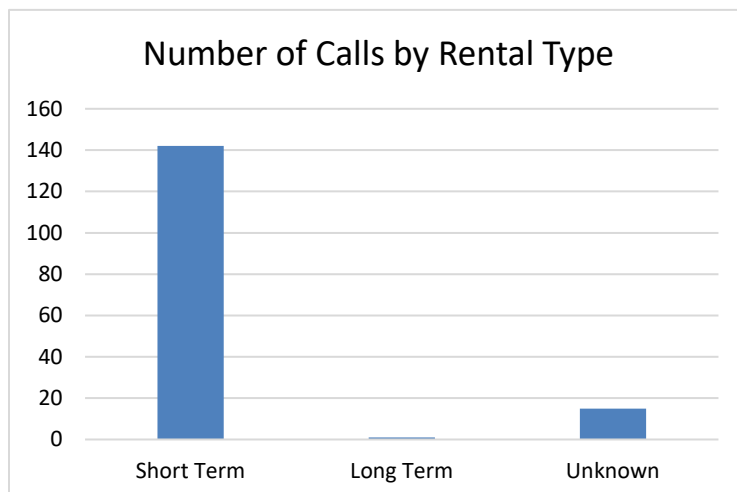
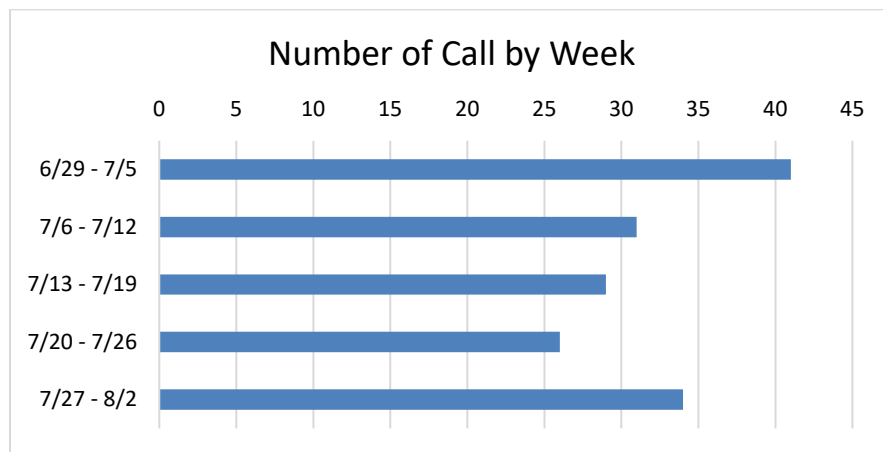




SHORT TERM VACATION RENTAL SUMMARY JULY 2020 JUNE 29, 2020 TO AUGUST 2, 2020

This Short-Term Vacation Rental Call Summary (Summary) covers the reporting period for July 2020 and includes STVR calls/complaints to the STVR Hotline, Cathedral City Police Department, Cathedral City Fire Department and those received via GoRequest, email and/or direct call. The full Report is attached.

One hundred and sixty-one (161) STVR complaints were received in July, more than doubling the 76 calls from the previous month. 135 calls were received via the Hotline, 24 were received via GoRequest, and 2 were received from CCPD. The graph below shows the number of calls received for each week of the reporting period.

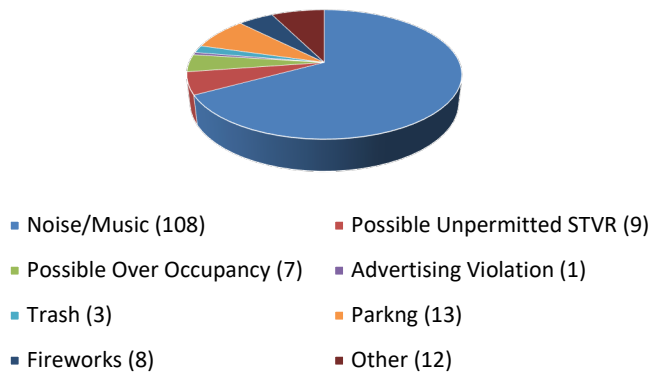


Of the 161 calls received, 143 were on licensed STVR properties, 1 was on a Long-Term rental property, and 17 calls fell into neither category and are classified as Unknown (UNK).

Number of Complaints by Week and Complaint Type

Complaint Type	6/29 – 7/5	7/6 – 7/12	7/13 – 7/19	7/20 – 7/26	7/27 8/2	Total
Noise/Music	28	18	21	18	23	107
Possible Unpermitted STVR	3	1	2	3	0	7
Possible Over Occupancy	0	1	3	0	3	7
Advertising Violation	0	0	1	0	0	1
Trash	0	1	0	0	2	3
Parking	3	3	2	1	4	13
Fireworks	6	1	0	1	0	8
Other	1	6	0	3	2	12
Total	41	31	29	26	34	158

Calls by Complaint Type



The Table above breaks down calls by week and type, while the pie chart depicts Calls by Complaint Type for the month.

Within the month there was a number of multiple or duplicate complaints on the same property.

The 12 complaints classified as “Other” include calls to Hotline relating to lighting, occupancy, verification of CC&Rs, owner calls relating to possible false complaints/harassment, property maintenance, and follow up calls by reporting parties.

For the month, 22 citations were issued as a result of the complaints received. Two included an additional violation of not resolving the complaint with the first complaint.

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Week 1 (Jun 29 - Jul 5, 2020)							41	
Jun. 29 (Mon)	12:53 AM	STVR	68445 30th Ave	Noise/Music	There Is Loud Music Coming From This Place	The local contact repsonded within the 45 minute timeframe and stated there the property is unoccupied and the alarm system is on.		HL
Jun. 29 (Mon)	12:14 PM	STVR	68245 Encinitas Rd	Noise/Music	The Music Was Loud During The Hours Of 2pm Until 2am And You Could Feel The Vibration And This Was Saturday	Local contact responded within the 45 minute timeframe and stated he was not aware of any loud music last Saturday, and that the guests had already checked out. There are new guests at the property.		HL
Jun. 29 (Mon)	6:11 PM	STVR	68400 Hermosillo Rd	Noise/Music	Calling In Noise Complaint Of Loud Music All The Time From Different Renters I Called The Police Along With Other Neighbors. Please Call Today	The local contact responded wihtin the 45 minute timeframe and stated that there is no music going on. That the neighbor is calling in false complaints and that the city would be contacted.		HL
Jun. 29 (Mon)	6:15 PM	STVR	69799 Northhampton Ave	Noise/Music	There Is Loud Music. It Is Obnoxiously Loud. I Can Hear It From My House And I Am 3 Houses Away.	Local contract responded within required timeframe stating that all cameras were checked and there is no noise. States it's a false complaint. No violation.		HL
Jun. 29 (Mon)	7:12 PM	STVR	69799 Northhampton Ave	Noise/Music	It Sounded Like They Had Megaphones, I Could Hear The Loud Music From Two Blocks Over. I Called Last Time At 2 Am Because Of The Same Issue After Contacting The Neighborhood. With This Pandemic Its Dangerous To Have Anyone Go In And Party As Loud As They Want At Such Late Hours	The local contact responded within the 45 minute timeframe and stated that there is no music or noise going on.		HL
Jun. 29 (Mon)	7:14 PM	STVR	68400 Hermosillo Rd	Noise/Music	The Renter There, Making Playing Music Loud Noise Again, Can Feel Thumping Through My Wall	The local contact did not responde within the 45 minute timeframe. When contacted the local contacted stated that he was aware of the Hotline calls but did not call back because he did not believe that there was loud music at the property. Did not provide resolution. A \$500 citation was issued for failing to respond to the Hotline.		HL
Jun. 29 (Mon)	7:45 PM	STVR	68400 Hermosillo Rd	Noise/Music	Music Is Still Really Loud. Called Before And Nothing Was Done. The Owners Claim There Is No Music All Of The Neighbors Are Upset.	This call and the one above it were handled as one complaint that went unresolved. As noted above, a \$500 citation was issued.		HL

