. We ask you to be judicious in following through on this beginning to a successful conclusion.

Jim and Jean Smith  
30717 Ganado Drive

## Octavio Silva

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**From:** Kit Fox  
**Sent:** Thursday, September 22, 2016 11:10 AM  
**To:** Octavio Silva; Ara Mihranian  
**Cc:** Gabriella Yap  
**Subject:** FW: Short Term Rentals- THANK YOU

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

FYI

**Kit Fox**, AICP  
City of Rancho Palos Verdes  
(310) 544-5226  
[kitf@rpvca.gov](mailto:kitf@rpvca.gov)

**From:** Andrew Kitto [mailto:[andrewkitto@msn.com](mailto:andrewkitto@msn.com)]  
**Sent:** Thursday, September 22, 2016 11:05 AM  
**To:** Ken Dyda <[Ken.Dyda@rpvca.gov](mailto:Ken.Dyda@rpvca.gov)>  
**Cc:** CC <[CC@rpvca.gov](mailto:CC@rpvca.gov)>  
**Subject:** Short Term Rentals- THANK YOU

**Dear Mr. Dyda,**

**I would like to Thank YOU and city council members for banning Short Term Rentals. This is will keep the quality of life in our beautiful city as we know it, peaceful and tranquil. Thank you again for listening to the residents concerns.**

**Sincerely**

Andrew Kitto, Ph.D.  
3545 Starline Dr.  
RPV 90275

## Octavio Silva

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**From:** glenn spargo <spargo@cox.net>  
**Sent:** Thursday, September 22, 2016 3:26 PM  
**To:** Ken Dyda; susan.brooks@rpvaca.gov; Jerry Duhovic; Anthony Misetich  
**Cc:** Octavio Silva; Ara Mhramian; Michael Huang; Mary Alice Fosse;Carolynn Petru; Paul Baduini; Janet Nitz; james young; virginia young; Karen & Chan; Tracy Burns; Peggy Tiberi; junewhitmore; George Cinfo; Anita Gash; Anke Raue; Richard Uyeminami; Nancy Bruce; Maureen Spargo; Stacey Michaels; bob@frinier.net; Chris Wanlin Huang  
**Subject:** Ocean View Estate w/ tennis court - Houses for Rent in Rancho Palos Verdes 6857 CREST RD, RPV - A COUPLE OF THINGS REGARDING THE 100% BAN

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

FIRST OF ALL, I AM WRITING THIS NOTE TO TELL YOU HOW PROUD WE ALL ARE OF YOU FOR MAKING THE DECISION TO ENFORCE THE EXISTING ZONING LAWS IN RPV. THIS WILL INSURE OUR PRIVATE NEIGHBORHOODS DO NOT TURN INTO COMMERCIAL ENTERPRISES ( IN THIS CASE TRANSIENT MOTELS). THE 130 PEOPLE WHO TOOK THE TIME OUT OF THEIR BUSY SCHEDULES TO ATTEND THE COUNCIL'S MEETING, ALL OF WHICH SUPPORTED THE 100% BAN, THIS PAST TUESDAY EVENING, SHOULD PROVIDE SOME EVIDENCE OF HOW IMPORTANT THIS ISSUE HAS BECOME TO OUR COMMUNITY. AS PRIVATE CITIZENS WE SEE THIS AS YOU CONFIRMING OUR SUPPORT FOR ELECTING YOU INTO OFFICE AND PROTECTING OUR RIGHTS. NEEDLESS TO SAY THIS 'AIRBNB' ISSUE IS GETTING OUT OF HAND. IT TAKES ONLY A VERY LOW MONETARY INVESTMENT TO ENTER INTO THIS VENTURE, ONCE THE HOME HAS BEEN PURCHASED, WITH LITTLE FURTHER CAPITAL REQUIRED — SOME MAID SERVICES, AND SOME ADVERTISING DOLLARS. THEREFORE, ONE CAN EASILY IMAGINE THE RAPID PROLIFERATION OF THIS COTTAGE INDUSTRY. ESPECIALLY NOW GIVEN THE EASY ACCESS TO ADVERTISING WEBSITES WHICH CAN REACH, LITERALLY, THE ENTIRE WORLD. BUT EACH OF YOU ARE TO BE COMMENDED ON YOUR POSITION. AND, I HOPE YOU WILL TAKE THIS MESSAGE AS SINCERE FEEDBACK OF OUR APPRECIATION IN REPRESENTING THE MASS MAJORITY OF THE PRIVATE NEIGHBORHOOD COMMUNITY HERE IN RPV.

SECOND OF ALL: I REALIZE IT HAS ONLY BEEN TWO DAYS SINCE THIS DECISION HAS BEEN RENDERED. HOWEVER, GIVEN THAT THE ZONING CODE LAWS HAVE BEEN ON THE BOOKS FOR YEARS NOW WE ALL FORESEE A NEED TO FOLLOW UP ON THAT DECISION QUICKLY. WE HOPE THAT THE CITY MAY PROVIDE SOME MEANS OF ENFORCEMENT OF THE BAN, IN THE INTERIM, TO INSURE THE COMMERCIALIZATION OF THE NEIGHBORHOODS IS STOPPED. AND, THAT THESE ENTITIES DON'T CONTINUE TO STAY IN PLACE AND CONTINUE TO TAKE IN BOOKINGS. ONE WAY TO INITIATE THIS, BEFORE THE COUNCIL ACTUALLY AGREES ON THE ENFORCEMENT REGULATIONS AND FINES TO BE PUT INTO EFFECT, IS TO TALK TO THE CITY ATTORNEY TO SEE IF 'CEASE AND DESIST' ORDERS COULD BE SERVED ON THE OFFENDERS. THAT WOULD SEEM REASONABLE. SINCE THERE ARE SO MANY OF THESE NOW A SUGGESTION MIGHT BE TO TAKE THE TOP

LISTINGS, BY USAGE, FROM THE WEBSITES - SAY AIRBNB, COME AWAY, AND VRBO - AND SERVE NOTICES TO THESE OWNERS AS A START. PROBABLY, THE LARGEST 25/30 WOULD SUFFICE.

ANOTHER SUGGESTION WOULD THEN BE TO HAVE LAW ENFORCEMENT SERVE THESE NOTICES AT BETWEEN 4:00 P.M. AND 5:00 P.M. WHICH IS THE TIME MOST OF THESE 'MOTELS' OFFER 'CHECK IN.'

AND, SINCE SOME OF THESE PLACES DO NOT HAVE OWNERS RESIDING ON PREMISES THOSE OWNERS WOULD MOST LIKELY BE THERE TO WELCOME THEIR OUT OF TOWN GUESTS AND GET THEM SETTLED IN.

SO, THEY WOULD BE PRESENT WHEN THE ORDER WAS PRESENTED. A NUMBER OF US HAVE LOOKED AT A FEW OF THE RESIDENCES OFFERING NIGHTLY STAYS ON THESE WEBSITES SINCE THE MEETING. FIRST OF ALL THEY HAVEN'T TAKEN DOWN THEIR ADVERTISING AT THIS POINT. SECOND, IT WOULD APPEAR THEY ARE STILL TAKING BOOKINGS. EVEN THOUGH SOME OF THEM WERE AT THE MEETING AND HEARD THE DECISION OF THE COUNCIL FIRST HAND.

SO, DO I DARE SAY THAT, THEY EITHER CONTINUE TO FEEL THAT THE COUNCIL WON'T TAKE ANY MEANINGFUL ACTION OR GIVEN THE INCOMES THEY ARE ACCUMULATING THEY ARE WILLING JUST TO EXTEND ONE FINGER TO THE COUNCIL AND THEIR NEIGHBORS TELLING US THEY DON'T PLAN ON OBEYING THE LAWS IN EFFECT.

IN THAT CONTEXT I HAVE ATTACHED ONE EXAMPLE - THERE ARE MANY.

THIS IS A TRANSIENT MOTEL AT 6857 CREST RD. THE PARTIES HERE ARE LEGEND. 6-10 CARS FILL UP THE DRIVEWAY AND STREET. PLEASE LOOK AT THE REVIEWS. THE OWNER DOES NOT RESIDE HERE. THE HOME IS VERY OFTEN FULLY RENTED OUT ON A SHORT TERM BASIS. THEY SAY IT CAN ACCOMMODATE 12 BUT WHEN YOU READ SOME OF THE REVIEWS ABOUT THE WEDDING PARTIES ETC, ONE CAN CERTAINLY IMAGINE A LOT MORE PEOPLE WOULD HAVE STAYED THERE. NOT WANTING TO DRIVE HOME AFTER THE PARTY. YOU CAN LOOK AT WHAT THE POSSIBLE CHARGES ARE AND DO THE MATH TO ESTIMATE THE INCOME.. THIS ONE ENTITY COULD BRING IN ANYWHERE FROM \$15K TO \$30K PER MONTH. CLICK ON THE AVAILABILITY LINK AND YOU CAN TAKE A LOOK AT THE MONTHLY CALENDAR. YOU WILL SEE THAT SEPT IS ALMOST COMPLETELY BOOKED UP.

OCTOBER/NOVEMBER SHOW ALMOST HALF OF THE DATES CURRENTLY TAKEN. DECEMBER - THE XMAS HOLIDAY IS ALREADY BOOKED. THEN FAST FORWARD INTO THE SPRING MONTHS OF 2017.

CHECK OUT APRIL/MAY/JUNE. BOOKINGS ALREADY ACCEPTED AND DAYS BLOCKED OFF.

WE KNOW THAT MR. MISETICH SPOKE OF A 'POSSIBLE' PARTY TAKING PLACE DOWN AT THE END OF HIS STREET RECENTLY. SO, WE KNOW HE HAS BEEN SUBJECTED TO THIS INTRUSION. IF NOT MISTAKEN HE MENTIONED IT WAS TAKING PLACE ALMOST 1000 YARDS AWAY. NOW, JUST IMAGINE THIS GOING ON EVERY WEEKEND AND IN THE SPRING AND SUMMER MONTHS DURING THE WEEK. YOU GET THE PICTURE I'M SURE.

IN CLOSING: ALL OF US CAN ONLY CONCLUDE THAT EACH OF YOU HAVE TAKEN THIS ISSUE TO HEART AND CAN NOW REALIZE, GIVEN THE AMOUNT OF INPUT YOU ARE RECEIVING FROM THE FOLKS, THE MAGNITUDE OF THIS COMMERCIALIZATION OF OUR PRIVATE NEIGHBORHOODS, AGAINST LAWS ALREADY ON THE BOOKS, IS CAUSING MANY OF US A GREAT DEAL OF ANGST.

AS OUR ELECTED REPRESENTATIVES WE ARE HOPING YOU WILL LOOK AT THE PROPOSAL ABOVE. AND, LOOK INTO THE IMMEDIATE POSSIBLE SERVING OF 'CEASE AND DESIST' ORDERS SO WE CAN RECAPTURE OUR PRIVATE NEIGHBORHOODS AND RETURN TO US ALL THE SALIENT REASONS WE MADE THE DECISION TO PURCHASE HOMES HERE IN THE FIRST PLACE. PEACE AND SOLITUDE.

ANY FURTHER FEEDBACK YOU CAN PROVIDE REGARDING THIS PROPOSAL WOULD BE APPRECIATED. WE URGE YOU TO PLEASE KEEP THE DIALOGUE CURRENT AND ONGOING.

WITH SINCERITY AND GRATITUDE,  
GLENN SPARGO

<https://www.airbnb.com/rooms/7575081?s=EkvqSU1R&sug=51>

## Octavio Silva

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**From:** James Bertolina <jnbertolina@gmail.com>  
**Sent:** Sunday, September 25, 2016 9:46 PM  
**To:** Octavio Silva  
**Cc:** gregmitre@cox.net; Margaret Shih; gyparker; Joe Barger; Jeannette Peterson; fbstapleton@cox.net; donway@cox.net; arlineg@cox.net; duuvette@aol.com; Michael Huang  
**Subject:** Short Term Rentals on Hightide Dr

We are very relieved to see that the City is now starting to enforce the code re:Short Term Rentals. We expect that the house on 3664 Hightide Dr is included since we first complained about this house on March 16, 2016.

Of course you have sent the C&D letter to the subject house but do you also mail it to owner's residence? In this case they probably live at the Property Tax Billing address 21650 E Bluebell Ct., Walnut, Ca. 91789. Incidentally we checked Google Maps for that address and there was a white minivan in the driveway similar to the one that comes to the Hightide house after the renters leave.

Since the owner(s) have ignored the City's code and blatantly lied, it is most probable that they will continue to do the same. What can the neighbors do to help with code enforcement?

Does Airbnb, et al, comply with cities requests to remove listings in prohibited areas ?

Thanks to you and all the RPV city staff for your work to correct this problem. It has been a real pain in the neighborhood.

Sincerely,  
Nelly & James Bertolina  
3713 Hightide Dr.  
RPV, Ca 90275  
(310) 265-0446

## Octavio Silva

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**From:** Chris Huang <cgpharmd@cox.net>  
**Sent:** Thursday, September 22, 2016 5:04 PM  
**To:** Julie Peterson; Octavio Silva  
**Cc:** Ara Mihranian; mikegalaxy@gmail.com  
**Subject:** City zoning code violation-short term rental  
**Attachments:** 7137 Avenida Altisima, Short term rental, city zoning violatoin.docx

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Good afternoon Julie,

I am reporting a city zoning code violation pursuant to City Council's affirmation that short-term rentals are prohibited in the single family residential zones. The property address in violation is 7137 Avenida Altisima, Rancho Palos Verdes.

I have attached screen shots of the property being advertised for rent on Airbnb. The property has 4 different rooms for rent with 1-day minimum stay.  
Please contact me if you have any questions.

Thank you.  
Chris Huang  
cgpharmd@cox.net

Please enforce the city zoning code for the property identified. Below are screen shots of advertisement on Airbnb. The house has 4 rooms offered on Airbnb website on a daily basis.

**Address: 7137 Avenida Altisima, Rancho Palos Verdes**

**Owner: Yolanda Quimbayo**

**Room 1:**



**Comfy Private Bedroom in RPV, a Peaceful Home!**

Private room · 2 guests · ★★★★★ · 5 reviews

Room 2:



Comfy Master Bedroom in RPV, a Peaceful Home!

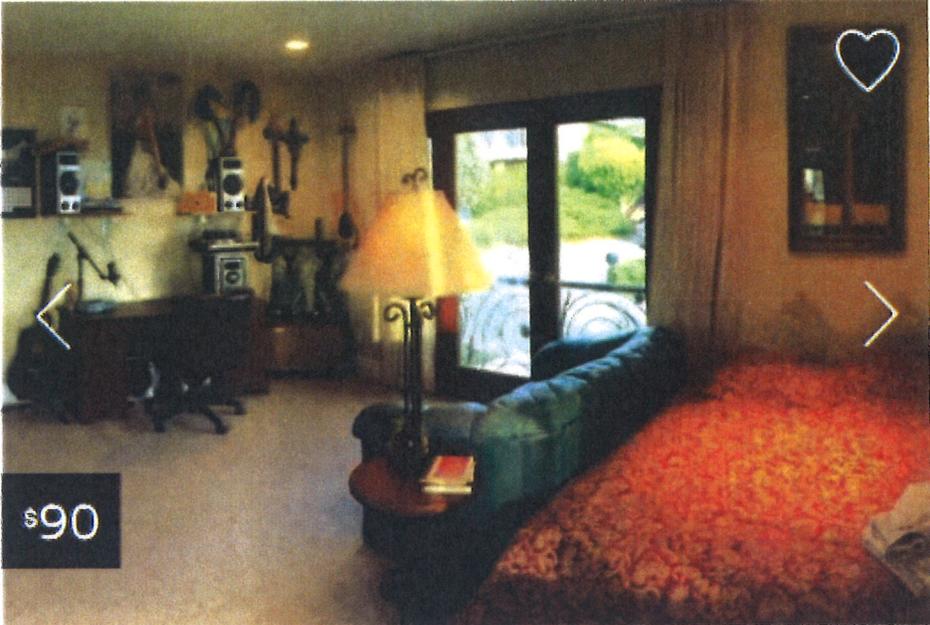
Private room · 6 guests · ★★★★★ · 5 reviews

Room 3:



**Private Bed&Bath in RPV Home!**  
Private room · 4 guests · 2 reviews

Room 4:



Comfy Private Bedroom in RPV, a Peaceful Home!  
Private room · 4 guests · 2 reviews

## Octavio Silva

---

**From:** Tracy Burns <akamomma@gmail.com>  
**Sent:** Thursday, September 22, 2016 10:05 PM  
**To:** Julie Peterson  
**Cc:** Ara Mihranian; Octavio Silva  
**Subject:** Short-Term Rental Enforcement Request (Cease & Desist Letter?) / 7241 Avenida Altisima

Dear Julie,

I'd like to report a code violation and request immediate enforcement. My neighbor and the property owner/operator, Maura Mizuguchi, is operating a short-term rental called the "Feng Shui Beach House". Even after the recent City Council meeting she was still booking guests, despite being present during the meeting and hearing that it is already illegal per the City Attorney. I understand that your department may still be working out the logistics of enforcement, so in the meantime a simple "Cease and Desist" letter may suffice until a game plan is formulated. The letter would serve as an official warning, as a possible deterrent and nullify any complaints from her about not having enough time to warn her "guests" and cancel reservations.

