

**From:** [Carrie Kropfl](#)  
**To:** [Richard Cannone](#)  
**Cc:** [Michelle Nance](#)  
**Subject:** Re: Appeals Process for taking something to the City Counsel  
**Date:** Monday, March 25, 2024 9:55:20 AM  
**Attachments:** [pdlogo\\_e8fc6661-d5ed-470d-b1e5-b34884233d29.png](#)  
[hoabanner\\_c920930b-ff28-4ade-ba4e-9142ce7b516a.png](#)

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Thank you. I appreciate that. Once I receive this, how long do I have? Is there a timeframe associated? Also, there are three things we will be appealing:

1. To allow to use the room in question (room attached to atrium) as a habitable room that guests are allowed to sleep
2. To allow us to sleep additional guests in our living room
3. To allow us to sleep up to 4 guests per bedroom

My address:

246 West Escalones  
San Clemente, Ca 92672

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**From:** Richard Cannone <[rcannone@palmdesert.gov](mailto:rcannone@palmdesert.gov)>  
**Sent:** Monday, March 25, 2024 8:18:30 AM  
**To:** Carrie Kropfl <[Carrie.Kropfl@lifestylereentalproperties.com](mailto:Carrie.Kropfl@lifestylereentalproperties.com)>  
**Cc:** Michelle Nance <[mnance@palmdesert.gov](mailto:mnance@palmdesert.gov)>  
**Subject:** Re: Appeals Process for taking something to the City Counsel

Hi Carrie, I am putting together a formal letter that I will be mailing to you later today, however I need your mailing address. I will also send a copy of the letter to you via email as a courtesy.

On Mar 22, 2024, at 6:27



**Richard D. Cannone, AICP**

*Director of Development Services*

City of Palm Desert

73510 Fred Waring Drive, Palm Desert, CA 92260

[rcannone@palmdesert.gov](mailto:rcannone@palmdesert.gov) | [760.776.6438](tel:760.776.6438) | [www.palmdesert.gov](http://www.palmdesert.gov)

Participate in The Palm Desert City-Wide HOA Meeting!  
MARCH 26, 2:00 P.M. AT PALM DESERT CITY HALL



PM, Carrie Kropfl <Carrie.Kropfl@lifestylereentalproperties.com> wrote:

Good evening Richard and Michelle,

I still have not received a phone call or email regarding the appeals process. I spoke with Michelle two days ago and she had said Richard would be contacting me to go over the appeals process. Can someone please get back to me as soon as possible.

Thank you,

Carrie Kropfl

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**From:** Carrie Kropfl <Carrie.Kropfl@lifestylereentalproperties.com>

**Sent:** Wednesday, March 20, 2024 11:59:49 AM

**To:** Michelle Nance <mnance@palmdesert.gov>

**Subject:** Re: Appeals Process for taking something to the City Counsel

Hi Michelle,

We would like to appeal the usage of our condo. We purchased a 3-bedroom condo in December of 2021, and were awarded STR permits from the city for a 3 bedroom in 2022 and 2023. In 2024, when we went to renew our STR permit with the city, we were that it is not a three bedroom, it is a two bedroom. We were told that one of the bedrooms is not legally a 3 bedroom, so we can no advertise it or use it as a 3 bedroom.

We own an STR. This change has reduced our occupancy rate from 6 guests to 4 guests and is having a negative financial impact on our business. We made a request from Lorena Ritchey, as a compromise, to use our living room as a space to sleep two additional guests. She has refused this request.

We have two appeals:

1. To allow us to continue to use the room in question as a bedroom

2. To allow us to sleep 2 additional guests in our living room

Thank you!

Carrie Kropfl  
949-554-4448

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**From:** Michelle Nance <mnance@palmdesert.gov>  
**Sent:** Wednesday, March 20, 2024 11:49 AM  
**To:** Carrie Kropfl <Carrie.Kropfl@lifestylereentalproperties.com>  
**Subject:** RE: Appeals Process for taking something to the City Counsel

Hi Carrie,

I'm happy to get you connected with the appropriate member of staff. Can you provide the subject of the appeal? This information will help me get you to the best person.

Thank you,  
Michelle



**Michelle Nance**  
*Deputy City Clerk I*

City of Palm Desert  
73510 Fred Waring Drive, Palm Desert, CA 92260  
[mnance@palmdesert.gov](mailto:mnance@palmdesert.gov) | [760.776.6301](tel:760.776.6301) | [www.palmdesert.gov](http://www.palmdesert.gov)

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**From:** Carrie Kropfl <Carrie.Kropfl@lifestylereentalproperties.com>  
**Sent:** Wednesday, March 20, 2024 11:45 AM  
**To:** Michelle Nance <mnance@palmdesert.gov>  
**Subject:** Appeals Process for taking something to the City Counsel

Hi Michelle,

I just left you a message. I would like information on how to file an appeal with the city. Can you please forward me information? I would love to chat as well.

Thank you!

Carrie Kropfl  
949-554-4448