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jun. 29 (Mon)	8:43 PM	STVR	69948 Wakefield Rd	Fireworks	They're Shooting Off Fireworks	Local contract responded within required timeframe stating that he continues to get complaints about the house, but that they are not the ones making the noise. No violation.		HL
Jun. 29 (Mon)	8:46 PM	STVR	69948 Wakefield Rd	Fireworks	I Heard Fireworks But What Sounded Like A Really Big Boom Has Me Concerned For The Neighborhood. I Would Like This To Be Resolved Hopefully Without The Police.	Due to closeness of calls, the local contact responded to calls at once. States that he continues to get complaints about the house, but that they are not the ones making the noise. No violation		HL
Jun. 29 (Mon)	8:48 PM	STVR	69948 Wakefield Rd	Fireworks	Someone's Popping Fire Crackers There Or Huge Loud And Right Across The Street From Us. I Have An Army Vet Living With Me And That Noise Is Not A Good Thing	Due to closeness of calls, the local contact responded to both calls at once. States that he continues to get complaints about the house, but that they are not the ones making the noise. No violation		HL
Jun. 30 (Tue)	6:40 AM	STVR	67735 Elizabeth Rd	Parking	67735 Elizabeth road are parking on sidewalk	The property owner was advised of the parking issue, subsequent to the complaint, and told to inform future renters of property parking requirements.		GoR
Jun. 30 (Tue)	6:42 AM	STVR	67735 Elizabeth Rd	Parking	67735 Elizabeth road Parking on sidewalk	The property owner was advised of the parking issue, subsequent to the complaint, and told to inform future renters of property parking requirements.		GoR
Jun. 30 (Tue)	2:14 PM	STVR	69799 Northhampton Ave	Noise/Music	Noise Complaint. Stereo Loud Music And People Coming In And Out. No Respect For Neighbors	The complaint was routed directly to the CCPD. Local contact was contacted at 4:23 PM and responded within the 45 minute timeframe that the music was turned down. The PD did respond to the property but did not locate noise.		HL
Jun. 30 (Tue)	7:22 PM	STVR	68400 Hermosillo Rd	Noise/Music	I Have Called You & The Police Have Been Called For The Rental. They Are Always Partying & Making Noise. It Happens Every Weekend & It Is Getting Out Of Hand. Something Has To Be Done. When The Cops Come They Can't Verify The Noise. I Wanted To Escort Them Into The Backyard So They Could Hear & So Did My Neighbor	The local contact responded within the 45 minute timeframe that there is no noise and stated that the Police were out and did not hear any noise.		HL
Jun. 30 (Tue)	7:57 PM	STVR	28105 Val Yermo Trl	Noise/Music	Loud Music	The local contact responded within the 45 minute timeframe and stated the tenants were contacted and they lowered the music.		HL

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jul. 2 (Thurs)	5:01 PM	STVR	27645 Hombria Dr	Noise/Music	The House Directly Behind Mine There Are Currently Turning On Loud Music. It Is Going For Several Hours. Please Call Me Back Asap	The local contact responded within the 45 minute timeframe and stated the tenants were contacted and told to turn the music down.		HL
Jul. 3 (Fri)	8:51 AM	STVR	68935 Durango Rd	Parking	STVR CAR PARKED ON SIDEWALK, completely blocking pedestrian sidewalk access. This is a re-occurring problem with this property, located 68935 DURANGO RD, CATHEDRAL CITY, CA 92234 White PORSCHE 711 black convertible, liucense # _____, CA, FRAME, Downtown LA	The property owner was advised of the parking issue, subsequent to the complaint. Advised to inform occupants of parking regulations.		GoR
Jul. 3 (Fri)	12:11 PM	STVR	67775 Elizabeth Rd	Noise/Music	67775 Elizabeth road is having a party Music till 330 am Right now noon Music is shaking the windows Please help us now	Code Compliance and CCPD responded and made contact with occupants. CCPD issued a written warning. Reporting party advised to contact the Hotline to ensure response.		GoR
Jul. 3 (Fri)	12:46 PM	STVR	67775 Elizabeth Rd	Noise/Music	I'm A Code Compliance Officer Calling In To Inform You A Loud Music Complaint Im On My Way There	The local contact responded within the 45 minute timeframe and stated there is no music and will call the renters. Local contact was under the impression that noise complaints could not be made before 10 pm. Ordinance was clarified.		HL
Jul. 3 (Fri)	5:27 PM	STVR	67735 Elizabeth Rd	Noise/Music	Loud Music From The Short Term Rental	The local contact responded within the 45 minute timeframe and stated that the owners were called and went to the address. Renters were told to keep the music down and and keep it inside or they would be asked to leave.		HL
Jul. 3 (Fri)	6:02 PM	STVR	67735 Elizabeth Rd	Noise/Music	There Is Very Loud, Window Rattling Music Playing At The Property.	The local contact responded within the 45 minute timeframe and stated that everytihing is okay, and that the renters were goign to keep the music down. Local contact also stated that the neighbor was being very picky.		HL
Jul. 3 (Fri)	6:16 PM	STVR	67735 Elizabeth Rd	Noise/Music	Loud Music	This call was handled with the one above it. The local contact responded within the required 45 minute timeline.		HL

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jul. 3 (Fri)	7:04 PM	STVR	67735 Elizabeth Rd	Noise/Music	We Have Gotten A Complaint About Loud Music. There Are 4 Carloads Of People When There Are Only Supposed To Be 8. There Is Excessive People Between 37775 And 37735 And People Are Dunk	Local contact responded within the 45 minute timeframe and stated that he was over there and there was one car on the street and no other cars. He also stated he has been there twice and didn't hear any music or noise. Allied Security also responded to the call and did not hear any noise coming from the property.		HL
Jul. 3 (Fri)	9:29 PM	UNK	68380 Verano Rd	Noise/Music	Loud Noise/Loud Music...Renters Play Until Early Hours/I Know They Have Been Issued Citation From The City (I Spoke With Officer) This Has Been Going On For Lat 3 Months	This property is not a short term or long term rental. The call was dispatched to the CCPD who responded to the call.		HL
Jul. 3 (Fri)	10:19 PM	STVR	68125 Verano Rd	Fireworks	The Air Bnb Behind My House. Someone Jus Shot A Giant Firework Over My House And It Exploded Over My Backyard. There Was A Huge Explosion And Smoke And It Came From The House Behind Us. My Dogs Are Agitated And They Shouldn't Be Allowed To Do That.	The local contact responded within the 45 minute timeframe and stated that someone would respond to the property and speak to the renters. Allied Security responded to the property and did not hear any noise or see any fireworks. Allied Security Officer did advise that there were fireworks coming from other houses.		HL
Jul. 3 (Fri)	10:31 PM	STVR	28105 Val Yermo Trl	Noise/Music	Noise Complaint	The local contact responded within the 45 minute timeline and stated that the guests were contacted and asked to quiet down. Allied Security responded to the property and did not hear any noise coming from the property.		HL
Jul. 3 (Fri)	10:32 PM	STVR	67775 Elizabeth Rd	Other	Stvr rental at 67775 Elizabeth Road has a very bright spotlight in back yard that is pointed directly at my family room window. They leave the light on late and sometimes all night.	This is not an active STVR complaint. A case was opened and assigned to a code officer. No citation issued.		GoR
Jul. 3 (Fri)	10:39 PM	STVR	38811 Charlesworth Pl	Noise/Music	Noise Complaint. Neighborhood Guests Are Getting More Loud As The Night Goes Later. It Started At Daytime. There Are Thumping Music, Woman With A Screechy Voice, Etc. This House Is On Our Side Yard And Our Bedroom Next Door To The House. This Has Been Going On For The Past 6 Days With Different Guests And We Have About 400 Videos Of This Situation. We Have Children In The House And We Are Trying To Go To Sleep.	The local contact responded within the 45 minute timeline and stated the renters were told no more noise or music or they would be kicked out. Allied Security responded to the property after the local contact and did not hear any noise coming from the property.		HL