Owner/Operator - Maura Mizuguchi  
Address: 7242 Avenida Altisima  
Cell: 310-882-8861  
Home: 310-377-3063  
AirBnB listing link:  
<https://www.airbnb.com/rooms/1055562?sug=51>

There are various rates for different rooms, 5 beds, space for 8 and a 1 night minimum. The last booking for November 3rd and 4th was added AFTER the recent City Council meeting.

✕  Airbnb for iOS  
★★★★ (6,761)

INSTALL



## Feng Shui Beach House - Ocean Views

Rancho Palos Verdes, CA, United States



Request to Book



Airbnb for iOS



(6,761)

in its original places.

Safety Features

Smoke Detector

Carbon

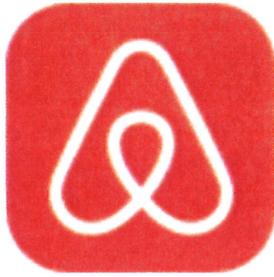
Detect

Availability

**1 night** minimum stay

**View Calendar**





Airbnb for iOS



(6,761)

Cancellation: **Strict**

Description

## The Space

Please read the description in its ent what room(s) you are interested in. T calculated on this site is for the gues (occupancy 2). That price is \$130 pe more rooms or a different room, eac differently.



# Feng Shui Beach House - Ocean View

www.airbnb.com

## Request to Book

# \$130

Check In

Check Out

mm/dd/yyyy

Guests

1



## September 2016

Su

Mo

Tu

We

Th



# Feng Shui Beach House - Ocean View

www.airbnb.com

## Request to Book

# \$130

Check In

Check Out

mm/dd



## October 2016

Guests

Su

Mo

Tu

We

Th

1



# Feng Shui Beach House - Ocean View

www.airbnb.com

## Request to Book

# \$130

Check In

Check Out

mm/dd/yyyy

Guests

1



## November 2016

Su

Mo

Tu

We

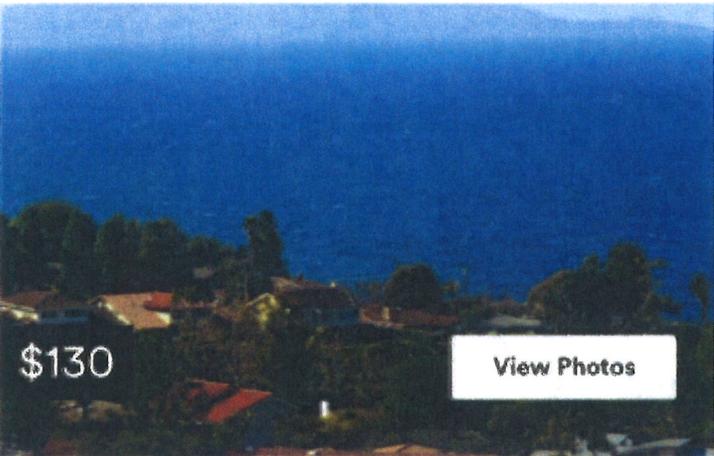
Th

1

2

3

✕  Airbnb for iOS  
★★★★☆  
(6,761) [INSTALL](#)



\$130 [View Photos](#)



**Feng Shui Beach House - Ocean Views**  
Rancho Palos Verdes, CA, United States

 Private room    8 Guests    5 Beds

[Request to Book](#)

If you need any further information, please let me know.

Sincerely,  
Tracy Burns

## Octavio Silva

---

**From:** Michael Huang <mikehgalaxy@gmail.com>  
**Sent:** Thursday, September 22, 2016 10:39 PM  
**To:** Julie Peterson  
**Cc:** Octavio Silva  
**Subject:** Fwd: City zoning code violation-short term rental  
**Attachments:** 7137 Avenida Altisima, Short term rental, city zoning violatoin.docx; Reveiws from Short-Term Guests of Yolanda at 7137 Avenida Altisima.PNG; More reviews for 7137 Avenida Altisima short-term rental for September 2016.PNG; Yolanda's 4 listings.PNG

Hi Julie,

Here are the links for the four illegal short-term listings for 7137 Avenida Altisima. These four rooms are in the same house, and each room has its own separate listing on AirBNB:

<https://www.airbnb.com/rooms/14655015?guests=1&s=72V702-w&sug=51>

<https://www.airbnb.com/rooms/14655444?guests=1&s=72V702-w&sug=51>

<https://www.airbnb.com/rooms/14501616?guests=1&s=72V702-w&sug=51>

<https://www.airbnb.com/rooms/14655902?guests=1&s=72V702-w&sug=51>

Please note that the third link above shows the property owner, Yolanda Quimbayo, standing in front of the house identified as 7137 Avenida Altisima from the enclosed Google Map Streetview.

I have also enclosed two screenshots of reviews from Yolanda's short-term guests from September 2016.

Enclosed please also find a screenshot showing all four listings on the same AirBNB page.

Can you please let me know what actions the city will take regarding these illegal short-term rentals? Yolanda Quimbayo was at the city council meeting on September 20, 2016, and she also made a comment to the city council regarding her rentals. She is aware that as of Tuesday, 9/20/16, these short-term rentals are illegal in our city. Yet her AirBNB website is still taking reservations as of tonight. It would be great if you can keep me updated on the status of your enforcement action. Please call me at (310) 408-1036 if you have any questions. Thank you.

Sincerely,

Mike Huang

----- Forwarded message -----

From: **Chris Huang** <[cgpharmd@cox.net](mailto:cgpharmd@cox.net)>  
Date: Thu, Sep 22, 2016 at 5:03 PM  
Subject: City zoning code violation-short term rental  
To: [juliep@rpvca.gov](mailto:juliep@rpvca.gov), [octavios@rpvca.gov](mailto:octavios@rpvca.gov)

Cc: [aram@rpvca.gov](mailto:aram@rpvca.gov), [mikehgalaxy@gmail.com](mailto:mikehgalaxy@gmail.com)

Good afternoon Julie,

I am reporting a city zoning code violation pursuant to City Council's affirmation that short-term rentals are prohibited in the single family residential zones. The property address in violation is

7137 Avenida Altisima, Rancho Palos Verdes.

I have attached screen shots of the property being advertised for rent on Airbnb. The property has 4 different rooms for rent with 1-day minimum stay.

Please contact me if you have any questions.

Thank you.

Chris Huang

[cgpharmd@cox.net](mailto:cgpharmd@cox.net)



# Hey, I'm Yolanda!

US · Member since August 2016

[Report this user](#)

14 Reviews 

**Verified ID**

-  Email address
-  Verified
-  Phone number
-  Reviewed 14 Reviews
-  Offline ID
-  Driver License

## Reviews (14)

### Reviews From Guests



Patricia

From Culver City, CA · September 2016 · [P](#)

Yolanda showed great trust in providing us an easy way to enter the house. The room and the house had perfect amenities and were very comfortable. The view from the masterbedroom and from the house and garden is fantastic. Above that, we enjoyed the fruity breakfast and Yolanda's inviting attitude and wish for her and future guests many more short and longer stays!



Cheryl

From Wildwood, MO · September 2016 · [P](#)

She was gracious, kind and loving and we enjoyed the visit with her two children as well. Very lovely home, is even better than pics indicated! Yolanda has a beautiful heart, home and family and the rest and relaxation we needed- she exceeded!



Ashley

I LOVED my stay at Yolanda's home. She is one of the most wonderful people I have come across. The location was perfect for me and had an incredible view. I've already been recommending this location to others. The home has more than enough space to wander around even though you'll likely be sharing the home with other guests - you really don't even know they are there. It's a quiet and peaceful location. It was also impeccably clean and had more than enough amenities. Every morning you'll be greeted with a large breakfast spread and you're friendly host. I very much enjoyed my experience.

## Reviews (14)

### Reviews From Guests

Verified ID

- Email address Verified
- Phone number ( ) - 99
- Reviewed 14 Reviews
- Offline ID
- Driver License



Patricia

From Culver City, CA · September 2016 ·

Yolanda showed great trust in providing us an easy way to enter the house. The room and the house had perfect amenities and were very comfortable. The view from the masterbedroom and from the house and garden is fantastic. Above that, we enjoyed the fruity breakfast and Yolanda's inviting attitude and wish for her and future guests many more short and longer stays!



Cheryl

From Wildwood, MO · September 2016 ·

She was gracious, kind and loving and we enjoyed the visit with her two children as well. Very lovely home, is even better than pics indicated! Yolanda has a beautiful heart, home and family and the rest and relaxation we needed- she exceeded!



Ashley

From Sacramento, CA · September 2016 ·

I LOVED my stay at Yolanda's home. She is one of the most wonderful people I have come across. The location was perfect for me and had an incredible view. I've already been recommending this location to others. The home has more than enough space to wander around even though you'll likely be sharing the home with other guests - you really don't even know they are there. It's a quiet and peaceful location. It was also impeccably clean and had more than enough amenities. Every morning you'll be greeted with a large breakfast spread and you're friendly host. I very much enjoyed my experience.



Elaine

From United States · September 2016 ·

Yolanda is a beautiful spirit! Although we only stayed one night, we will certainly stay with her again. We really enjoyed talking to Yolanda in the morning and really got to know her. Yolanda's home is immaculate. The beauty of the home, yard and view is amazing.



Ruel

Yolanda was very available, attentive, and very focused on responding to any requests or inquiries in a helpful way. The home is quite beautiful, even lavish--marble floors, soaring ceilings, etc. The breakfast buffet provided was much more than Airbnb hosts normally do, and quite nice. The bed was comfortable, the bathroom well-equipped. There are a number of images and statuses of the Virgin Mary around, even in the bedroom, so you have to be comfortable with that (which we were). Overall, a very pleasant experience in Palos Verdes, and with Yolanda.



rancho palos verdes, ca

Filters

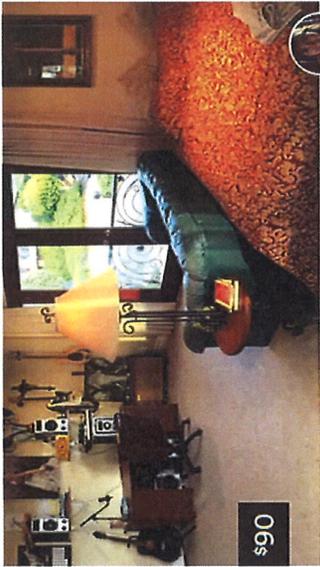
4 Rentals - Rancho Palos Verdes



\$85

Comfy Private Bedroom in RPV, a Peaceful Home!

Private room · 2 guests · ★★★★★ · 5 reviews



\$90

Comfy Private Bedroom in RPV, a Peaceful Home!

Private room · 4 guests · 2 reviews



\$130

Comfy Master Bedroom in RPV, a Peaceful Home!

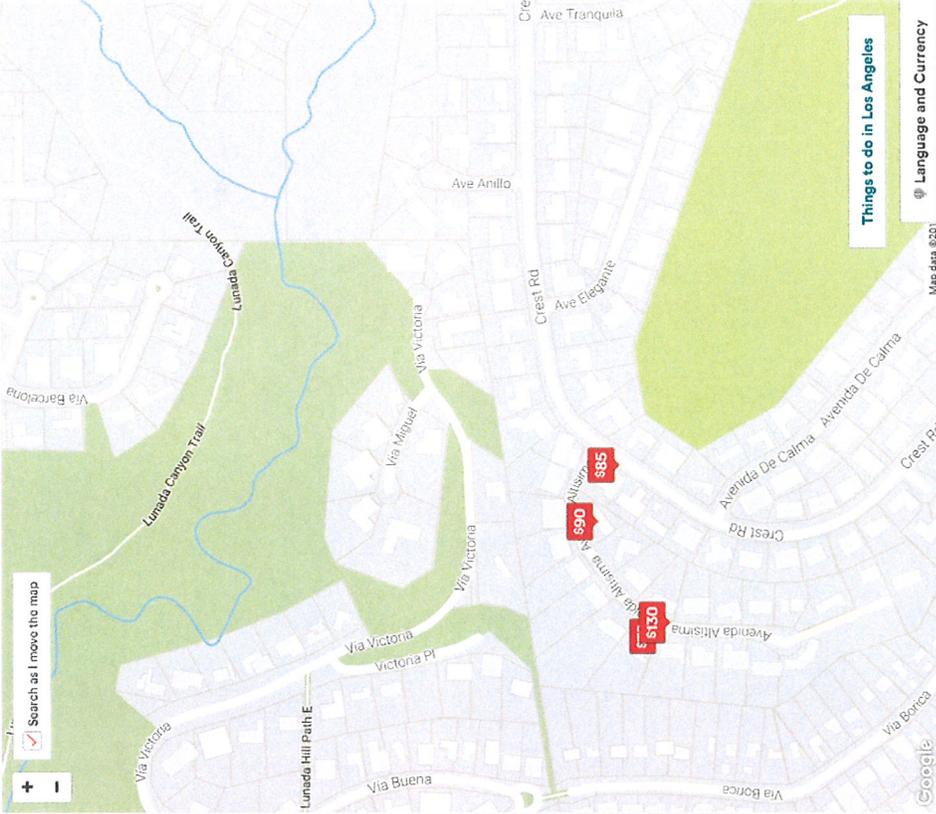
Private room · 6 guests · ★★★★★ · 5 reviews



\$78

Private Bed&Bath in RPV Home!

Private room · 4 guests · 2 reviews



Things to do in Los Angeles

Map data ©2011

Language and Currency

Log In

Sign Up

Help

Become a Host

## Octavio Silva

---

**From:** Tracy Burns <akamomma@gmail.com>  
**Sent:** Friday, September 23, 2016 9:26 AM  
**To:** Julie Peterson  
**Cc:** Lomitawebsite@lasd.org; Ara Mihranian; Octavio Silva  
**Subject:** Short-Term Rental Enforcement Request / Nuisance Property (LASD) / 6857 Crest Rd.

Dear Julie,

I'd like to report a code violation and request immediate enforcement. The property owner/operator, Anoja Wickramarachchi aka "Shwick", is operating a short-term rental/ event space called the "Ocean View Estate w/ tennis court". Based on reviews and complaints from neighbors, I believe they are violating Los Angeles County Codes pertaining to loud music too. LASD should be able to input information into their system regarding this nuisance property, so that anytime there is a call for service to the location the responding deputies will automatically be alerted to the issues. They'll have a better idea what they are walking into and enforce accordingly.

Based on the posted calendar for this property, they are booked almost completely up to Jan. 1st, 2017. Shwick already has a possible fine assessments built into his pricing structure too. This property sits on the steep "s" curve on Crest Rd. south of Hawthorne Blvd. Catering trucks, party rental vehicles and party attendees routinely double park in the street to drop off guests and supplies. This is **extremely dangerous!**

Owner/Operator - Anoja Wickramarachchi (?), aka "Shwick"  
Manager - "Martha" per several reviews  
Address: 6857 Crest Rd.  
Phone: (unknown)  
12 Guests/ 5 Beds/ 2 night minimum  
AirBnB listing link:  
<https://www.airbnb.com/rooms/7575081?s=swREG5Uo&sug=51>

Quotes from the advertisement:

"Perfect for events"

"Any events (parties) must be mentioned at time of booking and paid for at event space rate of \$(PHONE NUMBER HIDDEN) per day, depending on type of event."

"Maximum Guests allowed per standard booking is 12 guests. Any additional Guests will be charged a rate of \$100 per guest up to 16 (max \$400 additional). **Any # of guests over 16 will be considered an event and charged minimum \$1500.** -Please read"

"Disclaimer - **Any parties (house parties, or events) that have not been cleared by management will be charged full rate of \$3500 per night** + Any damaged to property. There is a zero tolerance rule for this."

Quotes from a Guest Review (Kimberly):

"We rented this house for a wedding reception and used it over a long weekend to house the wedding party and our out of town guests as well as hold the rehearsal dinner."

"The tennis court served as a great place to set up tables for the wedding reception"

"Also, **although we were told the neighbors were notified beforehand of our event, they still complained** (and we had a pretty conservative event), so not sure they are used to large events in that neighborhood."

\$840

View Photos



**Ocean View Estate w/ tennis court**  
Rancho Palos Verdes, CA, United States

 Entire home/apt

 12 Guests

 5 Bedrooms

 5 Beds

Request to Book



# Shwick's Profile - Airbnb

www.airbnb.com



Where to?



# Hey, I Shwic

**Los Angeles, C  
States · Membe**



Report this us

## About this listing

Please respect the property. It is a pr  
maintained luxury estate. Any events  
mentioned at time of booking and pa  
space rate of \$(PHONE NUMBER HI  
depending on type of event.

Maximum Guests allowed per standa  
guests. Any additional Guests will be  
\$100 per guest up to 16 (max \$400  
of guests over 16 will be considered  
charged minimum \$1500. -Please re

Disclaimer - Any parties (house parti

# About this listing

---

Availability

**2 nights** minimum stay

**View Calendar**

---

Guidebook

**Things to do in Los Angeles**

---



Kimberly

We rented this house for a wedding  
it over a long weekend to house the  
our out of town guests as well as to  
dinner. We made great use of it.  
property and overall our guests had  
The tennis court served as a great place  
for the wedding reception and even  
romantic view of the sunset over the

Ocean View Estate w/ tennis court -  
www.airbnb.com

## Request to Book

**\$840**

Check In

Check Out

mm/dd



**October 2016**

Guests

Su

Mo

Tu

We

Th

1

Ocean View Estate w/ tennis court -  
www.airbnb.com

# Request to Book

# \$840

Check In

Check Out

mm/dd/yyyy

mm/dd/yyyy

Guests

1



## November 2016

Su	Mo	Tu	We	Th
		1	2	3

Ocean View Estate w/ tennis court -  
www.airbnb.com

# Request to Book

# \$840

Check In

Check Out

mm/dd/yyyy

mm/dd/yyyy

Guests

1



## December 2016

Su Mo Tu We Th

1

Ocean View Estate w/ tennis court -  
www.airbnb.com

# Request to Book

# \$840

Check In

Check Out

mm/dd/yyyy

mm/dd/yyyy

Guests

1



## January 2017

Su	Mo	Tu	We	Th
	2	3	4	5



Google



LTE

12:45 AM



6857 Crest Rd



Crest Rd

anquila



This "party house" is a HUGE money maker for the operator, I doubt he is going to stop his operation just by sending a letter. The poor neighbors behind him on Avenida Refinida get blasted with music every weekend. Let me know if you need any further information. Good luck!

Sincerely,  
Tracy Burns

## Octavio Silva

---

**From:** Michael Huang <mikehgalaxy@gmail.com>  
**Sent:** Friday, September 23, 2016 9:42 AM  
**To:** Ara Mihranian  
**Cc:** Julie Peterson; Octavio Silva; Chris Wanlin Huang; margy bloom  
**Subject:** Re: City zoning code violation-short term rental

Sorry, made a mistake. The correct address for Yolanda's short-term rental is 7137 Avenida Altisima. Thank you.

Sincerely,

Mike Huang

On Fri, Sep 23, 2016 at 9:37 AM, Michael Huang <[mikehgalaxy@gmail.com](mailto:mikehgalaxy@gmail.com)> wrote:  
Hi Ara,

Thank you very much for the email. Many residents are ecstatic and very grateful to hear that the city would be enforcing the prohibition of the short-term rentals immediately. Besides packing the meeting room on Tuesday, we had some many more ban supporters who nervously watched the proceedings from home. We are all really heartened by the final vote, but we are all very disappointed with Brian Campbell. I believe this is a great example of the city council listening and responding to the needs of the residents, with the exception of Brian Campbell. I also want to thank you again for all the hard work you and your staff put into this issue.

Margy from our group of ban supporters has volunteered to put together a list of illegal short-term rentals. We will try to send you a preliminary list early next week and will follow up with a more complete list later. For now, here's a list of the short-term rentals I am aware of:

Please not hesitate to contact myself or Margy if you have any questions concerning the lists we will be providing. Thank you.

7242 Avenida Altisima (Maura's)

7131 Avenida Altisima (Yolanda's)

6857 Crest Ave (Schwik)

6527 Eddinghill (Eric Mark)

3664 Hightide (Robert Wu)

26810 Fond Du Lac & 26815 Fond Du Lac (same owner who threatened to sue the city owns these 2 properties)

84 Narcissa

27113 Indian Peak

Thank you again for doing such an excellent job! Please do not hesitate to contact me or Margy if you have any questions.

Sincerely,

Mike Huang

On Fri, Sep 23, 2016 at 8:34 AM, Ara Mihranian <[AraM@rpvca.gov](mailto:AraM@rpvca.gov)> wrote:

Chris,

In light of the Council's action on Tuesday night, Staff has begun the code enforcement process on the properties we have information on. Letters are going out early next week. The City's typical code enforcement process is to give a property owner 30-days to correct the violation. You can check in with Julie or I to see how things are progressing. And definitely keep us in the loop.

Ara

P.S. If you or Michael know of any other properties that are listing short-term rentals, please let us know.

**Ara Michael Mihranian**

Community Development Director



30940 Hawthorne Blvd.

Rancho Palos Verdes, CA 90275

310-544-5228 (telephone)

310-544-5293 (fax)

aram@rpvca.gov

www.rpvca.gov



Do you really need to print this e-mail?

This e-mail message contains information belonging to the City of Rancho Palos Verdes, which may be privileged, confidential and/or protected from disclosure. The information is intended only for use of the individual or entity named. Unauthorized dissemination, distribution, or copying is strictly prohibited. If you received this email in error, or are not an intended recipient, please notify the sender immediately. Thank you for your assistance and cooperation.

**From:** Chris Huang [mailto:[cgpharmd@cox.net](mailto:cgpharmd@cox.net)]

**Sent:** Thursday, September 22, 2016 5:04 PM

**To:** Julie Peterson <[JulieP@rpvca.gov](mailto:JulieP@rpvca.gov)>; Octavio Silva <[OctavioS@rpvca.gov](mailto:OctavioS@rpvca.gov)>

**Cc:** Ara Mihranian <[AraM@rpvca.gov](mailto:AraM@rpvca.gov)>; [mikehgalaxy@gmail.com](mailto:mikehgalaxy@gmail.com)

**Subject:** City zoning code violation-short term rental

Good afternoon Julie,

I am reporting a city zoning code violation pursuant to City Council's affirmation that short-term rentals are prohibited in the single family residential zones. The property address in violation is

7137 Avenida Altisima, Rancho Palos Verdes.

I have attached screen shots of the property being advertised for rent on Airbnb. The property has 4 different rooms for rent with 1-day minimum stay.

Please contact me if you have any questions.

Thank you.

Chris Huang

[cgpharmd@cox.net](mailto:cgpharmd@cox.net)

## Octavio Silva

---

**From:** Tracy Burns <akamomma@gmail.com>  
**Sent:** Friday, September 23, 2016 11:04 AM  
**To:** spargo  
**Cc:** Julie Peterson; Lomitawebbsite@lasd.org; Ara Mihranian; Octavio Silva  
**Subject:** Re: Short-Term Rental Enforcement Request / Nuisance Property (LASD) / 6857 Crest Rd.

Spring break and June wedding season, good catch!

Ocean View Estate w/ tennis court -  
www.airbnb.com

## Request to Book

# \$840

Check

mm/c

Guests

1



### April 2017

Su Mo Tu We Th

2

3

4

5

6

Ocean View Estate w/ tennis court -  
www.airbnb.com

# Request to Book

# \$840

Check In

Check Out

mm/dd

Guests

1



## May 2017

Su

Mo

Tu

We

Th

2

3

4

Ocean View Estate w/ tennis court -  
www.airbnb.com

# Request to Book

# \$840

Check In

Check Out

mm/dd

Guests

1



## June 2017

Su Mo Tu We Th

1

On Sep 23, 2016, at 10:39 AM, spargo <[spargo@cox.net](mailto:spargo@cox.net)> wrote:

Tracey, et al, if you look further forward on the calendar into 2017 you'll find the Spring is booking up also.

April, May, June already show bookings/dates blocked off.

The City definitely needs to get their hands around this house ASAP.

GLENN

Sent from my Verizon 4G LTE smartphone

----- Original message -----

From: Tracy Burns <[akamomma@gmail.com](mailto:akamomma@gmail.com)>

Date: 9/23/16 9:26 AM (GMT-08:00)

To: Julie Peterson <[JulieP@rpvca.gov](mailto:JulieP@rpvca.gov)>

Cc: [Lomitawebsite@lasd.org](mailto:Lomitawebsite@lasd.org), Ara Mihranian <[AraM@rpvca.gov](mailto:AraM@rpvca.gov)>, Octavio Silva <[octavios@rpvca.gov](mailto:octavios@rpvca.gov)>

Subject: Short-Term Rental Enforcement Request / Nuisance Property (LASD) / 6857 Crest Rd.

Dear Julie,

I'd like to report a code violation and request immediate enforcement. The property owner/operator, Anoja Wickramarachchi aka "Shwick", is operating a short-term rental/ event space called the "Ocean View Estate w/ tennis court". Based on reviews and complaints from neighbors, I believe they are violating Los Angeles County Codes pertaining to loud music too. LASD should be able to input information into their system regarding this nuisance property, so that anytime there is a call for service to the location the responding deputies will automatically be alerted to the issues. They'll have a better idea what they are walking into and enforce accordingly.

Based on the posted calendar for this property, they are booked almost completely up to Jan. 1st, 2017. Shwick already has a possible fine assessments built into his pricing structure too. This property sits on the steep "s" curve on Crest Rd. south of Hawthorne Blvd. Catering trucks, party rental vehicles and party attendees routinely double park in the street to drop off guests and supplies. This is **extremely dangerous!**

Owner/Operator - Anoja Wickramarachchi (?), aka "Shwick"

Manager - "Martha" per several reviews

Address: 6857 Crest Rd.

Phone: (unknown)

12 Guests/ 5 Beds/ 2 night minimum

AirBnB listing link:

<https://www.airbnb.com/rooms/7575081?s=swREG5Uo&sug=51>

Quotes from the advertisement:

"Perfect for events"

"Any events (parties) must be mentioned at time of booking and paid for at event space rate of \$(PHONE NUMBER HIDDEN) per day, depending on type of event."

"Maximum Guests allowed per standard booking is 12 guests. Any additional Guests will be charged a rate of \$100 per guest up to 16 (max \$400 additional). **Any # of guests over 16 will be considered an event and charged minimum \$1500.** -Please read"

"Disclaimer - **Any parties (house parties, or events) that have not been cleared by management will be charged full rate of \$3500 per night** + Any damaged to property. There is a zero tolerance rule for this."

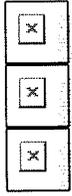
Quotes from a Guest Review (Kimberly):

"We rented this house for a wedding reception and used it over a long weekend to house the wedding party and our out of town guests as well as hold the rehearsal dinner."

"The tennis court served as a great place to set up tables for the wedding reception"

"Also, **although we were told the neighbors were notified beforehand of our event, they still complained** (and we had a pretty conservative event), so not sure they are used to large events in that neighborhood."





This "party house" is a HUGE money maker for the operator, I doubt he is going to stop his operation just by sending a letter. The poor neighbors behind him on Avenida Refinida get blasted with music every weekend. Let me know if you need any further information. Good luck!

Sincerely,  
Tracy Burns

## Octavio Silva

---

**From:** Tracy Burns <akamomma@gmail.com>  
**Sent:** Friday, September 23, 2016 1:25 PM  
**To:** Ara Mhrianian  
**Cc:** Lomitawebsite@lasd.org; Octavio Silva; Julie Peterson  
**Subject:** Re: Short-Term Rental Enforcement Request / Nuisance Property (LASD) / 6857 Crest Rd.

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Ara,

I think with this Crest Rd property it would be better to have the Sheriff's Dept assist from the beginning and have an investigator assigned from the Lomita station. The operator does not live on-site, so any letters sent there will not serve any purpose and just delay enforcement. "Shwick" needs to be tracked down and served. I'm going to contact the immediate neighbors and get them to help you with enforcement and documentation. One neighbor has security cameras and will be able to compile footage as evidence if needed.

Tracy

On Sep 23, 2016, at 9:26 AM, Tracy Burns <[akamomma@gmail.com](mailto:akamomma@gmail.com)> wrote:

Dear Julie,

I'd like to report a code violation and request immediate enforcement. The property owner/operator, Anoja Wickramarachchi aka "Shwick", is operating a short-term rental/ event space called the "Ocean View Estate w/ tennis court". Based on reviews and complaints from neighbors, I believe they are violating Los Angeles County Codes pertaining to loud music too. LASD should be able to input information into their system regarding this nuisance property, so that anytime there is a call for service to the location the responding deputies will automatically be alerted to the issues. They'll have a better idea what they are walking into and enforce accordingly.

Based on the posted calendar for this property, they are booked almost completely up to Jan. 1st, 2017. Shwick already has a possible fine assessments built into his pricing structure too. This property sits on the steep "s" curve on Crest Rd. south of Hawthorne Blvd. Catering trucks, party rental vehicles and party attendees routinely double park in the street to drop off guests and supplies. This is **extremely dangerous!**

Owner/Operator - Anoja Wickramarachchi (?), aka "Shwick"  
Manager - "Martha" per several reviews  
Address: 6857 Crest Rd.  
Phone: (unknown)  
12 Guests/ 5 Beds/ 2 night minimum

AirBnB listing link:

<https://www.airbnb.com/rooms/7575081?s=swREG5Uo&sug=51>

Quotes from the advertisement:

"Perfect for events"

"Any events (parties) must be mentioned at time of booking and paid for at event space rate of \$(PHONE NUMBER HIDDEN) per day, depending on type of event."

"Maximum Guests allowed per standard booking is 12 guests. Any additional Guests will be charged a rate of \$100 per guest up to 16 (max \$400 additional). **Any # of guests over 16 will be considered an event and charged minimum \$1500.** -Please read"

"Disclaimer - **Any parties (house parties, or events) that have not been cleared by management will be charged full rate of \$3500 per night** + Any damaged to property. There is a zero tolerance rule for this."

Quotes from a Guest Review (Kimberly):

"We rented this house for a wedding reception and used it over a long weekend to house the wedding party and our out of town guests as well as hold the rehearsal dinner."

"The tennis court served as a great place to set up tables for the wedding reception"

"Also, **although we were told the neighbors were notified beforehand of our event, they still complained** (and we had a pretty conservative event), so not sure they are used to large events in that neighborhood."

<image1.PNG>



<image3.PNG>

<image4.PNG>

<image5.PNG>

<image6.PNG>



<image8.PNG>

<image9.PNG>

<image10.PNG>

<image11.PNG>

<image12.PNG>

<image13.PNG>

This "party house" is a HUGE money maker for the operator, I doubt he is going to stop his operation just by sending a letter. The poor neighbors behind him on Avenida Refinida get blasted with music every weekend. Let me know if you need any further information. Good luck!