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jul. 3 (Fri)	11:31 PM	STVR	68386 Treasure Trl	Noise/Music	Excessive Noise. Sounds Like They Are Having A Party, Very Loud People. This Started Yesterday But I Did Not Call. I Cannot Bear It Anymore So I Am Calling Tonight. We Are Trying To Go To Sleep. This Happens Everyday. Especially When The Owner Is Here. She Does Not Care And Thinks She Can Do Anything She Wants Since She Owns The Place.	Local contact did not respond and a resolution was never provided. Allied Security Officer responded to the property and did not hear any noise and did not see any vehicles on the property. A \$500.00 citation was issued.		HL
Jul. 3 (Fri)	11:32 PM	STVR	68261 Durango Rd	Noise/Music	hello i live down the street from is home. its damn party house. its now almost midnight and theres screaming loud music and strong orodor of weed coming from there. I called the cop havent shown up yet. this is a weekend occurence. this must stop its ruining our neigherood	Code Compliance responded to the Reporting Party to call Hotline so that local contact can be contacted when the activity is happening.		GoR
Jul. 4 (Sat)	12:12 AM	STVR	68520 San Felipe Rd	Noise/Music	The People Next Door To This Address Is Playing Music And Loud Noise. This Is My Address I Do Not Know The Address Of The Complaint	Local contact did not respond and a resolution was never provided. Allied Security Officer responded to the property and did not hear music, but heard people talking in the backyard. Security officer advised renter of complaint and occupants went inside. A \$500.00 citation was issued.		HL
Jul. 4 (Sat)	2:23 AM	STVR	68445 30th Ave	Noise/Music	Noise Complaint. I Have Questions About The Parking As Well	The local contact responded within the 45 minute timeframe and stated that the nosie complaint would be handled right away.		HL
Jul. 4 (Sat)	8:31 AM	UNK	68863 Risueno Rd	Possible Unpermitted STVR	This Property Does Not Have A Permit But Is Being Rented Out. Owner Has Black Pick Up Truck Parked In Front To Fool Code Compliance. Tells His Renters To State He Is There Family. He Does This Every Weekend.	This property is not a short term or long term rental. The call was dispatched to the CCPD to respond to the call.		HL
Jul. 4 (Sat)	8:32 AM	UNK	68877 Risueno Rd	Possible Unpermitted STVR	Property Was Recently Sold And New Owner Is Using It As A Rental. He Is Illegally Renting It Out. As Far As I Know, The City Has Not Awarded Any New Licenses To Rent Out.	Code Compliance responded to the property a few days later and the residence was no longer occupied.		HL
Jul. 4 (Sat)	9:34 AM	UNK	67323 N. Chimayo Dr	Possible Unpermitted STVR	I Know This Is A Short-Term Rental, They Are Very Loud And Music Is Blaring, I Don't Know What To Do, I Am Scared	Code Compliance responded to the property a few days later and the residence was no longer occupied.		HL

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jul. 4 (Sat)	12:38 PM	UNK	68380 Verano Rd	Noise/Music	I Am Calling To Report Loud Music. They Are Renters. I Have Been An Owner For 20 Years.	The call was dispatched to the CCPD who responded to the property and advised the parties of the noise complaint.		HL
Jul. 4 (Sat)	8:28 PM	UNK	68380 Verano Rd	Fireworks	Renters Behind Me Are Doing Fireworks	This call was rerouted internally by the STVR Hotline and did not get dispatched to CCPD.		HL
Jul. 4 (Sat)	9:08 PM	STVR	68125 Verano Rd	Fireworks	Reporting The Neighbors Behind Me Are Doing Fireworks.	The local contact responded within the 45 minute timeframe and stated that they have someone on duty patrolling and they do not have any issues on this property. Allied Security responded to the propery and did not see any fireworks coming from the house and noted fireworks coming from several properties. Allied Security officer made contact with renters and advised them of the complaint.		HL
Jul. 4 (Sat)	11:37 PM	UNK	68033 Empalmo Rd	Noise/Music	They Are Playing Loud Music Outside Of The Pool For The Past 5 Hours.	The property is not a short term or long term rental property. Complaint routed to CCPD. PD was unable to locate the noise.		HL
Jul. 5 (Sun)	3:51 PM	STVR	68626 Durango Rd	Noise/Music	They Got In At 6:20 With Areal Fire Works On 7/04. Loud Noise For The Past 72 Hours. Music, Screaming, Just General Loud Noise. I Am Requesting A Code Enforcement Officer.	The local contact responded within the 45 minute timeframe and stated the renters were called and asked to keep it down.		HL
Jul. 5 (Sun)	5:55 PM	STVR	28105 Val Yermo Trl	Noise/Music	Trying To Have A Nice Dinner Outside But There Is Too Much Noise Due To The Loud Music	The local contact responded within the 45 minute timeframe and stated the renters were contacted regarding the loud music and they lowered it down.		HL
Week 2 (Jul 6 - 12, 2020)							31	
Jul. 6 (Mon)	1:20 AM	STVR	28105 Val Yermo Trl	Noise/Music	Making Noise Again	The local contact responded within the 45 minute timeframe and stated the guest lowered their voices and went inside.		HL

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jul. 6 (Mon)	10:37 AM	STVR	68045 Empalmo Rd	Noise/Music	On 6/26 This Property Was Rented, There Was A Party. They Were Blasting Music Really Loud Until At Least 7am. I Live On The Block Behind. This Past Weekend 7/3 Music Started Again Very, Very Loud Constantly Through Until At Least 1:30am And Again Saturday 7/4 The Music Continued All Day And Night And They Were Shooting Off Fireworks. I Did Call The Police And Air B & B, They Stated They Would Look Into It. I Normally Do Not Have A Problem With B & B's But Several Neighbors Are Very Concerned As Well, So I Stated That I Would Call. We Are Very Concerned, This Is A Residential Neighborhood.	The local contact did not respond to the HL. However, this was not an active complaint. Rather the caller had a general issue regarding the the operation of the STVR property.		HL
Jul. 6 (Mon)	7:31 PM	STVR	68045 Empalmo Rd	Fireworks	I Made A Report On 07/04/20, About A Rental That Was Playing Loud Music, And Shooting Off Fireworks Until Around 1am, When It Stopped. Some Of The Fireworks Landed In My Back Yard. I Had The Wrong Address When I Called. I Wanted To Let The Owner/Manager Know That This Occurred For Their Records. This Set Of Renters Has Left Now, So Not A Current Issue.	This is not an active call. The reporting party was calling to correct the HL records as they had previously called in a complaint but provided the wrong address.		HL
Jul. 6 (Mon)	9:33 PM	STVR	68820 Concepcion Rd	Noise/Music	I Have A Noise Complaint From The House Behind Us. The Noise Is Excessively Loud. I Recorded It At A Level Of 94. The Security Company Is Not Working Right Now. Are You Sending The Police? I Would Like A Copy Of The Police Case Number	The local contact responded within the 45 minute timeline stating that they went to the property and there was no shouting or noise. Renters were advised that pool time ended at 10 pm.		HL
Jul. 6 (Mon)	11:17 PM	STVR	68716 Avenida Diosa	Noise/Music	Playing Loud Music In Back Yard (With Speakers) And Screaming And Yelling. Earlier They Were Screaming And Yelling While Walking In Middle Of Street.	Local contact did not respond. CCPD responded and heard music. Occupants advised of complaint and took music inside. A subsequent HL complaint was received on 7/9/2020 at 11:07 AM. Review of both complaints confirmed violations and a citation was issued for both complaints. A citation was issued for failure to respond to HL (\$500) and not resolving the complaint (\$250).		HL
Jul. 6 (Mon)	11:18 PM	STVR	68820 Concepcion Rd	Noise/Music	I Called Earlier And It Did Quiet Down For A Little While But They Are Now Parting Outside Again.	The local contact responded within the 45 minute timeframe and stated an employee went by the property and there was no one outside, and no music to report.		HL