Sincerely,  
Tracy Burns

## Octavio Silva

---

**From:** Michael Huang <mikehgalaxy@gmail.com>  
**Sent:** Monday, September 26, 2016 1:25 PM  
**To:** Ara Mihranian  
**Cc:** Octavio Silva; Julie Peterson; Doug Willmore; Dave Aleshire; Susan Brooks; Anthony Missetich  
**Subject:** List of Known Short-Term Rentals for Enforcement

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Ara,

Enclosed please find the list of short-term rentals most of which were still taking reservations as of this weekend.

Please note that Sai Ying, the operator who threatened to sue the city at the city council meeting, operates two short-term rentals on Fond Du Lac. She has since changed the city on her listing to "Beach Cities", but it still shows up on the map.

I would urge you to consider the following regarding enforcement of the ban on short-term rentals:

- \* Also prohibit advertising of short-term rentals. It is far easier for code enforcement to prove an operator is advertising short-term rentals online than to actually catch them in the process.
- \* Increase penalties for violation. The current penalties are far too low to act as a deterrent. A large house rented out for parties can easily generate \$14,000 or more per month, but even more a modest 3-bedroom house can generate approximately \$6,000 per month. At a quick glance, it appears that the average price of a room rental in Rancho Palos Verdes is approximately \$100 per night. If the three rooms are rented twenty days out of the month, then the operator will make \$6,000 per month. During the summer months, the occupancy rate would be even higher.
- \* Make the penalties cumulative and do not allow operator to profit during the period of prosecution. With the current process of giving the first, second, and final notice for violations, an operator can stall for three to four months before a fine is assessed. During that time, the operator can make approximately \$18,000. The final fine should account for the profit the operator makes during the prosecution of the violation.

Please do not hesitate to contact me if you have any questions. Thank you.

Sincerely,

Mike Huang

 Report on Short Term Rentals on September 26 20... 

## Octavio Silva

---

**From:** Kit Fox  
**Sent:** Tuesday, September 27, 2016 6:11 AM  
**To:** Octavio Silva; Ara Mihranian  
**Cc:** Gabriella Yap  
**Subject:** Fw: Good work!

FYI

Kit

Sent using OWA for iPhone

---

**From:** Nona Datta <nonadatta@hotmail.com>  
**Sent:** Monday, September 26, 2016 10:25:20 PM  
**To:** CC  
**Subject:** Good work!

Thanks for the ban.great for the community.  
Sent from my iPad

## Octavio Silva

---

**From:** Ara Mihranian  
**Sent:** Tuesday, September 27, 2016 9:06 AM  
**To:** Octavio Silva  
**Subject:** FW: Thank you and Air BNB article in today's Daily News

**Ara Michael Mihranian**  
Community Development Director

---



30940 Hawthorne Blvd.  
Rancho Palos Verdes, CA 90275  
310-544-5228 (telephone)  
310-544-5293 (fax)  
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**From:** margy bloom [mailto:margybloom@me.com]  
**Sent:** Tuesday, September 27, 2016 8:50 AM  
**To:** CC <CC@rpvca.gov>; PC <PC@rpvca.gov>  
**Subject:** Thank you and Air BNB article in today's Daily News

First, to the City Council members who voted for the 100% ban on short-term rentals, I sincerely thank you for your commitment to keeping the many neighborhoods of this beautiful city whole and unencumbered by inroads made by Air BNB and similar enterprises.

Second, I am attaching a note that I just sent to to a writer at the Daily News/San Gabriel Valley Tribune, after reading today's article entitled:

*Who was the biggest winner from the Rams' opening weekend? Airbnb hosts*

By Kevin Smith, San Gabriel Valley Tribune [kvsmith@scng.com](mailto:kvsmith@scng.com)

*I was disappointed to see your article this morning extolling the virtues of Air BNB, when just one week ago today, the City Council of Rancho Palos Verdes, voted 4 to 1 to enforce an existing law in the city charter that puts a 100% ban on all short-term rentals. This follows the same ban for the cities of Palos Verdes Estates, Rolling Hills Estates, Manhattan Beach, Hermosa Beach and Redondo Beach.*

*Quoting RPV Councilwoman Susan Brooks "This is the largest single issue before the city, and we need to stare down the changes in our community. We do not want to be a destination hotel city."*

*This action is bolstered by a large, grass-roots group of active RPV neighbors who testified in support of the 100% ban.*

*Your article includes talking points fed to you by Air BNB and does little to show the devastation of neighborhood feel, extra traffic, excess noise, garbage and loss of sanctity of home in the areas where Air BNB and other short-term rentals have made inroads. It is not the happy, easy, money-making enterprise you portray.*

*Go back and write it again, please. And this time, make an effort to do more thorough research.*

*Margy Bloom  
Rancho Palos Verdes*

## Octavio Silva

---

**From:** Ara Mihranian  
**Sent:** Tuesday, September 27, 2016 10:08 AM  
**To:** Octavio Silva  
**Subject:** FW: Short-Term Rental Ban

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Ara Michael Mihranian**  
Community Development Director

---



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**From:** Amy Rumsey [mailto:[amyrumsey@cox.net](mailto:amyrumsey@cox.net)]  
**Sent:** Tuesday, September 27, 2016 9:31 AM  
**To:** CC <[CC@rpvca.gov](mailto:CC@rpvca.gov)>  
**Cc:** PC <[PC@rpvca.gov](mailto:PC@rpvca.gov)>  
**Subject:** Short-Term Rental Ban

Thank you for voting for the ban of short-term rentals (except Mr. Campbell) in Rancho Palos Verdes. You recognize that we do live in a very special place and that most of us have made sacrifices to enjoy our quality of life. Allowing our neighborhoods to turn into commercial enterprises would have changed everything.

With much appreciation and respect,



## Octavio Silva

---

**From:** Kit Fox  
**Sent:** Tuesday, September 27, 2016 10:53 AM  
**To:** Octavio Silva; Ara Mihranian  
**Cc:** Gabriella Yap  
**Subject:** FW: Ban of Short-term Rentals

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

FYI

Kit Fox, AICP  
City of Rancho Palos Verdes  
(310) 544-5226  
kitf@rpvca.gov

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

**From:** Susan [mailto:sueestes@cox.net]  
**Sent:** Tuesday, September 27, 2016 10:26 AM  
**To:** CC <CC@rpvca.gov>; Jack Walston <jack@twinvestmentcounsel.com>  
**Subject:** Ban of Short-term Rentals

Thank you to all members who voted to oppose short-term rentals in RPV.  
Please continue to uphold this position.

Susan M. Estes  
RPV Homeowner

## Octavio Silva

---

**From:** Ara Mihranian  
**Sent:** Tuesday, September 27, 2016 11:16 AM  
**To:** Octavio Silva  
**Subject:** FW: Thanks

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Ara Michael Mihranian  
Community Development Director

---

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

**From:** narinder kapoor [mailto:simrsnkaro@icloud.com]  
**Sent:** Tuesday, September 27, 2016 9:37 AM  
**To:** CC <CC@rpvca.gov>  
**Cc:** PC <PC@rpvca.gov>  
**Subject:** Thanks

Dear city council members- we would like to thank you for approving the ban on short term rentals and also for very quickly taking steps to enforce it- we live on Altisima and have been fearing for our peace of mind and safety- we appreciate your efforts and hard work - please do keep the community values ahead of modern day commercialism and therefore disruption of everyday citizens' lives - thank you - amar and narinder kapoor

☐

## Octavio Silva

---

**From:** Kit Fox  
**Sent:** Tuesday, September 27, 2016 8:12 PM  
**To:** Octavio Silva; Ara Mihranian  
**Cc:** Gabriella Yap  
**Subject:** Fw: Thank you for banning Short Term Rentals

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

FYI

Kit

---

**From:** Margaret Shih <marg.shih@gmail.com>  
**Sent:** Tuesday, September 27, 2016 8:04 PM  
**To:** CC  
**Subject:** Thank you for banning Short Term Rentals

Dear City Council Members and Mayor Dyda,

Thank you for banning short term rentals. It is reassuring to know that we are represented by City Council members who have the best interest of our community in mind, and won't be corrupted by the special interests of a few.

Sincerely,  
Margaret Shih

## Octavio Silva

---

**From:** Michael Huang <mikehgalaxy@gmail.com>  
**Sent:** Tuesday, October 04, 2016 7:32 PM  
**To:** Ara Mihranian  
**Cc:** Octavio Silva  
**Subject:** Thoughts about Long-Term Management of Ban on Short-term Rentals in RPV

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Ara,

Again, I want to thank you and your staff for doing a wonderful job on all of the research on short-term rentals for the multiple city council and planning commission meetings. I have received many emails from ecstatic and relieved residents that the city council affirmed the ban on all short-term rentals in our city. They are eagerly looking to your office to enforce the ban.

You may already have some of this information, but in my opinion the key to effective enforcement of the ban is being able to deter the short-term operators from advertising on the host platforms and also having a large enough penalty for violations to act as a further deterrent.

### Reaction from Short-Term Operator to Ban

Since the affirmation of the ban, I know of the following actions from these short-term rental operators:

- \* Robert Wu of 3664 Hightide has taking his listing down from AirBNB.
- \* Ying Sai, the operator who threatened to sue the city at the city council meeting, has changed her AirBNB listing city to Beach Cities from Rancho Palos Verdes, but the listing still shows up on the AirBNB map in RPV. She owns the two properties at 26810 Fond Du Lac and 26815 Fond Du Lac.
- \* Yolanda Quimbayo, the operator at 7137 Avenida Altisima, previously had four listings for individual rooms on AirBNB. She has changed one listing to a 31-night minimum, one listing to a 3-night minimum, one listing to a 1-night minimum, and removed one listing. I believe she is planning to use the 31-night minimum as a cover for the rental of the two other rooms.

Also of the 86 listings in RPV from the following list on AirDNA that had been rented for at least one night from August 16 - September 16, 16 of the listings have been removed. But it is not immediately clear to me why 16 of the listings were removed. Here's a link to the AirDNA list:

<https://www.airdna.co/city/us/california/rancho-palos-verdes/top>

You can click on the Listing Title to access the direct listing on AirBNB for. If you are redirected to a general page with multiple listings, then that means that particular listings has been removed. AirDNA is a third-party website that sells marking data for AirBNB operators.

All of the other operators continue to active listings on AirBNB. As you can see, we need to take further action against the operators.

## Making Advertising of Short-Term Rentals Illegal and Increasing Fines

We need to pass a city ordinance making it illegal to advertise short-term rentals. This is the most effective method to enforce the ban. Similarly, we need to increase the fines for violations in the advertising and the actual rentals. Our current current fine of \$100/\$200/\$500 for the 1st/2nd/3rd violation will not work. The fine also needs to be assessed per day of violation because it is so lucrative for the operators to break the law. They should not be able to profit from breaking the law. We should also give the city the power to criminally prosecute repeat offenders. Some cities have already done so.

Here's what fines other cities are either imposing or proposing to impose:

New York - for illegal advertising of short-term rentals - \$1,000 for first offense and up to \$7,500 for third offense.

Santa Monica - \$500 per day for illegal rentals. Santa Monica actually fines both the operators and the hosting platforms. Up until July of this year, AirBNB paid Santa Monica about \$20,000 in fines. But then they turned around and are now suing Santa Monica not for banning short-term rentals, but for the strict advertising requirements Santa Monica imposes for hosts who want to rent out rooms.

Los Angeles - Los Angeles is proposing fining hosting platforms \$500 per day for illegal advertising and \$1,000 per day for each day the platform refuses to turn over the requested physical address of a short-term rental. The operators will be fined a minimum of \$200 per day or twice the nightly rent charged, whichever is greater, per day for illegal advertising. They will also be assessed a fine of \$2,000 per day for home-sharing beyond the 90 day limit per year the City of Los Angeles has imposed.

I personally think the fines proposed by Los Angeles is the best deterrent. The proposed fine of \$200 per day or twice the nightly rent charged, whichever is greater, per day for illegal advertising or actual rental would work well for us. This will be a good deterrent and insure that the operator will not profit from their illegal rentals even during the prosecution period.

As a separate issue, the cities that have been sued by AirBNB such as Anaheim, San Francisco, and Anaheim, were all seeking to imposing civil and/or criminal penalties on AirBNB for the illegal advertising. Perhaps our city attorney can give you guidance if we want to impose penalties on the host platforms. Even if we do not impose actual penalties on the host platform, the city can still ask these platforms to remove illegal listings for our city. I know Hermosa Beach has done so.

## Communication to All Residents

If the City has not done so, I strongly suggest that the city inform residents via the city newsletter or similar medium that short-term rentals are now officially illegal in our city. Many residents still do not know this fact. Disseminating this information to the general public will allow residents to contact code enforcement if they have problems and also deter new operators from starting operations.

## Communication with Existing Short-Term Operators

Currently, short-term operators in Rancho Palos Verdes think they can operate with impunity because the city cannot catch their illegal rentals if they do not post a picture of the front of their house. The city can go a long way toward dispelling this myth by contacting these operators directly through AirBNB.

It is actually fairly easy for the code enforcement officer to contact these operators through the same channel their renters use. It would be ideal if cease and desist letters can be sent to these operators through AirBNB, but I understand that legally, there may be an issue with notice requirements through this electronic medium. At the very least, by contacting the operators through AirBNB and letting them know the city is aware they are operating an illegal rental, the city will have put these operators on notice.

All the city needs to do is create an AirBNB account and upload a profile picture. The profile picture does not need to be a person; it can be a picture of anything. In fact, a picture of RPV city hall would be appropriate. The city also does not need to use AirBNB's verification process for email addresses or mobile numbers.

Once the account is created, the city needs to do the following to send a message directly to the operator of a particular listing:

1. Login with account to AirBNB.
2. On the bar "Where to?" type in "Rancho Palos Verdes, CA" but do not put in any dates. After hitting Search, all listings in RPV will show up as thumbnails.
3. Click on picture of desired thumbnail to show listing details.
4. From the listing detail page, click on the date box under "Check In" to verify rental is for less than 30 nights and also check availability.
5. On the same listing detail page, click on the red "Contact Host" letters under "About this listing"
6. From the contact host page, pick any valid check-in and check-out date, then type in the city's message. This is the place the city can put in the language for the cease and desist letter or anything else the city wants to communicate to the host.
7. When done, then click on "Send Message".

From my testings, most operators respond within an hour. The hosts communicate with their customers through this channel so they will get the message for certain. The city can also set up an account with a made up guest name and just ask a general question about the rental to confirm the operator is renting short-term rentals illegally.

Also, the city can also report an illegal listing to AirBNB directly as follows:

1. From the listing detail page, click on "Report this listing" under the check-in and check-out box on the right side of the page.
2. Click on "Other" and then type any message the city wants to communicate with AirBNB about the listing.

With this function, the city can quickly and efficiently communicate with all short-term rental operators to let them know the city is aware of their illegal activity. Also, if the neighbors report any violations, the city can use this same messaging service to relay the violation to the operator as they occur. It think it will let the operator know the city is serious about enforcing the ban.

It may be a good idea to send a cease and desist message to all active listings on the AirDNA page for Rancho Palos Verdes referenced above.

#### Checking All Listings and Reviews for Operators

Some operators lists individual rooms in their homes as separate listings on AirBNB. There is also a very simple way to see all listing an operator has on AirBNB. Do the following:

1. Make sure you are signed in with an AirBNB account. From the listing detail page, click on the picture of the operator to take you to the "Your Host" page.
2. From the "Your Host" page, click on the operator's picture again.
3. The resulting page will show all of the operator's listings below their picture. It also combines all reviews for all of the operator's listings on the right side of the page. The reviews will show the date they are posted and usually contains details that the city can use as evidence of the operator's illegal rentals.

In summary, the city can use the functions on AirBNB the same way the operators' renters would. The operators need to display all of these incriminating information because they need it to run their illegal rentals. AirBNB has by far the most number of listings. If the city can shut down the illegal rentals on AirBNB for RPV, then it will go a long way toward solving most of the problems.

If you think the above method of communicating with the operators is useful to the city, I would be happy to come in to the city and explain any of the above process in more detail to Julie or any other code enforcement officers. Please just let me know.

Thank you.

Sincerely,

Mike Huang

## Octavio Silva

---

**From:** marimond@yahoo.com  
**Sent:** Wednesday, October 05, 2016 10:23 AM  
**To:** Octavio Silva  
**Cc:** Ara Mihranian  
**Subject:** Re: Ban Short Term Rentals - NOW!

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hello Octavio,

Based on the City Council's vote to ban short term rentals, I was wondering where the city stands on enforcing the current code? It appears my neighbor at 6527 Eddinghill is still running a robust motel business. 7 cars were parked out front and on the street this morning from his guests. He is also still advertising on AirBnB with the calendar open through the end of the year.

Please advise,

Thanks,

Doug

---

**From:** Octavio Silva <OctavioS@rpvca.gov>  
**To:** "marimond@yahoo.com" <marimond@yahoo.com>  
**Cc:** Kit Fox <KitF@rpvca.gov>; Gabriella Yap <gyap@rpvca.gov>; Ara Mihranian <AraM@rpvca.gov>  
**Sent:** Tuesday, September 6, 2016 8:10 AM  
**Subject:** RE: Ban Short Term Rentals - NOW!

Hello,

Thank you for taking the time to write the City on the topic of short-term rentals. Your email and comments are part of the public record and will be forward to the City Council for consideration.

In order to receive the most up-to-date information regarding the issue of short-term rentals in the City of RPV, I recommend that you visit the City's website at [www.rpvca.gov](http://www.rpvca.gov) and sign up with the City's list-serve to receive email and text message updates. Please visit the link below to sign up for the list serve:

<http://www.rpvca.gov/list.aspx>

If you have any further questions, please feel free to contact me at 310-544-5234.

Thank you,

Octavio Silva

---

**From:** Gabriella Yap  
**Sent:** Saturday, September 03, 2016 6:10 PM  
**To:** Ara Mihranian <AraM@rpvca.gov>; Octavio Silva <OctavioS@rpvca.gov>

Cc: Kit Fox <KitF@rpvca.gov>  
Subject: Fwd: Ban Short Term Rentals - NOW!

Sent from my Samsung device

----- Original message -----

From: [marimond@yahoo.com](mailto:marimond@yahoo.com)  
Date: 9/3/2016 5:19 PM (GMT-08:00)  
To: CC <[CC@rpvca.gov](mailto:CC@rpvca.gov)>  
Cc: "Stacey A Michaels (TMS)" <[samichaels223@gmail.com](mailto:samichaels223@gmail.com)>, PC <[PC@rpvca.gov](mailto:PC@rpvca.gov)>  
Subject: Ban Short Term Rentals - NOW!

Dear RPV City Council Members,

My wife and I have lived in our Los Verdes home for over 20 years.

Since 2012 we have lived next door to a 4 room motel at 6527 Eddinghill Drive. In the 2007-2008 timeframe the owner of this property obtained approval from the planning commission to build his family's 4,000+ sqft dream home. But instead of using this home for family, he has four separate listings on AirBnB offering a bedroom for nightly rental and proudly claims to have hosted hundreds of guests since.

This commercial business plunked down in our community without any public discussion or permits has changed the character of our neighborhood in very negative ways:

- Given the four rooms being rented, cars come and go at all hours with the accompanying slamming of doors and revving of engines. And travelers with unfamiliar rental car key fobs constantly set off car alarms day and night outside our bedroom window.
- We have motel guests trespass on our property including one woman that brazenly walked down our side-yard in an attempt to use our trash can for a bag of dirty diapers.
- Our curbs have been blocked by cars, so we've been unable to put our trash cans in front of our house. Frequently, we've had to put them out at noon on Sunday for a Monday pickup.

**These short term rentals must be fully banned in RPV.** We and our neighbors have never been given a say in allowing this commercial business in our midst. Yet, we have to take a financial hit to our property values, deal with the heavy increase in street traffic and reduction in safety due to the constant stream of transients near our homes.

The Planning Commission's misguided attempt to allow "responsible" owner/occupiers to rent a single room or out-building is completely un-enforceable. How can the code enforcement staff know if those two cars parked in front are all sharing one room? Or two? Or more? How will enforcement work on weekends?

We respectfully request that you **completely ban short term rentals** and direct the planning commission and staff to draft the implementing language.

Best regards,

Doug Marimon and Stacey Michaels  
6533 Eddinghill Drive

## Octavio Silva

---

**From:** Ara Mihranian  
**Sent:** Wednesday, October 05, 2016 12:14 PM  
**To:** Octavio Silva; Julie Peterson  
**Subject:** FW: Ban Short Term Rentals - NOW!

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

FYI..

**Ara Michael Mihranian**  
Community Development Director

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Rancho Palos Verdes, CA 90275  
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**From:** marimond@yahoo.com [mailto:marimond@yahoo.com]  
**Sent:** Wednesday, October 05, 2016 11:45 AM  
**To:** Ara Mihranian <AraM@rpvca.gov>  
**Cc:** Stacey Michaels <samichaels223@gmail.com>  
**Subject:** Re: Ban Short Term Rentals - NOW!

Ara,

Here are the four listings he runs for the rooms:

<https://www.airbnb.com/rooms/6500287?checkin=11%2F03%2F2016&checkout=11%2F06%2F2016&s=fCFmBTxV&sug=51>

<https://www.airbnb.com/rooms/162047?checkin=11%2F03%2F2016&checkout=11%2F06%2F2016&s=fCFmBTxV&sug=51>

<https://www.airbnb.com/rooms/2624493?checkin=11%2F03%2F2016&checkout=11%2F06%2F2016&s=fCFmBTxV&sug=51>

<https://www.airbnb.com/rooms/688048?checkin=11%2F03%2F2016&checkout=11%2F06%2F2016&s=fCFmBTxV&sug=51>

Best regards,

Doug

---

**From:** Ara Mihranian <AraM@rpvca.gov>  
**To:** "marimond@yahoo.com" <marimond@yahoo.com>; Octavio Silva <OctavioS@rpvca.gov>  
**Sent:** Wednesday, October 5, 2016 11:27 AM  
**Subject:** RE: Ban Short Term Rentals - NOW!

Doug,  
Thank you for sharing the information.  
The City has begun enforcing the ban.  
Would you mind sending us the listing you observed on AirBnB.

**Ara Michael Mihranian**  
Community Development Director

---



30940 Hawthorne Blvd.  
Rancho Palos Verdes, CA 90275  
310-544-5228 (telephone)  
310-544-5293 (fax)  
[aram@rpvca.gov](mailto:aram@rpvca.gov)  
<http://www.rpvca.gov/>



Do you really need to print this e-mail?

This e-mail message contains information belonging to the City of Rancho Palos Verdes, which may be privileged, confidential and/or protected from disclosure. The information is intended only for use of the individual or entity named. Unauthorized dissemination, distribution, or copying is strictly prohibited. If you received this email in error, or are not an intended recipient, please notify the sender immediately. Thank you for your assistance and cooperation.

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**From:** [marimond@yahoo.com](mailto:marimond@yahoo.com) [<mailto:marimond@yahoo.com>]  
**Sent:** Wednesday, October 05, 2016 10:23 AM

**To:** Octavio Silva <[OctavioS@rpvca.gov](mailto:OctavioS@rpvca.gov)>  
**Cc:** Ara Mihranian <[AraM@rpvca.gov](mailto:AraM@rpvca.gov)>  
**Subject:** Re: Ban Short Term Rentals - NOW!

Hello Octavio,

Based on the City Council's vote to ban short term rentals, I was wondering where the city stands on enforcing the current code? It appears my neighbor at 6527 Eddinghill is still running a robust motel business. 7 cars were parked out front and on the street this morning from his guests. He is also still advertising on AirBnB with the calendar open through the end of the year.

Please advise,

Thanks,

Doug

---

**From:** Octavio Silva <[OctavioS@rpvca.gov](mailto:OctavioS@rpvca.gov)>  
**To:** "marimond@yahoo.com" <[marimond@yahoo.com](mailto:marimond@yahoo.com)>  
**Cc:** Kit Fox <[KitF@rpvca.gov](mailto:KitF@rpvca.gov)>; Gabriella Yap <[gyap@rpvca.gov](mailto:gyap@rpvca.gov)>; Ara Mihranian <[AraM@rpvca.gov](mailto:AraM@rpvca.gov)>  
**Sent:** Tuesday, September 6, 2016 8:10 AM  
**Subject:** RE: Ban Short Term Rentals - NOW!

Hello,

Thank you for taking the time to write the City on the topic of short-term rentals. Your email and comments are part of the public record and will be forward to the City Council for consideration.

In order to receive the most up-to-date information regarding the issue of short-term rentals in the City of RPV, I recommend that you visit the City's website at [www.rpvca.gov](http://www.rpvca.gov) and sign up with the City's list-serve to receive email and text message updates. Please visit the link below to sign up for the list serve:

<http://www.rpvca.gov/list.aspx>

If you have any further questions, please feel free to contact me at 310-544-5234.

Thank you,

Octavio Silva

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**From:** Gabriella Yap  
**Sent:** Saturday, September 03, 2016 6:10 PM  
**To:** Ara Mihranian <[AraM@rpvca.gov](mailto:AraM@rpvca.gov)>; Octavio Silva <[OctavioS@rpvca.gov](mailto:OctavioS@rpvca.gov)>  
**Cc:** Kit Fox <[KitF@rpvca.gov](mailto:KitF@rpvca.gov)>  
**Subject:** Fwd: Ban Short Term Rentals - NOW!

Sent from my Samsung device

----- Original message -----

From: [marimond@yahoo.com](mailto:marimond@yahoo.com)

Date: 9/3/2016 5:19 PM (GMT-08:00)

To: CC <[CC@rpvca.gov](mailto:CC@rpvca.gov)>

Cc: "Stacey A Michaels (TMS)" <[samichaels223@gmail.com](mailto:samichaels223@gmail.com)>, PC <[PC@rpvca.gov](mailto:PC@rpvca.gov)>

Subject: Ban Short Term Rentals - NOW!

Dear RPV City Council Members,

My wife and I have lived in our Los Verdes home for over 20 years.

Since 2012 we have lived next door to a 4 room motel at 6527 Eddinghill Drive. In the 2007-2008 timeframe the owner of this property obtained approval from the planning commission to build his family's 4,000+ sqft dream home. But instead of using this home for family, he has four separate listings on AirBnB offering a bedroom for nightly rental and proudly claims to have hosted hundreds of guests since.

This commercial business plunked down in our community without any public discussion or permits has changed the character of our neighborhood in very negative ways:

- Given the four rooms being rented, cars come and go at all hours with the accompanying slamming of doors and revving of engines. And travelers with unfamiliar rental car key fobs constantly set off car alarms day and night outside our bedroom window.
- We have motel guests trespass on our property including one woman that brazenly walked down our side-yard in an attempt to use our trash can for a bag of dirty diapers.
- Our curbs have been blocked by cars, so we've been unable to put our trash cans in front of our house. Frequently, we've had to put them out at noon on Sunday for a Monday pickup.

**These short term rentals must be fully banned in RPV.** We and our neighbors have never been given a say in allowing this commercial business in our midst. Yet, we have to take a financial hit to our property values, deal with the heavy increase in street traffic and reduction in safety due to the constant stream of transients near our homes.

The Planning Commission's misguided attempt to allow "responsible" owner/occupiers to rent a single room or out-building is completely un-enforceable. How can the code enforcement staff know if those two cars parked in front are all sharing one room? Or two? Or more? How will enforcement work on weekends?

We respectfully request that you **completely ban short term rentals** and direct the planning commission and staff to draft the implementing language.

Best regards,

Doug Marimon and Stacey Michaels  
6533 Eddinghill Drive

## Octavio Silva

---

**From:** Julie Peterson  
**Sent:** Wednesday, October 05, 2016 1:58 PM  
**To:** Ara Mihranian; Octavio Silva  
**Subject:** Fwd: Prohibition of Short Term Rentals

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

FYI

Sent from my iPhone

Begin forwarded message:

**From:** [tigermark9@aol.com](mailto:tigermark9@aol.com)  
**Date:** October 3, 2016 at 7:58:32 PM EDT  
**To:** [juliep@rpvca.gov](mailto:juliep@rpvca.gov)  
**Subject: Prohibition of Short Term Rentals**

Dear Miss Peterson  
In compliance with the City Council resolution as of September 29 I am not taking short term rentals. I have changed my listing on Airbnb  
You may verify my listing directly with Airbnb  
I will abide by this prohibition.  
Sincerely

Eric Mark  
6527 Eddinghill Dr.  
Rancho Palos Verdes, Ca. 90275  
(562) 644-9418

## Octavio Silva

---

**From:** Faith B. Stapleton <fbstapleton@cox.net>  
**Sent:** Wednesday, October 05, 2016 5:11 PM  
**To:** Octavio Silva  
**Subject:** AirBnB

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Mr.Silva:

I am curious, was AirBnB not notified of the RPV new code. RPV rentals continue to show. Should the owners of the AirBnB site not handle this issue or be subjected to fines...or is that not the process. The site participants may I assume, have been notified by RPV. Thanks for your explanation.

Regards,

Faith Stapleton  
fbstapleton@cox.net

## Octavio Silva

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**From:** Michael Huang <mikehgalaxy@gmail.com>  
**Sent:** Thursday, October 06, 2016 1:08 PM  
**To:** Ara Mihranian  
**Cc:** Doug Willmore; Octavio Silva; Julie Peterson; Dave Aleshire  
**Subject:** Continuing Illegal Short-Term Rental at 7137 Avenida Altisima in Rancho Palos Verdes  
**Attachments:** Calendar for October for Yolanda's Room 1 Illegal Rental.jpg; Calendar for November for Yolanda's Room 1 Illegal Rental.jpg; Calendar for November for Yolanda's Room 2 Illegal Rental.jpg

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Ara,

Thank you for sending out the violation letter by certified mail for my neighbor Yolanda Quimbayo for running an illegal hotel at 7137 Avenida Altisima earlier this week. I am sure that she must have received the letter by now, and she also knows that she is running an illegal hotel because she attended and spoke at the city council meeting on September 20.

She continues to violate the law; today, she took a new reservation for one of her rooms for this Friday, Saturday, and Sunday night.

Here are her listings on AirBNB:

Room #1 -

<https://www.airbnb.com/rooms/14655015>

Today, she took a new reservation for this room for this Friday, Saturday, and Sunday. I have included a screen shot of her calendar. Also earlier this week, she took a reservation for this room for Nov 7 - Nov 8. I have included pictures of her October and November calendar. As of today, she continues to take reservations for a 2-night minimum for this room.

Room #2 -

<https://www.airbnb.com/rooms/14501616>

Earlier this week, she took a reservation for Nov 24 - Nov 27. I have included a screen shot of her calendar for this room. As of today, she continues to take reservations for a 2-night minimum for this room.

Room #3 -

<https://www.airbnb.com/rooms/14655902>

As of today, she continues to take reservations for a 2-night minimum for this room. There are no reservations for this room. Any reservations she takes going forward will be new violations.

The fact that she is taking reservations into November indicates that she has no plans to comply. I urge you to continue your efforts to stop Yolanda's illegal rentals. Earlier this week, she rented one of her rooms to a really young kid with a backwards baseball cap that I felt really uncomfortable with.

It is far easier for code enforcement to catch these advertisements for illegal rentals than to catch the renters checking in at the property. I would also like to take this opportunity to emphasize that the city council needs to pass an ordinance to make advertising of short-term rentals illegal. The fines for illegal advertising and rentals should both be sufficiently high to deter these operators.

Lastly, the fines should be imposed per rental unit and also per night because many operators rent out multiple rooms in the same house with separate individual listings. In the above case, if you assess fines against Yolanda for only one of her listings, she will continue to profit from the other two rental listings.

Also, you can see that Yolanda is renting out her rooms for \$78, \$85, and \$130 per night. If she rents out all three rooms, then she will have income of \$293 per day. Even if she is only 50% full, she will make about \$4,395 per month. So any imposed fines need to be sufficiently high so that she cannot profit from her illegal activity.

Again, I really like the proposed ordinance the City of Los Angeles is considering. They are imposing a fine of \$200 or twice the nightly rent per day, whichever is greater, on the advertising of illegal rentals. We should also have the fine be applied per each illegal advertising. So if an operator has three separate listings, then there should be three separate fines.

Please do not hesitate to contact me if you have any questions. Thank you.