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jul. 7 (Tues)	9:40 AM	LT	28794 W. Natoma Dr	Other	Different People Have Been Coming And Going With Different Passes & Out Of State. It Was Occurring Even During The Pandemic Shut Down.	The property is a long term rental with monthly rentals.		HL
Jul. 7 (Tues)	9:49 AM	STVR	67687 Duchess Rd #202	Other	67687 DUCHESS RD UNIT 202 Owner: Zahn Endochow Licence no: 17526 is listed as an STVR. I am an owner and our CC&R's do not permit rentals or leases under 30 days (no STVR's). If you received documentation to the contrary to support this application, it is fraudulent.	It was confirmed that the the CC&Rs do allow short term rentals and the license was properly issued.		GoR
Jul. 7 (Tues)	11:54 PM	UNK	69604 Northhampton Ave	Other	I have a friend that is considering rental of 69604 Northampton Ave in November 2020. They would be renting for less than 30 days - STVR. CAN YOU TELL ME IF THIS PROPERTY IS PRESENTLY A PERMITTED STVR?	Caller advised that the property is not a licensed STVR Property and that operation of an unlicensed STVR is subject to a \$5,000 fine		GoR
Jul. 7 (Tues)	3:38 PM	STVR	69799 Northhampton Ave	Other	A Neighbor That Lives Behind This Property Keeps Harassing My Guests At This Property.	The reporting party is the STVR owner complaining about the complaints to the property by a neighbor. Code Compliance spoke with the caller regarding the complaints.		HL
Jul. 8 (Wed)	7:46 PM	STVR	69643 Willow Ln	Noise/Music	They Are Playing Really Loud Music. It Is Blaring In The Back Yard. My Daughter Cannot Sleep.	HL Dispatcher unable to contact local contact. CCPD responded to call and no noise/music was heard. CCPD made contact with occupants and advised them of the complaint. A \$500 citation issued for failure to have a a local contact response.		HL
Jul. 9 (Thu)	6:47 AM	STVR	68626 Durango Rd	Noise/Music	I Would Like To Report Loud Noise, People Are Outside Talking Loud, And Cursing	The local contact responded within the 45 minute timeframe and resolved the noise issue.		HL
Jul. 9 (Thu)	11:07 AM	STVR	68716 Avenida Diosa	Trash	My Recycle Bin Was Filled Up With Your Trash. Please Call Asap.	Local contact did not respond. This complaint was reviewed by Code Compliance with previous complaint on 7/6/2020. A citation was issued for both complaints. A \$500 citation was issued for failure to respond to the Hotline.		HL

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jul. 9 (Thu)	12:05 PM	STVR	28071 Horizon Rd	Other	I Need To Get A Hold He Has Trees Growing Over My Property And I Need To See If He Will Come Over And Remove Them So I Dont Have To Pay My Gardner	Local contact did not respond. However, there was no active complaint.		HL
Jul. 9 (Thu)	3:27 PM	STVR	69400 Shawnee Ct	Noise/Music	I Have No Idea If The Lot Is Vacant And Their Has Been Numerous Partying The Last Couple Of Days Since Fourth Of July Weekend And A Big Number In Crowd	The local contact responded within the 45 minute timeframe and stated that there was no party at the house and can prove it through camera recordings. Also stated the neighbor to the right was contacted and neighbor could not hear anything.		HL
Jul. 9 (Thu)	3:45 PM	STVR	68176 Avenida Diosa	Parking	68176 Avenida Diosa (xstreet Panorama)There is a motorhome parked for several days in this cul de-sac making egress difficult for the homes in this location.	This call was dispatched to the CCPD. However, the RV is not parked in front of 68716, it is parked in front of 68704.		GoR
Jul. 10 (Fri)	7:11 AM	UNK	68210 Empalmo Rd	Noise/Music	Parties that last for hours. Music started at 9 pm last night and was still going at 11:20 pm. Which I hear in my house very clearly. Three nights last weekend too. Thur, Fri and Sat. 4th.	The reporting party was advised to contact the Hotline who would dispatch the call to the CCPD.		GoR
Jul. 10 (Fri)	11:40 AM	STVR	68725 Garbino Rd	Noise/Music	Last Week They Had 3 Different Parties That Lasted All Week With Only Hours In Between. They Left Yesterday. They Were Out Of Control. How Were They Allowed In Our Neighborhood. I Have An Elderly Mother Mother Who Lives With Me. This Is Ridiculous That We Have To Put Up With This	The local contact did not respond. However, this was not an active complaint. No violation.		HL
Jul. 10 (Fri)	1:54 PM	STVR	68880 Concepcion Rd	Noise/Music	I Called In Three Days Ago. They Have Parties There Very Week. The Season Rental Behind Me Trees Are Coming Over Into My Property	The local contact responded within the 45 minute timeframe and stated that there is no one at the property currently. Property owner is aware trees need trimming.		HL
Jul. 10 (Fri)	3:55 PM	STVR	68400 Hermosillo Rd	Noise/Music	Neighbors Playing Loud Music	The local contact responded and said that the property is not being rented and that the music is turned off.		HL
Jul. 10 (Fri)	4:00 PM	STVR	68400 Hermosillo Rd	Noise/Music	Please Call Re; Noise Complaint, The Neighbors Are Making Constant Loud Noises And Partying, Music	This call was handled as one with the call above and the issue was resolved.		HL

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jul. 10 (Fri)	7:56 PM	STVR	30275 Avenida Alvera	Noise/Music	Noise Complaint - Loud Music	<p>The local contact responded within the 45 minute timeframe and stated the renters were contacted and they are quiet now.</p> <p>Allied Security responded to the property and did not hear any music coming from the property. One of the renters was outside and the Security Officer made contact with the renter who stated that they were in the backyard talking.</p>		HL
Jul. 10 (Fri)	8:24 PM	STVR	30275 Avenida Alvera	Noise/Music	2nd Call, Noise Complaint, Music, Screaming, And Yelling.	The HL Operator contacted Allied Security who repoded that they were just at the property and there was no music. Call was cleared.		HL
Jul. 10 (Fri)	9:01 PM	STVR	68550 Terrace Rd	Noise/Music	Making Alot Of Noise And Cars In The Street And Cars In The Driveway. Loud Voices And Yelling.	<p>The local contact did not respond to the Hotline. Allied Secuirty responded to the property and did not hear any noise and observed two cars in the driveway.</p> <p>A \$500 citation was issued for failing to respond to the Hotline.</p>		HL
Jul. 11 (Sat)	12:03 AM	STVR	39555 Elna Way	Noise/Music	Has Called Multiple Times Regarding This Address; Loud Music, Kids Yelling And Screaming Late Into The Night; Very Unhappy That This Vacation Rental Is Still In Business.	<p>The local contact did not respond to the HL. Allied Secuirty responded to the property and did not hear any noise coming from the property, but heard noise coming from another nearby property.</p> <p>A \$500 citation was issued for failing to respond to the Hotline.</p>		HL
Jul. 11 (Sat)	7:22 AM	STVR	68520 Risueno Rd	Parking	2 Cars Parked On And Blocking The Sidewalk	The property owner was contacted and advised of the parking complaint and to inform renters of legal parking requirements.		HL
Jul. 11 (Sat)	8:16 AM	STVR	67735 Elizabeth Rd	Possible Over Occupancy	My Neighbors Have More Than 8 People. They Are Blocking The Sidewalk	<p>The local contact responded within the 45 minute timeframe and stated that he drove by the property and that there are no cars blocking the sidewalk and took a video if needed. Also stated there are not 10 people at the property.</p> <p>A Code Compliance Officer responded to the property and observed a minor encroachment into the sidewalk but not impeding use of the sidewalk.</p>		HL

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jul. 11 (Sat)	12:05 PM	STVR	68626 Durango Rd	Parking	Returning A Missed Call. There Is 7 Cars Parked At Address. Loud Music Late Hours Of The Night	The local contact responded that the extra car has been moved and that the music has been turned down.		HL
Jul. 11 (Sat)	6:50 PM	STVR	68400 Hermosillo Rd	Other	I Filed A Complaint & The Woman Called In A Resolution That Said That The Property Is No Longer A Vacation Rental & To Call The Police. I Went & Spoke To The Guests & They Said They Are In Fact Renting The Property For The Weekend For A Birthday Party. With The Owners Not Being Truthful, What Recourse Is There?	The local contact responded within the 45 minute timeframe that music was turned down. However, the reporting party was not calling in an active complaint. The reporting party was disputing the resolution on a previous call that the property is no longer a STVR. The property is a STVR and the property owner was contacted and told to respond to all HL calls.		HL
Jul. 11 (Sat)	9:08 PM	UNK	34451 Plumley Rd	Possible Unpermitted STVR	I Am Calling Because I Seen On The Map This Property Is Not Listed In The Rental Site But There Are People There At The Moment And They Are Making A Lot Of Noise. They Have Music So Loud It Is Shaking Peoples Windows. I Am Not Sure What Can Be Done But They Can Keep It Down That Would Be Great.	This property is not a STVR or long term rental. CCPD was dispatched and did not find any noise at the property. Deckard report was reviewed and the property is not on the unpermitted STVR list.		HL
Jul. 11 (Sat)	10:23 PM	UNK	No Address	Noise/Music	There Is A Short Term Rental That Is Extremely Loud.	No address was provided on the call and the HL was unable to dispatch the call.		HL
Week 3 (Jul 13 - 19, 2020)							29	
Jul. 13 (Mon)	11:23 AM	STVR	67735 Elizabeth Rd.	Possible Over Occupancy	This Home Is Over The 8 People Limit. Also Have Cars Parked On Sidewalks	The local contact responded within the 45 minute timeline and stated that there are no cars blocking the sidewalk and that there are only six people renting the property.		HL
Jul. 13 (Mon)	6:23 PM	STVR	30275 Avenida Alvera	Noise/Music	Noise Complaint For 30275 Avenida Alvera. This Is Chronic Issue. I Call Every Week, And It's A Weekday, And I Just Hope They Aren't Renting The House For The Entire Week. We Can't Even Use Our Backyard. (***)please Note: Noise Can Be Heard In Background While Agent Gathered Information) Wants Call Back with Resolution	The local contact did not respond to the Hotline and a resolution was never provided. A \$500 citation was issued for not responding to the Hotline.		HL