Sincerely,

Mike Huang



Yolanda

# Comfy Private Bedroom in RPV, a Peaceful Home!

Rancho Palos Verdes, CA, United States ★★★★★<sup>10</sup>



Private room



2 Guests



1 Bed

**\$85** Per Night

Check In  Check Out  Guests

October 2016

Su	Mo	Tu	We	Th	Fr	Sa
		10	11	12	13	14
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

2 night minimum stay  
Updated 1 day ago

## About this listing

My place is close to restaurants and dining, the beach, family-friendly activities, and great views. You'll love my place because of the outdoors space, the light, the comfy bed, the neighborhood, and the kitchen. My place is good for couples, solo adventurers, and business travelers.

Contact Host



Yolanda

# Comfy Private Bedroom in RPV, a Peaceful Home!

Rancho Palos Verdes, CA, United States ★★★★★<sup>10</sup>



Private room



2 Guests



1 Bed

**\$85** Per Night

Check In:  Check Out:  Guests:

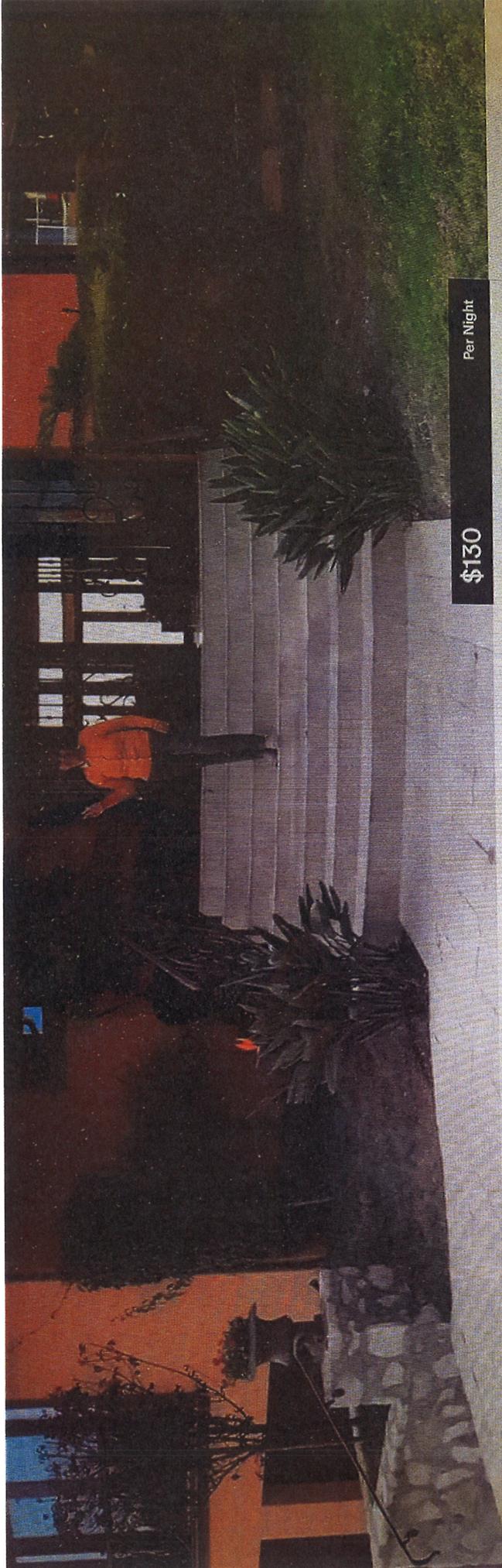
November 2016						
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6			9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

2 night minimum stay  
Updated 1 day ago

## About this listing

My place is close to restaurants and dining, the beach, family-friendly activities, and great views. You'll love my place because of the outdoors space, the light, the comfy bed, the neighborhood, and the kitchen. My place is good for couples, solo adventurers, and business travelers.

Contact Host



Yolanda

## Comfy Master Bedroom in RPV, a Peaceful Home!

Rancho Palos Verdes, CA, United States ★★★★★ 5



Private room



6 Guests



1 Bed

\$130

Per Night

Check In:  Check Out:  Guests:

< November 2016 >

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23			
28	29	30				

2 night minimum stay  
Updated 1 day ago

### About this listing

My Residence has great views, nearby restaurants and dining, family-friendly activities, the beach, and art and culture. You'll love my place because of the home feel with the outdoors space, the neighborhood, the sunlight, the comfy beds, and the kitchen. My place is good for couples, solo adventurers, business

**Octavio Silva**

---

**From:** saiying@hotmail.com  
**Sent:** Thursday, October 06, 2016 1:17 PM  
**To:** Ara Mihranian; Octavio Silva  
**Subject:** Fwd: Texas Attorney General challenges city Austin Ban on STR

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Ara and Octavia,

Please see the following linked news about city ordinance on STR.

<http://www.mystatesman.com/news/news/local/paxton-joins-lawsuit-challenging-austins-short-term/nsk8x/>

Thank you,

Ying

See the link below

# **Paxton joins lawsuit challenging Austin's short term rental ordinance**

<http://www.mystatesman.com/news/news/local/paxton-joins-lawsuit-challenging-austins-short-term/nsk8x/>

## Octavio Silva

---

**From:** Dorthea Montoya <dortheamontoya@msn.com>  
**Sent:** Thursday, October 06, 2016 3:12 PM  
**To:** Julie Peterson  
**Cc:** Ara Mihranian; Octavio Silva  
**Subject:** Short term rental locations

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Julie:

The following locations are residential and have been observed as advertising short term rentals

16 Albero Ct  
Rancho Palos Verdes 90275

44 Nuvola Court  
Rancho Palos Verdes 90275

Please let me know if you require additional information

Thank you

Dorthea & Michael Montoya  
23 Albero Ct  
Rancho Palos Verdes CA

Sent from my iPhone

## Octavio Silva

---

**From:** Michael Huang <mikehgalaxy@gmail.com>  
**Sent:** Thursday, October 06, 2016 5:26 PM  
**To:** Ara Mihranian  
**Cc:** Octavio Silva; Julie Peterson; Doug Willmore

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Ara,

I have been getting emails from concerned residents if the City has sent out cease and desist letters to their neighboring illegal rentals. Here's a complete list of all short-term rentals that I have verified that still have active listings for illegal short-term rentals as of today:

Address	Owner / Host	Comment	Website
7242 Avenida Altisima	Maura - C: 310-882-8861 - H: 310-377-3063		<a href="https://www.ai">https://www.ai</a>
7137 Avenida Altisima	Yolanda - 310-541-6210	3 listings - 1 for each room	<a href="https://www.ai">https://www.ai</a> <a href="https://www.ai">https://www.ai</a>
6857 Crest Ave	Schwik		<a href="https://www.ai">https://www.ai</a>
6527 Eddinghill	Eric Mark - 310-544-0863	4 listings - 1 for each room	<a href="https://www.ai">https://www.ai</a> <a href="https://www.ai">https://www.ai</a> <a href="https://www.ai">https://www.ai</a>
26810 Fond Du Lac	Ying Sai	Calendar blocked until 3/31/17	<a href="https://www.vi">https://www.vi</a>
26815 Fond Du Lac	Ying Sai	Calendar blocked until 1/3/17; also has AirBNB listing	<a href="https://www.vi">https://www.vi</a> <a href="https://www.ai">https://www.ai</a>
27113 Indian Peak	Ling Tang - 424-206-9048		<a href="https://www.ai">https://www.ai</a>
1 Rockinghorse	Paula Oliver - 310-542- 8941		<a href="https://www.ai">https://www.ai</a>
30025 Cachan Place	Wendong	One house but has 2 listings - one upstairs and one downstairs	<a href="https://www.ai">https://www.ai</a> <a href="https://www.ai">https://www.ai</a>
30181 Via Rivera	Nazee	Three listings - whole house and 2 rooms listed	<a href="https://www.ai">https://www.ai</a> <a href="https://www.ai">https://www.ai</a>
6971 Grovespring	Millie Lee - 310-377-7106		<a href="https://www.ai">https://www.ai</a>

30141 Via Victoria	Kevin Biggers & Katherine E. Adkinds - 310-377-0659		<a href="https://www.ai">https://www.ai</a>
30169 Matisse	David & Amy Klein	New listing - may want to contact now	<a href="https://www.ai">https://www.ai</a>
24 Narcissa	Mark Paolucci - 310-346- 6084	Neighborhood party house	<a href="https://www.vi">https://www.vi</a>
14 Limetree	Andrea Joannou - 310- 941-7777		<a href="https://www.vi">https://www.vi</a>
6329 Tarragon	Masters Touch Ministries Intl / Lisa is Host		<a href="https://www.ai">https://www.ai</a>
9 Calle Viento	Michael Yu	Renting out guest house	<a href="https://www.ai">https://www.ai</a>

Again, if you like, you can use the links I have provided to easily send these operators a message through AirBNB or the appropriate host platform that the City knows they are still operating their illegal rentals. I would be happy to help with that if you like.

Please keep in mind that the above list are only for those listings that we are able to match with actual physical addresses. There are other listings on AirBNB and other platforms for which we do not have physical addresses, but again, those operators can easily be contacted through AirBNB to be notified that the city knows about their illegal listings and to stop their activity. Some of these operators may not even know that short-term rentals are illegal in our city.

It may be productive to send a simple message through AirBNB to any new listings that short-term rentals are not allowed in our city. Hopefully, the advance warning will prevent them from starting their illegal activity.

Please do not hesitate to contact me if you have any questions. Thank you.

Sincerely,

Mike Huang

## Octavio Silva

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**From:** Ying Sai <yingsai@gmail.com>  
**Sent:** Friday, October 07, 2016 11:31 AM  
**To:** Ara Mihranian; Octavio Silva  
**Subject:** Airbnb offering Hurricane Matthew evacuees FREE accommodation as Florida battens down for 140mph storm

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Ara and Octavia,

Please see this news about how STR help cities respond to disasters.

<http://www.mirror.co.uk/news/world-news/airbnb-offering-hurricane-matthew-evacuees-8994417>

Thank you,

Ying

## Octavio Silva

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**From:** Ying Sai <yingsai@gmail.com>  
**Sent:** Friday, October 07, 2016 11:34 AM  
**To:** Ara Mihranian; Octavio Silva  
**Subject:** Airbnb Offering Rentals for \$0 to Those Affected by Hurricane Matthew

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

More news came in.

Ying

<http://abcnews.go.com/Lifestyle/airbnb-offering-rentals-affected-hurricane-matthew/story?id=42643862>

# Airbnb Offering Rentals for \$0 to Those Affected by Hurricane Matthew

As Hurricane Matthew hits the Florida coast this morning, bringing with it powerful winds strong enough to knock out power for thousands of residents and causing millions of others to evacuate, Airbnb is hoping to come to the aid of those affected by the storm.

The rent-a-room company activated its Disaster Response Program Thursday that allows willing participants to "open their doors to those in need or find emergency accommodations," according to the program's website.

Hurricane Matthew was downgraded to a Category 3 hurricane with 120 mph winds at 2 a.m. ET today.

## Hurricane Matthew Lashes Florida With 100 MPH Winds

## Some Coastal Residents Staying Put as Hurricane Matthew Heads Toward Southeast US

As of today, the program is activated in parts of Florida, South Carolina and Georgia. That means more than 3,000 homes are available to those in need for \$0.

Any type of accommodation is offered currently on the website from a "comfy couch" in Orlando to an entire villa in Davenport, Florida.

Airbnb spokesman Nick Shapiro in a statement to ABC News added, "We encourage hosts in safe, inland areas to aid in this effort by listing their available rooms or homes on the platform to help the

growing number of evacuees. This is the first major hurricane threat this area has seen in years, and we are hopeful that Airbnb can help play a small part in making the evacuation process easier for residents and their families. Our thoughts continue to be with everyone impacted by the storm, and we thank the dedicated government and emergency response personnel who are keeping our communities safe."

Airbnb's Disaster Response Program was created after Hurricane Sandy hit the New York area in 2012. More than 1,000 Airbnb hosts in New York opened their homes free of charge.

## Octavio Silva

---

**From:** Kit Fox  
**Sent:** Monday, October 10, 2016 8:06 AM  
**To:** Octavio Silva; Ara Mihranian  
**Cc:** Gabriella Yap  
**Subject:** FW: Enforcement short term rentals

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

FYI

Kit Fox, AICP  
City of Rancho Palos Verdes  
(310) 544-5226  
kitf@rpvca.gov

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

**From:** narinder kapoor [mailto:simrankaro@hotmail.com]  
**Sent:** Monday, October 10, 2016 8:04 AM  
**To:** CC <CC@rpvca.gov>  
**Subject:** Enforcement short term rentals

Dear sir- we are writing to ask the City Council to follow through with action to enforce the ban on short term rentals- since airBNB allows advertising on their site whether the homes are in zoned areas for rentals or not- and small fines will not deter these people either- thank you - Amar and Narinder Kapoor - avenida Altisima

☐

## Octavio Silva

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**From:** Michael Huang <mikehgalaxy@gmail.com>  
**Sent:** Monday, October 10, 2016 2:01 PM  
**To:** CC  
**Cc:** Ara Mhtranian; Octavio Silva; Doug Willmore; Dave Aleshire  
**Subject:** Status of Short-Term Rentals in RPV - Need to Ban Advertising and Impose Higher Fines  
**Attachments:** Tour Bus Parked in Front of Crest AirBNB on Sunday October 9 2016.jpg; Tour Bus Parked from Back in Front of Crest AirBNB on Sunday October 9 2016.jpg

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Mayor Dyda and Members of the City Council,

Thank you very much for having the foresight to affirm the ban on short-term rentals in single family areas in our city on September 20, 2016. Many residents are very happy and hope to get relief from all of the problems these short-term rentals have caused in our city. It has been three weeks now, and here are the responses I am aware of from the operators of these illegal short-term rentals:

### Reaction from Short-Term Operator to Ban

- \* Robert Wu of 3664 Hightide has taken his listing down from AirBNB.
- \* The absentee owner of 6857 Crest Ave continues to advertise and rent his house illegally. His calendar shows that he is booked on almost all weekends from now through December 2016. This past Sunday night, the renters hired a tour bus, and it was parked in front of the house on Crest where the road takes a dangerous blind curve. I have enclosed pictures showing how the tour bus is causing a dangerous condition in front of the house. There is no reason for a tour bus to be on a residential street.
- \* Ying Sai, the operator who threatened to sue the city at the city council meeting, has changed her AirBNB listing city to Beach Cities from Rancho Palos Verdes, but the listing still shows up on the AirBNB map in RPV. She owns the two properties at 26810 Fond Du Lac and 26815 Fond Du Lac.
- \* Maura Mizuguchi (7242 Avenida Altissima), Yolanda Quimbayo (7137 Avenida Altissima), Eric Mark (6527 Eddinghill Dr.) , and most of the operators of the illegal rentals continue to advertise their properties on AirBNB.

Affirming the ban on short-term rentals is a good start, but in order to effectively enforce the ban, we need to prohibit the advertising of short-term rentals and also increase the fines for advertising and the actual rentals of these illegal hotels.

### Making Advertising of Short-Term Rentals Illegal and Increasing Fines

Prohibiting and fining for the advertising of short-term rentals is the most efficient way to enforce the ban. The operators need to advertise on the internet in order to reach their customers, and it is far easier for the code

enforcement officer to search online for advertisements than to try to catch renters checking in. Also, most renters check in to these illegal hotels in the late afternoon toward the end of the code enforcement officer's work day. It would also be impractical for a code enforcement to stake out a house waiting for a renter to check-in.

We need to increase the existing fines for violating the ban. Our current current fines of \$100/\$200/\$500 for the 1st/2nd/3rd violation will not work. A whole-house rental in Rancho Palos Verdes can fetch the owner as much as \$1,000 per day. The owner of 6857 Crest Ave has rented out his house at \$840 per night for 13 nights in October; so he make at least \$10,920 from his illegal operation this month. So the owner will still net at least \$10,000 per month even after paying the current fines.

If the city takes time to issue the first, second, and third notices of violation, the owner will still continue to make money while the neighbors suffer. For these reasons, the fines will need to be assessed per day of violation because it is so lucrative for the operators to break the law. They should not be able to profit while they are breaking the law. If the operator continues to violate the law, the city should have the power to criminally prosecute repeat offenders. Some cities have already done so.

Any future fines should be assessed per individual room or individual listing and not necessarily per property because some operators lists rooms in the same house for rent as separate individual listings. For example, Yolanda Quimbayo at 7137 Avenida Altisima lists three rooms for rent in her home as three separate listings, and Eric Mark at 6527 Eddinghill lists four rooms for rent as four separate listings. Any future fines should be assessed per individual room or individual listing and not necessarily per property.

Here's what fines other cities are either imposing or proposing to impose:

New York - for illegal advertising of short-term rentals - \$1,000 for first offense and up to \$7,500 for third offense.

Santa Monica - \$500 per day for illegal rentals.

Los Angeles - The operators will be fined a minimum of \$200 per day or twice the nightly rent charged, whichever is greater, per day for illegal advertising. They will also be assessed a fine of \$2,000 per day for the actual illegal rental of rooms.

I personally think the fines proposed by Los Angeles is the best deterrent. The proposed fine of \$200 per day or twice the nightly rent charged, whichever is greater, per day for illegal advertising or actual rental would work well for us. This will be a good deterrent and insure that the operator will not profit from their illegal rentals even during the prosecution period.

#### Communication with Existing Short-Term Operators

Currently, short-term operators in Rancho Palos Verdes think they can operate with impunity because the city cannot catch their illegal rentals as long as they do not post a picture of the front of their house. The city can go a long way toward dispelling this myth by drafting an ordinance to allow code enforcement to send out notices of violation electronically through the same hosting platform these operators use. Most operators monitor communication from the hosting platforms on a regular basis because it is the same channel their customers use to make new reservations. In fact, most operators respond within an hour.

Here's a example of the inadequacy of the current fines for violating the ban. When an operator was informed through the hosting platform that a newly made illegal future reservation was going to be reported to the city for enforcement, the operator responded immediately by approving the sender of the message to book rooms with the operator. But this example shows that the most efficient way to communicate with these illegal rental operators is through the hosting platform.

In summary, in order to effectively enforce the ban on short-term rentals in our city, I strongly suggest the city council do the following:

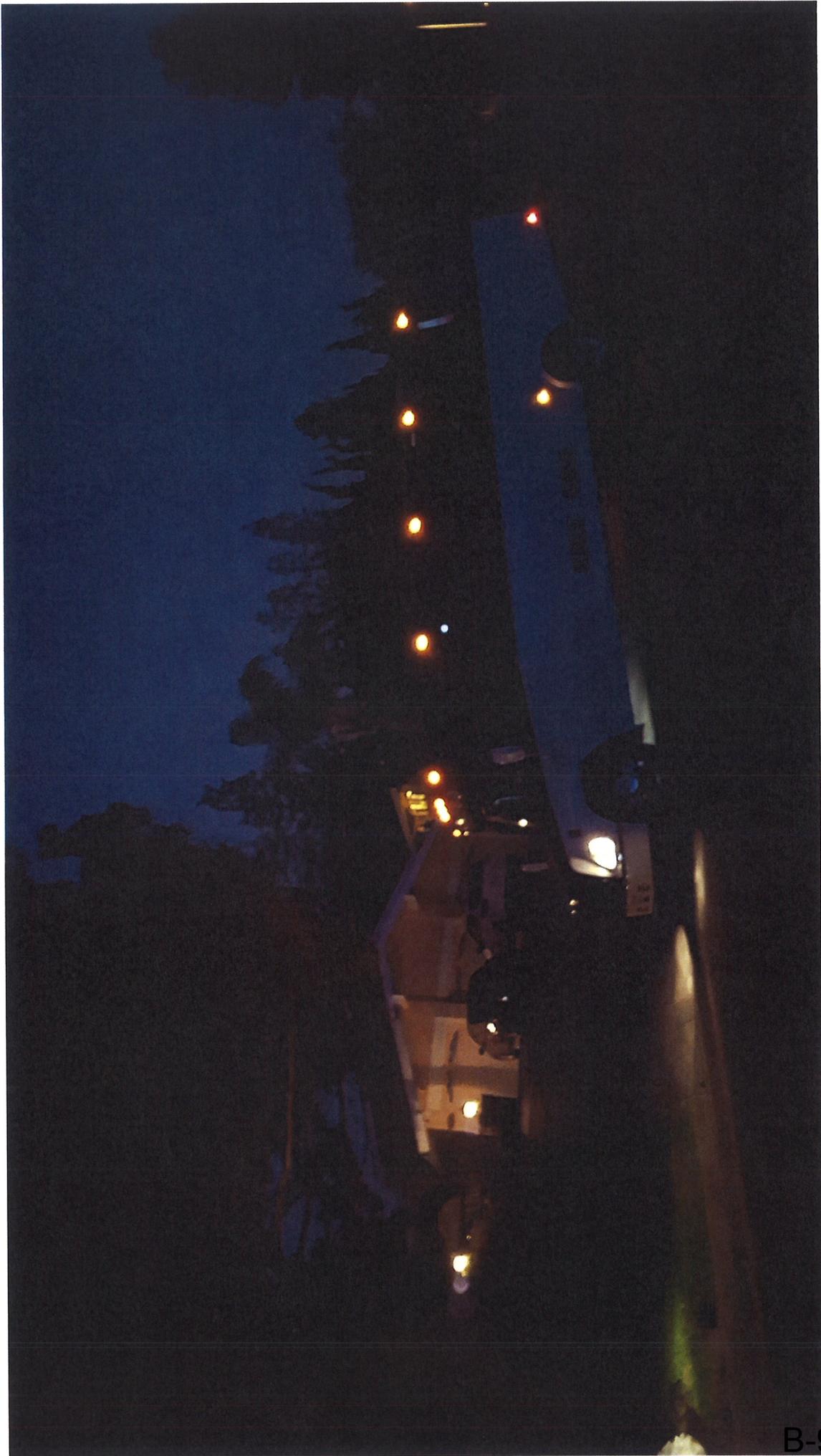
- \* Pass an ordinance to prohibit the advertising of short-term rentals in any form.
- \* Impose fines for advertising of short-term rentals and set these fines high enough to act as a deterrent.
- \* Increase current fines for illegal short-term rentals high enough to act as a deterrent.
- \* In order for the fines for both advertising and actual illegal rentals to be effective, the following considerations should be taken into account:
  - Fines should be assessed per day of violation.
  - Fines should be assessed per listing for each property because some properties has multiple listings.
  - Operators should not be able to profit during the prosecution period.
- \* Repeated violations of ban on short-term rentals should result in criminal prosecution.

I strongly believe that we need to give the tools for code enforcement to effectively enforce the ban of short-term rentals in our city because our current fines for violations are insufficient. Our residents are eagerly awaiting for relief from the problems these short-term rentals have caused. I thank you very much for all of your service to our community and beautiful city.

Thank you.

Sincerely,

Mike Huang





## Octavio Silva

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**From:** Karen & Chan <keyshiao@cox.net>  
**Sent:** Monday, October 10, 2016 3:54 PM  
**To:** CC  
**Cc:** Ara Mihranian; Octavio Silva  
**Subject:** Enforcement of Short Term Rental Ban

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

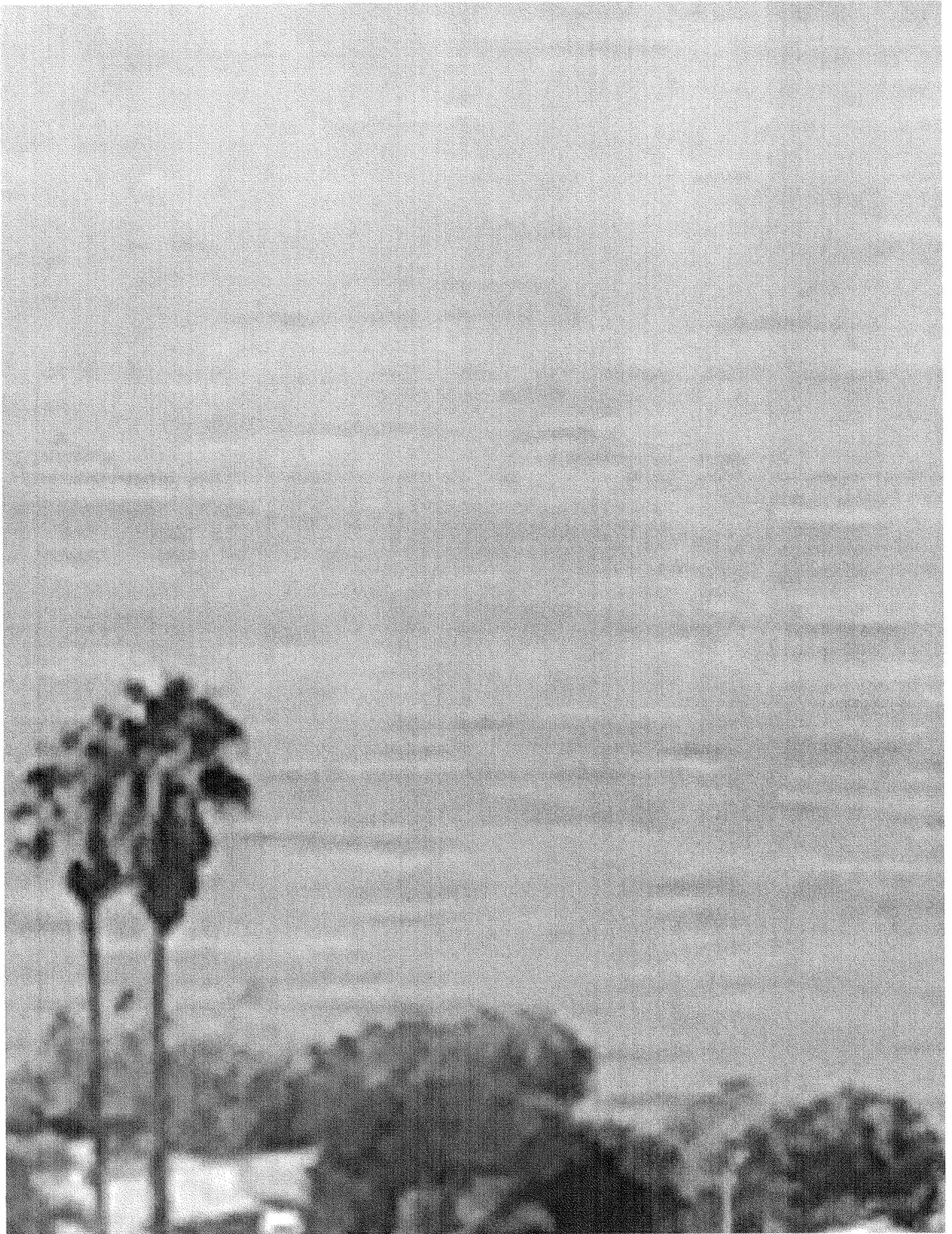
Dear Sir/Madam,

Thank you for voting to uphold the ban on short term rental (STR) in the city of Rancho Palos Verdes during the September 2016 City Council meeting. As you can see from the turn out of that particular hearing, RPV residents are passionate about keeping and maintaining the residential nature of our city. Allowing STR to continue to exist is in direct contradiction to the will of the people. We are fortunate to have a governing body in our city that listens to the voices of its constituents.

However, passing of the ban on STR is only the first step. The city must now make certain that the law is in full compliance by the STR operators. As of today, these illegal STR operations are still on going. For instance, my neighbor, Yolanda Quimbayo, continues to advertise and rent out 3 rooms at 7137 Avenida Altisima. The continued flow of strangers loitering less than 20 yards from our house is a severe impingement on the enjoyment of our home. A picture evidencing this infringement by unknown individuals is attached hereto for your consideration. In the meanwhile, the STR operators are profiting at the expense of everyone else and doing so with impunity. They will not cease engaging in a money making, albeit illegal, activity unless compelled to do so by the authority, aka the city enforcement unit.

Hence, it is imperative that the city enact ordinances or procedures with sufficiently punitive consequences for those who purposely break laws for their own financial gains. Since STR operators reach their guests mostly via online advertising, fines must be set high enough for each incident of advertisement and each night of actual rental. If the fine is not set high enough, it would not serve as a deterrent for these STR operators because they can easily cover the fine from their rental profit. As for repeat offenders, the city should consider criminal prosecution just like any other perpetrators of illegal enterprises.

Thank you for taking the time to read this email and your invaluable service to our city. We anxiously await a resolution to this important issues.



Karen Chuang  
Sent from my iPhone

## Octavio Silva

---

**From:** Ara Mihranian  
**Sent:** Monday, October 10, 2016 9:37 PM  
**To:** Octavio Silva  
**Subject:** FW: Air BNB on Hightide Dr.

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

FYI...

**From:** gregmitre [mailto:gregmitre@cox.net]  
**Sent:** Monday, October 10, 2016 6:23 AM  
**To:** Anthony Misetich <AnthonyM@rpvca.gov>; Susan Brooks <SusanB@rpvca.gov>; Ken Dyda <kendyda@verizon.net>  
**Cc:** Ara Mihranian <AraM@rpvca.gov>  
**Subject:** Fwd: Air BNB on Hightide Dr.

All,

Here is a series of photos taken Sunday, October 10th at the residence on Hightide Drive that is currently being rented out on a nightly basis. This is not the current registered owner Mr. Hu or his family. I also observed this group unloading luggage in the evening on Saturday the 8th.

Enforcement of the prohibition of short term rentals needs to be a top priority to discourage owners of such properties from skirting the law or thinking they can alter their advertising methods and still continue their business. We here on Hightide are ready, willing, and able to provide documentation of this business continuing to be operated out of this home and will continue to fight to stop this illegal practice.

Thank you,

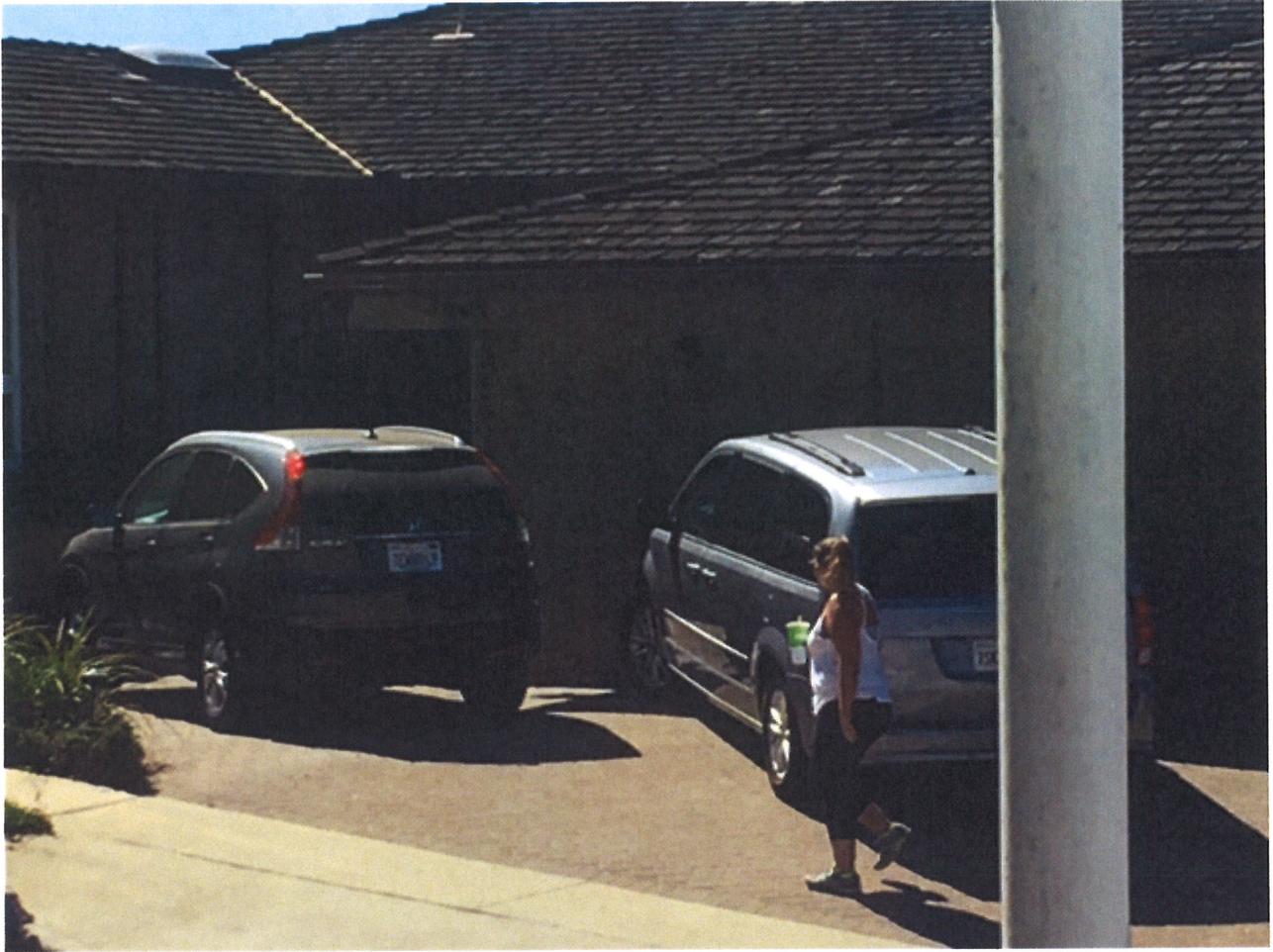
Greg Mitre  
3719 Hightide Drive

Hi Greg,

Hope you and Carmen are doing well! This morning the AirBnB renters were leaving so I took some photos. The photos were taken this morning at noon. Here they are if you are collecting evidence. Let me know if there is anything more we can do.