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jul. 14 (Tues)	4:44 PM	UNK	68160 Peladora Rd	Possible Unpermitted STVR	Might be a unlisted STVR ?? I've seen a lot of different cars there at different weekends	The Request was responded to and it was determined that the property is a licensed STVR.		GoR
Jul. 14 (Tues)	10:25 PM	STVR	38811 Charlesworth	Noise/Music	Tenants Are Loud All Day Long. My Wall Outside My Home Was Vandalized Due To Me Calling The Same Night. Someone Is Leaking Information To Hector. I Do Not Want To Leave My Information Due To Afraid Of Being Vandalized Again	The local contact did not respond to the Hotline and a resolution was never provided. A \$500 citation was issued for not responding to the Hotline.		HL
Jul. 15 (Wed)	7:42 PM	STVR	68565 Senora Rd	Possible Over Occupancy	Appears to be in violation of the STVR ordinance. More details to be supplied once issue is assigned.	Advertising violation confirmed and corrected.		GoR
Jul. 16 (Thurs)	7:06 AM	STVR	67735 Elizabeth Rd	Possible Over Occupancy	67735 Elizabeth Road Has over 8 people allowed for renting Has 11 people spending the night. Renters come in less than 24 hours after cleaning. THIS isn't safe for the neighbors. Spores travel UP to 40 feet. Big group not wearing masks. Governor put a STOP to groups gathering. DO SOMETHING	Code Compliance added a note to the Request regarding the complaint. The Industry Guidance recommends 24-72 hours before cleaning, and people in a single household are not required to wear face masks when at the home.		GoR
Jul. 16 (Thurs)	1:55 PM	UNK	68640 Durango Rd	Possible Unpermitted STVR	Complaint from CCDP of a possible unpermitted STVR.	Code Compliance searched for the property on Deckard Report and was unable to find the property listed.		PD
Jul. 16 (Thurs)	4:26 PM	STVR	69799 Northhampton Ave	Noise/Music	There Are Speakers On The Patio And They Are Playing Very Loud Music. I Can Hear It Through My Double Paned Windows. It Happens Quite Often. Wants a call back with resolution.	The local contact responded within the 45 minute timeframe and the call was cleared.		HL
Jul. 16 (Thurs)	10:15 PM	STVR	69845 Sunny Ln	Noise/Music	Loud Music Coming From Over There.	The local contact contacted occupants who stated that Allied Security had been to the property and confirmed the noise was not coming from the property. Security officer stated he would handle the call. Allied Security responded to property and hear loud music coming from another property. Allied cleared the call with the Hotline.		HL

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jul. 16 (Thurs)	10:40 PM	STVR	69845 Sunny Ln	Noise/Music	Loud Music Coming From Near That Address; This Is The 2nd Call; Issue Continues, No Resolution As Of Yet.	HL Operator informed the caller that the music was not coming from the STVR property based on report from Allied Security (see above Resolution).		HL
Jul. 17 (Fri)	10:01 PM	STVR	67535 Medano Rd	Noise/Music	I Want To Log A Noise Complaint Against The Nearby B&b. They Are Constantly Yelling, Which I Could Deal With, But They Are Blasting Music All Hours Of The Day, Nonstop. There's No Structure Really. I Just Can't Stand It.	Local contact responded within the 45 minute timeframe and stated that the guests were called and asked to go inside. They were in the pool area. Allied Security responded to the property and could hear music coming from the backyard. Security officer made contact with renter and advised of the complaint and music regulations. The music was turned off and the call was cleared.		HL
Jul. 17 (Fri)	10:32 PM	STVR	67535 Medano Rd	Noise/Music	I Want To Report A Short Term Rental Making A Lot Of Noise After 10pm. The House I'm Reporting Has A Party Going On In The Back Yard.	Response to this call handled with the one above.		HL
Jul. 17 (Fri)	11:57 PM	STVR	69799 Northhampton Ave	Noise/Music	Loud Noise And Music Customer Did Not State If They Would Like A Call Back. Caller Was Operator 2508 With Cathedral City Police Department	The local contact responded within the 45 minute timeline and stated the renters were talking loud and he told them to take it down. Allied Security responded to the property and could hear noise coming from the property. Security Officer made contact with the renter and advised of the complaint. Everyone went inside the house and the call was cleared.		HL
Jul. 18 (Sat)	12:57 AM	STVR	68400 Hermosillo Rd	Noise/Music	Music Complaint At That Address. Someone Near By Called It In.	The local contact did not respond within the 45 minute timeframe. A \$500 citation was issued for not responding to the Hotline. Allied Security responded to the property. The security officer did not hear any loud music but heard loud voices and advised renters of the noise complaint. The renters went inside before the security officer left the property.		HL
Jul. 18 (Sat)	1:50 AM	STVR	68445 30TH Ave	Noise/Music	Loud Music, I Can Hear It From My Bedroom	The local contact responded within the 45 minute timeframe and stated that the issue would be taken care of within five minutes.		HL

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jul. 18 (Sat)	7:01 AM	STVR	69290 Woodside Ave	Advertising Violation	Further information will be sent once issue # is assigned.	The property owner was issued a corrective citation and corrected the advertising.		GoR
Jul. 18 (Sat)	11:59 AM	UNK	68515 Vega Rd	Noise/Music	The music is ridiculously loud and was heard until 11pm last night (7-17-20) and again resumed this morning at 11am. It can be heard around the neighborhood and neighboring homes.	This property is not a LT or ST rental. Reporting Party did not provide contact information to advise to contact the CCPD on any future noise complaints. Property is not on Deckard Report of identified unlicensed STVR properties.		GoR
Jul. 18 (Sat)	2:33 PM	STVR	68590 Risueno Rd	Noise/Music	There Has Been Loud Music Playing For About An Hour And We Would Like For The Tennants To Please Turn It Down	In error, the Hotline Operator advised caller that the complaint could not be received. Hotline to handle as training issue.		HL
Jul. 18 (Sat)	2:33 PM	STVR	67790 Quijo Rd	Parking	Driveway overload and there is a car parked on the sidewalk blocking access by ada people in the neighborhood ...	Unable to respond to reporting party via GoRequest that there isn't any Code Compliance coverage on the weekends and that the STVR Hotline or CCPD needs to be contacted.		GoR
Jul. 18 (Sat)	2:46 PM	STVR	38180 Dorn Rd	Noise/Music	The Tenants In The Air B & B Are Blasting Lout Music	The local contact responded within the 45 minute timeframe that the guest was notified of the complaint and the issue is resolved.		HL
Jul. 18 (Sat)	2:54: PM	STVR	68400 Hermosillo Rd	Noise/Music	Noise Complaint With Loud Music And A Possible Party	The local contact responded within the 45 minute timeframe that he would contact the renters who are his family members.		HL
Jul. 18 (Sat)	4:01 PM	STVR	67790 Quijo Rd	Parking	I Would Like For Someone To Come Move The Car Off The Sidewalk. There Is A Kid In A Wheelchair That Lives In This Neighborhood That Needs That Sidewalk. I Would Like For The Car To Be Moved Or I Will Call The Police.Doesn't Want Call Back with Resolution	The local contact responded within the 45 minute timeframe and stated that the car has been moved.		HL
Jul. 18 (Sat)	4:22 PM	STVR	68515 Risueno Rd	Noise/Music	The Rental House That's Right Across From Me Is Playing Very Loud Music, I Need Someone To Go Over There And Stop It As This Has Been Happening Since 11pm All The Way Through This Morning	The local responded within the 45 minute timeframe and stated the guest were called and asked to turn down the music and they were fine.		HL