We're up in our condo on the westside most of the time (the commute was too hard on Claire) but we will keep an eye out whenever we're home.

Sincerely  
Margaret









Sent from iphone

## Octavio Silva

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**From:** Faith B.Stapleton <fbstapleton@cox.net>  
**Sent:** Monday, October 10, 2016 8:15 PM  
**To:** Octavio Silva  
**Subject:** Fwd: Status of Short-Term Rentals in RPV - Need to Ban Advertising and Impose Higher Fines

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

I give this letter my full support, make it happen City of RPV.  
Faith Stapleton

Begin forwarded message:  
te:

Hi,

Here's an email I sent to the city council about increasing the fines on short-term rentals. Please send them your own thoughts on this matter if you wish. Thank you.

Sincerely,

Mike

----- Forwarded message -----

**From:** **Michael Huang** <mikehgalaxy@gmail.com>  
**Date:** Mon, Oct 10, 2016 at 2:01 PM  
**Subject:** Status of Short-Term Rentals in RPV - Need to Ban Advertising and Impose Higher Fines  
**To:** [cc@rpvca.gov](mailto:cc@rpvca.gov)  
**Cc:** Ara Mihranian <[AraM@rpvca.gov](mailto:AraM@rpvca.gov)>, Octavio Silva <[octavios@rpvca.gov](mailto:octavios@rpvca.gov)>, Doug Wilmore <[DWillmore@rpvca.gov](mailto:DWillmore@rpvca.gov)>, Dave Aleshire <[daleshire@awattorneys.com](mailto:daleshire@awattorneys.com)>

Dear Mayor Dyda and Members of the City Council,

Thank you very much for having the foresight to affirm the ban on short-term rentals in single family areas in our city on September 20, 2016. Many residents are very happy and hope to get relief from all of the problems these short-term rentals have caused in our city. It has been three weeks now, and here are the responses I am aware of from the operators of these illegal short-term rentals:

[Reaction from Short-Term Operator to Ban](#)

\* Robert Wu of 3664 Hightide has taken his listing down from AirBNB.

\* The absentee owner of 6857 Crest Ave continues to advertise and rent his house illegally. His calendar shows that he is booked on almost all weekends from now through December 2016. This past Sunday night, the renters hired a tour bus, and it was parked in front of the house on Crest where the road takes a dangerous blind curve. I have enclosed pictures showing how the tour bus is causing a dangerous condition in front of the house. There is no reason for a tour bus to be on a residential street.

\* Ying Sai, the operator who threatened to sue the city at the city council meeting, has changed her AirBNB listing city to Beach Cities from Rancho Palos Verdes, but the listing still shows up on the AirBNB map in RPV. She owns the two properties at 26810 Fond Du Lac and 26815 Fond Du Lac.

\* Maura Mizuguchi (7242 Avenida Altisima), Yolanda Quimbayo (7137 Avenida Altisima), Eric Mark (6527 Eddinghill Dr.) , and most of the operators of the illegal rentals continue to advertise their properties on AirBNB.

Affirming the ban on short-term rentals is a good start, but in order to effectively enforce the ban, we need to prohibit the advertising of short-term rentals and also increase the fines for advertising and the actual rentals of these illegal hotels.

#### Making Advertising of Short-Term Rentals Illegal and Increasing Fines

Prohibiting and fining for the advertising of short-term rentals is the most efficient way to enforce the ban. The operators need to advertise on the internet in order to reach their customers, and it is far easier for the code enforcement officer to search online for advertisements than to try to catch renters checking in. Also, most renters check in to these illegal hotels in the late afternoon toward the end of the code enforcement officer's work day. It would also be impractical for a code enforcement to stake out a house waiting for a renter to check-in.

We need to increase the existing fines for violating the ban. Our current current fines of \$100/\$200/\$500 for the 1st/2nd/3rd violation will not work. A whole-house rental in Rancho Palos Verdes can fetch the owner as much as \$1,000 per day. The owner of 6857 Crest Ave has rented out his house at \$840 per night for 13 nights in October; so he make at least \$10,920 from his illegal

operation this month. So the owner will still net at least \$10,000 per month even after paying the current fines.

If the city takes time to issue the first, second, and third notices of violation, the owner will still continue to make money while the neighbors suffer. For these reasons, the fines will need to be assessed per day of violation because it is so lucrative for the operators to break the law. They should not be able to profit while they are breaking the law. If the operator continues to violate the law, the city should have the power to criminally prosecute repeat offenders. Some cities have already done so.

Any future fines should be assessed per individual room or individual listing and not necessarily per property because some operators lists rooms in the same house for rent as separate individual listings. For example, Yolanda Quimbayo at 7137 Avenida Altisima lists three rooms for rent in her home as three separate listings, and Eric Mark at 6527 Eddinghill lists four rooms for rent as four separate listings. Any future fines should be assessed per individual room or individual listing and not necessarily per property.

Here's what fines other cities are either imposing or proposing to impose:

New York - for illegal advertising of short-term rentals - \$1,000 for first offense and up to \$7,500 for third offense.

Santa Monica - \$500 per day for illegal rentals.

Los Angeles - The operators will be fined a minimum of \$200 per day or twice the nightly rent charged, whichever is greater, per day for illegal advertising. They will also be assessed a fine of \$2,000 per day for the actual illegal rental of rooms.

I personally think the fines proposed by Los Angeles is the best deterrent. The proposed fine of \$200 per day or twice the nightly rent charged, whichever is greater, per day for illegal advertising or actual rental would work well for us. This will be a good deterrent and insure that the operator will not profit from their illegal rentals even during the prosecution period.

#### Communication with Existing Short-Term Operators

Currently, short-term operators in Rancho Palos Verdes think they can operate with impunity because the city cannot catch their illegal rentals as long as they do not post a picture of the front of their house. The city can go a long way toward dispelling this myth by drafting an ordinance to allow code enforcement to send

out notices of violation electronically through the same hosting platform these operators use. Most operators monitor communication from the hosting platforms on a regular basis because it is the same channel their customers use to make new reservations. In fact, most operators respond within an hour.

Here's a example of the inadequacy of the current fines for violating the ban. When an operator was informed through the hosting platform that a newly made illegal future reservation was going to be reported to the city for enforcement, the operator responded immediately by approving the sender of the message to book rooms with the operator. But this example shows that the most efficient way to communicate with these illegal rental operators is through the hosting platform.

In summary, in order to effectively enforce the ban on short-term rentals in our city, I strongly suggest the city council do the following:

- \* Pass an ordinance to prohibit the advertising of short-term rentals in any form.
- \* Impose fines for advertising of short-term rentals and set these fines high enough to act as a deterrent.
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Thank you.

Sincerely,

Mike Huang

## Octavio Silva

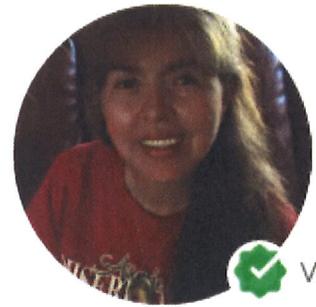
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**From:** Michael Huang <mikehgalaxy@gmail.com>  
**Sent:** Tuesday, October 11, 2016 1:06 AM  
**To:** Ara Mihranian  
**Cc:** Octavio Silva; Karen & Chan; Julie Peterson  
**Subject:** Fwd: Enforcement of Short Term Rental Ban

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Ara,

Thank you for sending another letter to Yolanda for her illegal rental. Hopefully, the city council will also enact ordinances to give you guys the tools to properly enforce the ban. On Sunday, when I found out that Yolanda took a new reservation for one of her listings for November 18 - November 19, I sent her a message via AirBNB indicating that her rental reservation is illegal and will be forwarded to the city for prosecution. She responded by pre-approving me to rent that room. Here's a screen shot from that exchange. Please do not hesitate to contact me if you have any questions. I will continue to inform you of further violations, but the fact that Yolanda still has her listings on AirBNB tells me that she does not plan to stop her rentals unless she is compelled. Thank you.



Verified

**Yolanda**

US

5 verifications • 22 reviews

### Trip details

Comfy Private Bedroom in RPV, a Peaceful Home!

Check in

Mon, Oct 10



Check out

Fri, Oct 14

Guests

1 guest

### Payment

\$54 x 4 nights	\$216
Cleaning fee	\$15
Service fee	\$28
<b>Total</b>	<b>\$259</b>

You can see from above that I sent her the message at 3:43 P.M. She responded immediately at 3:44 P.M. by pre-approving me to rent her room. Please note that in order to send this message to her, I had to specify dates

for my inquiry. I arbitrarily choose October 10th - October 14th as you can see from the left side of the screen. This exchange shows her attitude toward the ban, but it also shows that these operators can easily be reached almost instantaneously via these hosting platforms. If the city council will give you the authority to issue the notices of violations electronically, enforcement will be much easier. Again, these operators monitor these communications closely on AirbBNB because they get new reservations through this channel. Please do not hesitate to contact me if you have any questions about the above exchange. Thanks again.

Sincerely,

Mike Huang

----- Forwarded message -----

**From:** Karen & Chan <[keyshiao@cox.net](mailto:keyshiao@cox.net)>  
**Date:** Tue, Oct 11, 2016 at 12:35 AM  
**Subject:** Fwd: Enforcement of Short Term Rental Ban  
**To:** Michael Huang <[mikegalaxy@gmail.com](mailto:mikegalaxy@gmail.com)>

FYI

Karen  
Sent from my iPhone

Begin forwarded message:

**From:** Ara Mihranian <[AraM@rpvca.gov](mailto:AraM@rpvca.gov)>  
**Date:** October 10, 2016 at 9:57:42 PM PDT  
**To:** 'Karen & Chan' <[keyshiao@cox.net](mailto:keyshiao@cox.net)>, CC <[CC@rpvca.gov](mailto:CC@rpvca.gov)>  
**Cc:** Octavio Silva <[OctavioS@rpvca.gov](mailto:OctavioS@rpvca.gov)>  
**Subject:** RE: Enforcement of Short Term Rental Ban

Karen,

Thank you for your email.

It is now part of the public record and will be provided to the Council at the October 18<sup>th</sup> meeting.

I know you and Michael are monitoring the activity at your neighbor's property and keeping the city informed.

In light of this information, another letter will go out to the property owner.

Ara

---

**From:** Karen & Chan [<mailto:keyshiao@cox.net>]  
**Sent:** Monday, October 10, 2016 3:54 PM  
**To:** CC <[CC@rpvca.gov](mailto:CC@rpvca.gov)>

**Cc:** Ara Mihranian <[AraM@rpvca.gov](mailto:AraM@rpvca.gov)>; Octavio Silva <[OctavioS@rpvca.gov](mailto:OctavioS@rpvca.gov)>  
**Subject:** Enforcement of Short Term Rental Ban

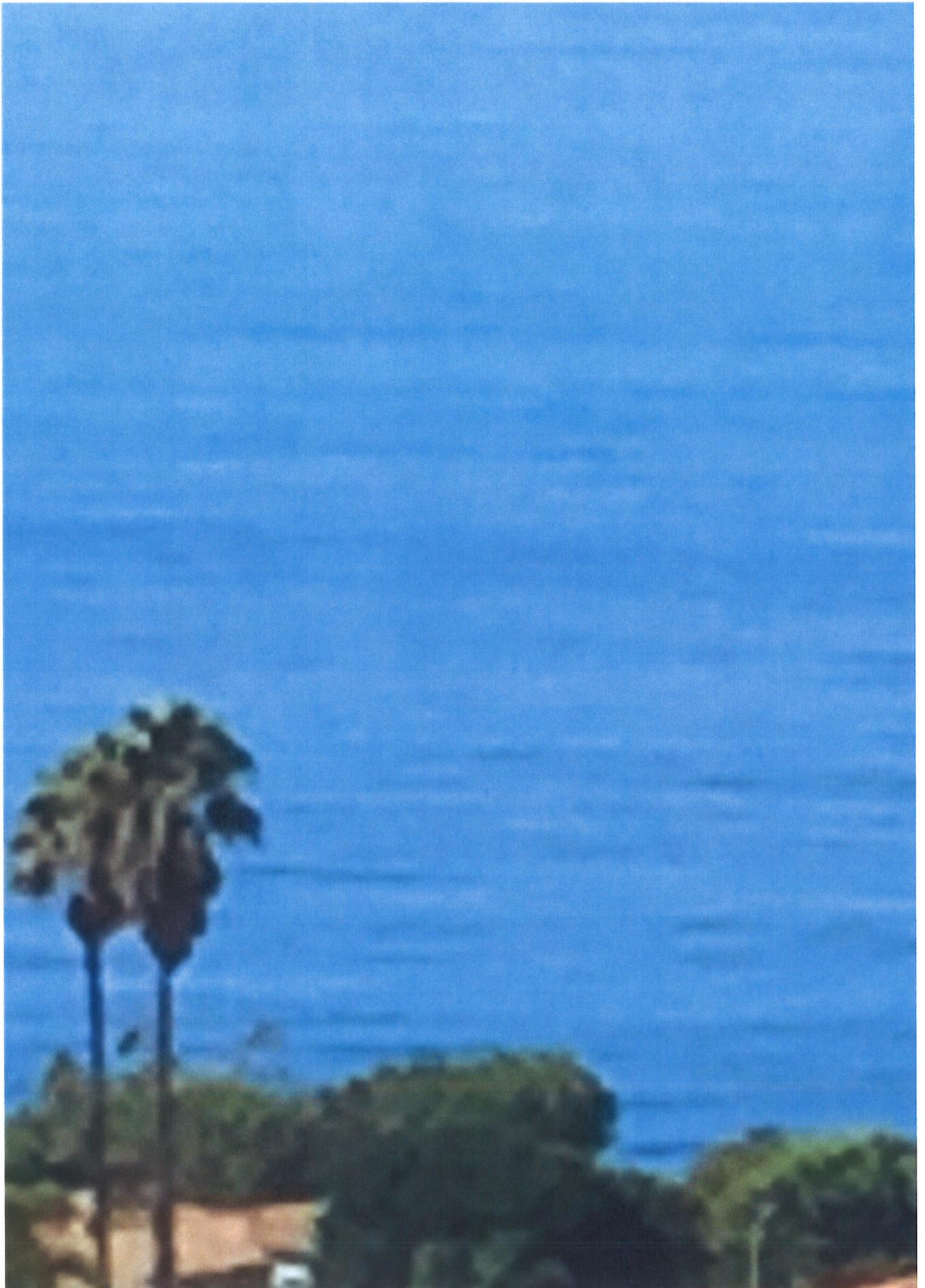
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Thank you for taking the time to read this email and your invaluable service to our city. We anxiously await a resolution to this important issues.



Karen Chuang

Sent from my iPhone