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jul. 18 (Sat)	7:25 PM	STVR	27645 Hombria Rd	Noise/Music	I Am Calling About The Short Term Rental Behind Me, The People Are Beyond The Inappropriate Level Of Loud And Wanting To Know More About The Complaints Against This Property	The local contact responded within the 45 minute timeframe and stated that he advised the renters to turn down the music. Local contact called a second time to state the cameras did not show anything going on, and it isn't curfew hours. Allied Security responded and could not make contact with renters. CCPD had also received a call and parties were advised of the noise complaint.		HL
Jul. 18 (Sat)	8:45 PM	STVR	69674 McCallum Way	Noise/Music	There Is Excessive Noise A Lot Of Base. We Are 2 Houses Down And We Have Children Sleeping	Local contact responded within the 45 minute timeline stating that he reached out to guest and dispatched an employee to property to ensure music is turned down. Allied Security responded to the property and heard loud noise and advised the HL operator that he contacted the CCPD.		HL
Jul. 18 (Sat)	9:24 PM	STVR	68571 J St	Noise/Music	We Have Folks Constantly Having Pool Party Next Door & Loud Noise Music. We Try To Say Something To Quiet Down & They Told Me Profanities	Hotline did not call the local contact. Allied Security responded to the property and did not hear any music.		HL
Jul. 18 (Sat)	10:08 PM	STVR	69674 McCallum Way	Noise/Music	They Are Having A Party And Been Having A Party For The Last 3 Hours. Loud Music And People Screaming	The local contact responded within the 45 minute timeline and stated he arrived at the property, made contact with renters and had them turn down the music. Allied Security responded to the property and contacted CCPD. A written warning was issued by the CCPD.		HL
Jul. 19 (Sun)	12:22 AM	STVR	68261 Durango Rd	Noise/Music	Here we go again it's after midnight and there very loud music and yelling. This is becoming a serious problem with this residence and people renting and owners not letting the occupants the rules of the code compliance of the city! This needs to stop. I work 12-13 hrs at the hospital with covid pts and want to come to and relax and this is always going on! Please DO SOMETHING ABOUT THIS MATTER!!!	Request came in anonymously without the ability to communicate with the reporting party and advise to contact the STVR Hotline to obtain assistance.		GoR
Jul. 19 (Sun)	11:11PM	STVR	68571 J St	Noise/Music	Loud Voices In Pool Area	The HL called the local contact and the property owner and a response was not received within the required timeline. HL referred the call to the CCPD. A \$500 citation was issued for not responding to the Hotline.		HL

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Week 4 (Jul 20 - 26, 2020)							26	
Jul. 20 (Mon)	6:52 PM	STVR	69799 Northhampton Ave	Other	The Renters Are Jumping From My Wall To Their Wall	The local contact responded within the 45 minute timeline and stated that there is no way that it can happen because there are bushes on the neighbor's side of the fence that are 15 feet tall. Local contact expressed concern with false complaints.		HL
Jul. 20 (Mon)	10:47 PM	STVR	68716 Avenida Diosa	Noise/Music	People Are Swimming And Yelling By The Pool	Local contact did not respond within the required timeframe. Police Department responded and did not hear any noise. \$500 Citation issued for failing to respond to the Hotline.		HL
Jul. 20 (Mon)	11:47 PM	STVR	68716 Avenida Diosa	Noise/Music	I Called About An Hour Ago And The People Are Still Playing In The Pool Making Lots Of Noise. I Know That You Have 45 Minutes To Respond And It Has Been More Than 45 Minutes But They Are Still Out There Wants Call Back with Resolution	Local contact did not respond within the required timeframe. Police Department responded and did not hear any noise. A citation was issued as part of the citation issued for the previous call.		HL
Jul. 21 (Tues)	3:45 PM	STVR	320 Via Napoli	Noise/Music	I want to report extremely loud music at a short-term vacation rental at 320 Via Napoli. This is at 3:45 pm on Tuesday July 21st.	The reporting party was contacted via GoRequest and advised to contact the STVR Hotline to report active complaints to ensure response to the issue.		GoR
Jul. 21 (Tues)	11:24 PM	STVR	69799 Northhampton Ave	Other	This Is My 2 Nd Call. I Have A Neighbor That Keeps Complaining With Merit	This call was not a complaint. The local contact is calling to express concern with the neighbor calling in complaints on the STVR. Code Compliance spoke with local contact regarding complaints.		HL
Jul. 22 (Wed)	5:24 PM	STVR	30275 Avenida Alvera	Noise/Music	I have had this issue several times before; the music Is too loud	Local contact did not respond within the required timeframe. Police Department responded and did not hear any noise. \$500 Citation issued for failing to respond.		HL
Jul. 23 (Thurs)	2:20 AM	STVR	30275 Avenida Alvera	Noise/Music	Noise Woke Me Up Again. Neighbors Talking And Making Noise	Local contact did not respond within the required timeframe. Police Department responded and did not hear any noise. The above \$500 Citation was issued as part of this complaint for failure to respond.		HL

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jul. 24 (Fri)	12:08 AM	STVR	68590 Risueno Road	Noise/Music	There Is A Party That Is Keeping The Client And Her Husband Up. She Asked To Quite Them Down And Have Not. No Music But They Are Being Loud Wants Call Back with Resolution	The local contact did not respond to the complaint. As an oversight, a citation was not issued. Allied Security responded to the property and heard talking and laughing. Allied Security office advised renters of complaint and they went inside.		HL
Jul. 24 (Fri)	11:00 AM	STVR	67263 Zuni Court	Noise/Music	`There Is Lots Of People And Loud Noise At The Rental.	The City's records did not have the local contact information for this STVR. Hotline unable to contact local contact. City records were updated.		HL
Jul. 24 (Fri)	7:44 PM	STVR	68132 Valley Vista Dr	Possible Unpermitted STVR	According To The City Website, Their License Is Expired, But There Are 3 Cars Of People Currently There.	This was not an active complaint. The STVR is licensed.		HL
Jul. 24 (Fri)	11:27 PM	UNK	68625 Risueno Rd	Possible Unpermitted STVR	The House Has Been Unoccupied Almost 2 Years. On 4th Of July Weekend, 4 Cars Showed Up To Party. Tonight, There Are 2 New Cars Now And The Music Is Very Loud, A Big Party Is Going On. We Have Contacted The Police. We Do Not Believe These People Have Made A Legal Rental Of This Property To Use It. The Police Report Is #2007c658	This is not a licensed STVR or LT and the call was routed to the CCPD. The Deckard Report was reviewed and not identified as an unlicensed STVR.		HL
Jul. 25 (Sat)	3:13 PM	STVR	68155 Tachevah Dr	Other	Still No Change In The Neighbors Behavior. Tenant Wanted To Remain Anonymous And Stated That She Has Contacted The Mgr Who Is In LA Right Now	The local contact responded within the 45 minute timeframe and stated that the renter was contacted and the issue solved.		HL
Jul. 25 (Sat)	3:13 PM	STVR	67525 Medano Rd	Noise/Music	They Are Being Extremely Loud Every Single Day. Wants Call Back with Resolution	The local contact responded within the 45 minute timeframe and stated that the renters were told to keep the music down or they would have to leave.		HL
Jul. 25 (Sat)	3:24 PM	STVR	30275 Avenida Alvera	Noise/Music	Their Music Is So Loud That I Can Not Hear My Tv Or Phone Or My Own Radio	Local contact did not respond within the required 45 minute timeframe. Police Department responded and did not hear any noise. A \$500 citation was issued for failing to respond.		HL

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jul. 25 (Sat)	5:28 PM	STVR	69799 Northhampton Ave	Noise/Music	The Caller Is Requesting A Ph. Call With A Resolution. To The Loud Music. Her Name Is Sandra Ph. 7607704024. Please Call I Am Adding This To A Previous Message I Called In.	The local contact responded within the 45 minute timeframe and stated that the cameras were checked and there was no noise or music.		HL
Jul. 25 (Sat)	6:00 PM	STVR	30275 Avenida Alvera	Noise/Music	Loud Music	Local contact did not respond within the required timeframe. Police Departmentt responded and did not hear any noise. The above \$500 Citation was issued as part of the complaint for failure to respond.		HL
Jul. 25 (Sat)	6:11 PM	STVR	27055 Avenida Quintana	Noise/Music	Calling To Notify You That We Were Called About A Noise Complaint For Loud Music, Yelling, Screaming And Party Noise.	The local contact responded within the 45 minute timeframe and stated they will make less noise and take the kids inside.		HL
Jul. 25 (Sat)	6:36 PM	STVR	68132 Valley Vista Dr	Noise/Music	Loud Music & 7 Vehicles At Property	The Hotline was calling an old number, and the local contact did not receive the call. Code Compliance made contact with the property owner and informed him of the noise complaint. The local contact number has been updated.		HL
Jul. 25 (Sat)	7:33 PM	STVR	30275 Avenida Alvera	Noise/Music	3rd Call, It Was Shut Down For Half Hour, Now Blaring Again. Needs To Be Turned Down. I Don't Hear A Lot Of Voices	The local contact responded within the 45 minute timeframe and stated renters were called and told to be quiet.		HL
Jul. 25 (Sat)	8:08 PM	UNK	68745 Durango Rd	Possible Unpermitted STVR	Report of party and excessive noise.	CCPD repsonded to the property and advised occupant to keep the noise down. CCPD advised of possible unpermitted STVR. The property does not show up on Deckard Report.		PD
Jul. 26 (Sun)	1:29 AM	STVR	68400 Hermosillo Rd	Noise/Music	Calling To Report Loud Music & Loud People	The local contact responded within the 45 minute timeframe and stated there was no loud party or music.		HL
Jul. 26 (Sun)	1:30 AM	STVR	68400 Hermosillo Rd	Noise/Music	Their Is A Huge Party Going On. Loud Music, Screaming And Yelling All Night. Police Were Already Called As Well. Please Call Back In The Morning.	The local contact responded within the 45 minute timeframe and stated there was no loud party or music.		

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jul. 26 (Sun)	6:44PM	UNK	68160 Peladora Rd	Parking	Wants Call Back with Resolution	The Hotline dispatched the complaint to the CCPD. Code Compliance reviewed the Deckard Report and did not find the property on the list of identified unlicensed STVR properties.		HL
Jul. 26 (Sun)	9:14 PM	STVR	68125 Modalo Rd	Noise/Music	They Are Yelling, Screaming And Laughing Extremely Loud. I Am 2 Blocks Away And I Can Hear Them In My Backyard	Local contact did not respond. Code Compliance contacted the property owner who states the local contact was changed at the time of the license renewal. Business license confirms that the local contact was updated. Hotline Records have now been updated.		HL
Jul. 26 (Sun)	10:11 PM	STVR	69799 Northhampton Ave	Noise/Music	They Are Making A Lot Of Noise In The Backyard And Have Been Going All Weekend	The local contact responded within the 45 minute timeline and stated that the CCPD had already been to the property and they did not take any action. Local contact states that it is the 7th complaint without merit and wanted to speak to the City. Code Compliance spoke to the local contact regarding the complaints.		HL
Jul. 26 (Sun)	10:30 PM	STVR	28105 Val Yermo Trl	Fireworks	People Outside Are Popping Fireworks. I Wish To Remain Anonymous But I'd Like A Call Back With A Resolution Please	The local contact responded within the 45 minute timeframe stating that the guests were contacted and they stated there wouldn't be anymore fireworks.		HL
Week 5 (Jul 27 - Aug 2, 2020)							34	
Jul. 27 (Mon)	7:56 AM	STVR	30276-30398 Avenida Ximino	Parking	This is a 4 bedroom unit and there were 8 - 10 cars parked here overnight - my guests could not park in front of my home	This complaint was also called into the STVR Hotline. See notes below.		GoR
Jul. 27 (Mon)	8:04 AM	STVR	30216 Avenida Ximino	Parking	There Were 8 To 10 Cars Out There All Night And My Guest Had No Where To Park. They Do Not Seem Very Concerned About The Covid-19. I Would Like Them To Move The Cars In Front Of My House So My Guest Can Park. I Sent A Picture Of All The Cars To Go Quest.	The local contact responded within the 45 minute timeframe stating the vehicles were moved into the garage and driveway.		HL

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jul. 27 (Mon)	12:21 PM	STVR	67735 Elizabeth Rd	Possible Over Occupancy	67735 Elizabeth road New group of renters today Less than 24 hours from last group leaving. Owners are not following state rules. And again Over 8 people are staying the night 6 adults plus the (4) children are renting Only 8 are allowed Do something! ,!!!	Code Compliance added a note to the Request regarding the complaint. The Industry Guidance recommends 24-72 hours before cleaning; however the City is not regulating the guidelines. Reporting party also advised to contact the STVR Hotline for active complaints for a more timely response.		GoR
Jul. 27 (Mon)	8:05 PM	STVR	68045 Empalmo Rd	Noise/Music	Calling To Report Loud Music, Yelling And Screaming	The Local contact did not respond within the required timeline. Property owner was notified of CC Police Department response by renters. A \$500 citatiao was issued for not responding to the complaint.		HL
Jul. 27 (Mon)	8:13 PM	STVR	68725 Panaram Rd	Noise/Music	I Can Hear The Noise 3 Houses Away. It's Loud Music & Shouting.	The local contact responded within the 45 minute timeframe and stated that the guests turned off the music and this issue is solved.		HL
Jul. 27 (Mon)	9:21 PM	STVR	30478 Winter Dr	Noise/Music	The Short Term Rental Behind Us Have People Playing Music All Day. We're Trying To Go To Bed And The Bass Just Keeps Hitting. They've Been Doing It All Day. They're Not Turning It Down	Local contact responded within the 45 minute timeframe and stated occupants were in bed and had been using the pool earlier in the day.		HL
Jul. 27 (Mon)	11:06PM	STVR	69900 McCallum Way	Noise/Music	They Have Loud Music Playing And They Are Talking Loud, This Has Been Happening Every Night Since Friday Night	The local contact responded within the 45 minute timeframe stating that the property was not a rental and he owns the home. City records show that the property is a licensed STVR.		HL
Jul. 27 (Mon)	11:29 PM	STVR	38180 Dorn Rd	Noise/Music	They're Being Loud. It Is Music And Occasional Loud Yelling.	Local contact did not respond within the required 45 minute timeframe but did call the next day. A \$500 citation was issued for not responding within the required timeframe.		HL
Jul. 29 (Wed)	3:37 PM	STVR	68880 Concepcion Rd	Other	Urgent. I Have Called Numerous Times Re Trees Growing Into My Yard. The Tree Leaves Are Ruining My Pool. No One Is Contacting Me	This is not a STVR operational issue. Leaves falling from trees onto adjacent properties is a civil matter. A call was left to the reporting party regarding same.		HL

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jul. 29 (Wed)	8:42 PM	STVR	69799 Northhampton Ave	Noise/Music	There Is Noise Resonating Through My Double Payne Windows. Also, There Are People Yelling And Screaming.	The local contact responded within the 45 minute timeframe and stated that it is not against the law for people to make noise and have fun. Code Compliance spoke with local contact regarding several noise complaints and advised that there are noise regulations during the day and night.		HL
Jul. 30 (Thurs)	1:52 AM	STVR	29645 Calle Colina	Noise/Music	Neighbors In The Rental Are Carrying On Conversating And I'm Unable To Sleep. I Have To Work. This Happens Very Often	The local contact responded within the 45 minute timeframe stating that the issue has been resolved.		HL
Jul. 30 (Thurs)	10:35 PM	STVR	68719 Avenida Diosa	Noise/Music	They're Outside In The Backyard Playing Loud Music And Talking Loud	Local Contact did not respond. Allied Secuirty responded to the property and heard loud music and people. Security Officer advised occupants of City regulations and music was turned off and occupants went inside. A \$750.00 citation was issued for failing to respond and having amplified music after 10 PM.		HL
Jul. 31 (Fri)	9:29 AM	STVR	69845 Sunny Ln	Other	I Need To Set The Record Straight, There Was A Call That Came In About Some Noise On July 16th At My Address, But Even The Security Guard Knew It Was Not My House That The Noise Was Coming From It Was From Another Home. This Should Not Be On My Record At All.	This call is from the property owner regarding concerns about complaints on the property that are unfounded. The STVR Hotline routes all calls. If the complaints are unfounded there is no violation against the property.		HL
Jul. 31 (Fri)	8:09 PM	STVR	68110 Marina Rd	Noise/Music	Noise Newsons Amplified Music In The Back Yard I Cannot Hear My Own T.V. I Would Like The Supervisor To Call Me Back	The local contact responded withn the 45 minute timeframe and stated they were listening to music and was told to turn it off. Allied Security responded to the complaint and could hear music coming from the property. The renter was advised of the noise complaint and turned off the music.		HL
Jul. 31 (Fri)	8:12 PM	STVR	67790 Quijo Rd	Possible Over Occupancy	2 cars - 8 people do far ... over the limit	The reporting party was contacted via GoRequest. The property allows for an occupancy of 8 persons. The reporting party was advised to contact the STVR Hotline to ensure a more timely response.		GoR

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Jul. 31 (Fri)	10:36 PM	STVR	68590 Risueno Rd	Noise/Music	The People Next To Me Are Throwing A Loud Party. They Have Loud Music. It Is Causing The Back Of My House To Rattle. This Is A Chronic Issue	The local contact did not respond to the Hotline. Allied Security responded to the property and did not hear any music, but did hear loud voices. The security officer made contact with an occupant and advised of the complaint. Occupants went inside. A \$500 citation for not responding to the Hotline was issued.		HL
Jul. 31 (Fri)	10:38 PM	STVR	68590 Risueno Rd	Noise/Music	This Is Chronic. Its Happened Before. It Shut Down, Then Starts Again. It Goes On 4-5 Days A Week. We're Really Extra Sensitive And We Have Spring Breakers Having A Good Time. Its Very Frustrating To The Rest Of Us That Have No Where Else To Go. My Son Will Be Starting High School. I Had To Finish One Of My Degrees Through All This. I Don't Think Thats Fair To Do This To My Child. It Was Very Hard For Me.	This call came in a few minutes after the complaint above and were handled as one call. See resolution above. ☐		HL
Jul. 31 (Fri)	11:20 PM	STVR	68820 Concepcion Rd	Noise/Music	Noise Complaint . Loud Talking, Little Music. Its A Party	The local contact responded within the 45 minute timeframe and stated that the property was checked and there was no one outside. There were two people outside talking and they went in. Local contact also stated that the guests are aware of the City ordinance. Allied Security responded to the property and heard people yelling and laughing in the backyard. The renter was contacted, advised and renters went inside.		HL
Aug. 1 (Sat)	3:42 PM	STVR	68520 Durango Rd	Noise/Music	The Neighbors Are Being Very Loud. This Has Been Going On For Almost A Week. Wants Call Back with Resolution	The local contact responded within the 45 minute timeframe and stated that there is no one at the property to be making noise. The local contact stated that they neighbor is having an event which is where the noise is coming from.		HL
Aug. 1 (Sat)	4:39 PM	STVR	68567 Iroquois St	Noise/Music	I Have Complained About The Loud Music At The Pool Since 11am. It Is Now 4:30pm And It Is Still Going. I Would Like The Rules To Be Enforced	The local contact responded within the 45 minute timeframe and stated she has spoken with renters about acceptable noise levels. Local contact states the neighbor is harrassing guests. Code Compliance spoke with property owner regarding complaint concerns.		HL

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Aug. 1 (Sat)	5:06 PM	STVR	68567 Iroquois St	Noise/Music	Urgent. Noise Complaint. Bass Is Loud To The Point My House Is Vibrating. Music, Yelling, Everything Is Too Loud. Happening For 3-4 Hours. New Rentals. Worried That It Will Continue Into The Night. Would Like To Remain Anonymous.	The local contact responded within the 45 minute timeframe and said her cameras show that the guests are ladies laughing in the background and using an iPhone. Local contact expressed concern with neighbor that keeps climbing on a ladder to look over the fence and harrasing guests. Code Complainece spoke with property owner regarding these concerns.		HL
Aug. 1 (Sat)	5:23 PM	STVR	68626 Durango Rd	Noise/Music	They Are Being Very Loud And Obnoxious. This Is A Very Quiet Street And I Can Hear Them From My Bedroom	The local contact did not respond to the Hotline complaint and the call was relayed to the Police Department. A \$500 citation was issued for not responding to the HL complaint.		HL
Aug. 1 (Sat)	10:24 PM	STVR	68590 Risueno Rd	Noise/Music	I Reported The Home Behind Me Last Night For Loud Music And It's Happening Again For The Last 5 Hours	The local contact responded within the 45 minute timeframe and stated that the tenants were reached and told to quiet down. The tenants stated they would shut down the party. Allied Security responded to the property and confirmed that there was music and that it was turned off and tenants went inside before the call was cleared.		HL
Aug. 1 (Sat)	10:25 PM	STVR	30275 Avenida Alvera	Noise/Music	Very Loud Music	The local contact responded within the 45 minute timeframe stating that the guest have turned down the music. Allied Security responded to the noise complaint and could not hear any music coming from the property. The renters came outside and the security officer advised them of the noise complaint.		HL
Aug. 1 (Sat)	10:49 PM	STVR	69290 Woodside Ave	Noise/Music	Noise Complaint - Loud Voices And Loud Music	The local contact responded within the 45 minute timeframe and stated that the noise is coming from the house behind the STVR, but they aren't that loud. Allied Security responded to the noise complaint and heard faint voices when arriving at the property. The security officer advised the occupants of the complaint and they went inside.		HL

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Aug. 1 (Sat)	10:49 PM	STVR	68965 Hermosillo Rd	Parking	Ongoing Parking Issue. I Contact The Owner Regarding The Concern And They Replied Back With A "LoI". Someone Is Parked On The Sidewalk Again. I Am Not 100% Sure On The Address. It Is On The Corner Of Hermosillo And La Vista.	The local contact did not respond to the Hotline complaint. Allied Security responded to the property and observed a vehicle slightly parked on the sidewalk. Renter moved the vehicle. A \$500 citation was issued for failing to respond to the Hotline.		HL
Aug. 1 (Sat)	3:58 AM	STVR	68325 Concepcion Rd	Noise/Music	The Is Noise Complaint Already Given Warning - from PD	The local contact did not respond to the Hotline complaint. A \$500 citation was issued for failing to respond to the Hotline.		HL
Aug. 2 (Sun)	9:05 AM	STVR	68877 Risueno Rd	Parking	Parking car blocks sidewalk access for pedestrians SILVER LEXUS SEDAN # 8EJT208 San Bern. plate frame	Code Compliance responded to reporting party that the property is not an STVR property and to refer issues on this property to the CCPD.		GoR
Aug. 2 (Sun)	9:24 PM	STVR	68565 Senora Rd	Trash	Occupants continue throwing Trash on curb the entire week for past 2 months. Trash gets blown around culdesac littering yards and vacant lots. This is ongoing issue from past. Please handle or get more trash cans and store by house.	Inspection will be conducted to confirm trash issue and notice will be sent to property owner.		GoR
Aug. 2 (Sun)	11:47 AM	STVR	68237 Terrace Rd	Possible Over Occupancy	I Am A Neighbor. I See 8 Cars At This Home Now. I Need To Report This Violation. Wants Call Back with Resolution	The local contact responded within the 45 minute timeline and stated that the parking issue has been resolved. There is no party.		HL
Aug. 2 (Sun)	2:08 PM	STVR	69400 Shawnee Ct	Noise/Music	Calling in to Resolve a noise complaint - from PD	This call came in from the CCPD to provide a resolution; however, the HL does not have a complaint for this property. The call may have been called directly to the CCPD.		HL

STVR Calls
July 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Aug. 2 (Sun)	7:48 PM	STVR	68745 Tachevah Dr	Trash	Need To Clean The Trash That Is Blowing Around From The Tenants Who Left	The local contact responded within the 45 minute timeframe and stated that someone would be over there immediately to pick up the trash.		HL
Aug. 2 (Sun)	9:16 PM	STVR	67790 Quijo Rd	Noise/Music	Noise noise noise ... police will be called	The reporting party was contacted via GoRequest. The reporting party stated that the noise stopped and did not contact the PD. The reporting party was informed that a HL complaint did come in after the Request, and the noise was addressed.		GoR
Aug. 2 (Sun)	9:21 PM	STVR	67790 Quijo Rd	Noise/Music	New Rental Tenants Are Yelling And Talking Very Loudly On Top Of Very Loud Music	The local contact responded within the 45 minute timeframe and stated the would be informed of the call to contact the renters to keep the noise down.		HL