



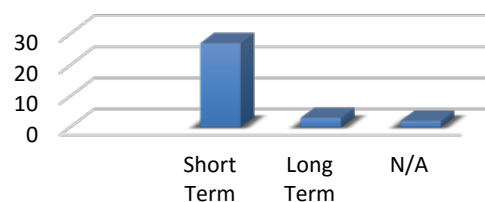
## SHORT TERM VACATION RENTAL (STVR) HOTLINE SUMMARY OCTOBER 31, 2019 TO DECEMBER 29, 2019

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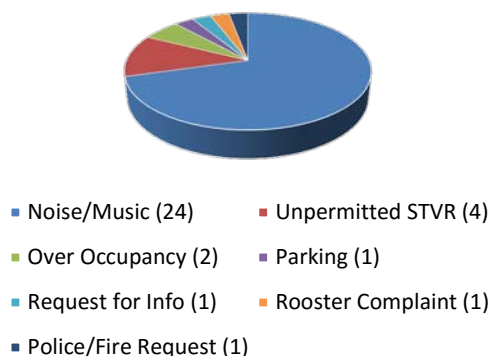
This Short-Term Vacation Rental Hotline Summary (Summary) covers the 9-week period of October 31, 2019 through December 29, 2019, which is when the City first brought Allied Security onboard. Allied Security is on duty Thursday, Friday and Saturday from 6:00 p.m. to 2:00 a.m., and Sunday from 10:00 a.m. to 8:00 p.m. No Hotline complaints were received during Weeks 1 and 5; and the full Hotline Report is attached.

During the reporting period there were a total of 34 Hotline Calls. Twenty-seven of the calls were on STVRs, two were on long-term rentals, and two were classified as Other. See Chart 1.

**Chart 1**  
**Number of Calls by Rental Type**



**Chart 2**  
**Number of Calls Per Complaint Type**



Most of the 34 Hotline calls received were related to noise complaints, followed by complaints of possible unpermitted STVRs.

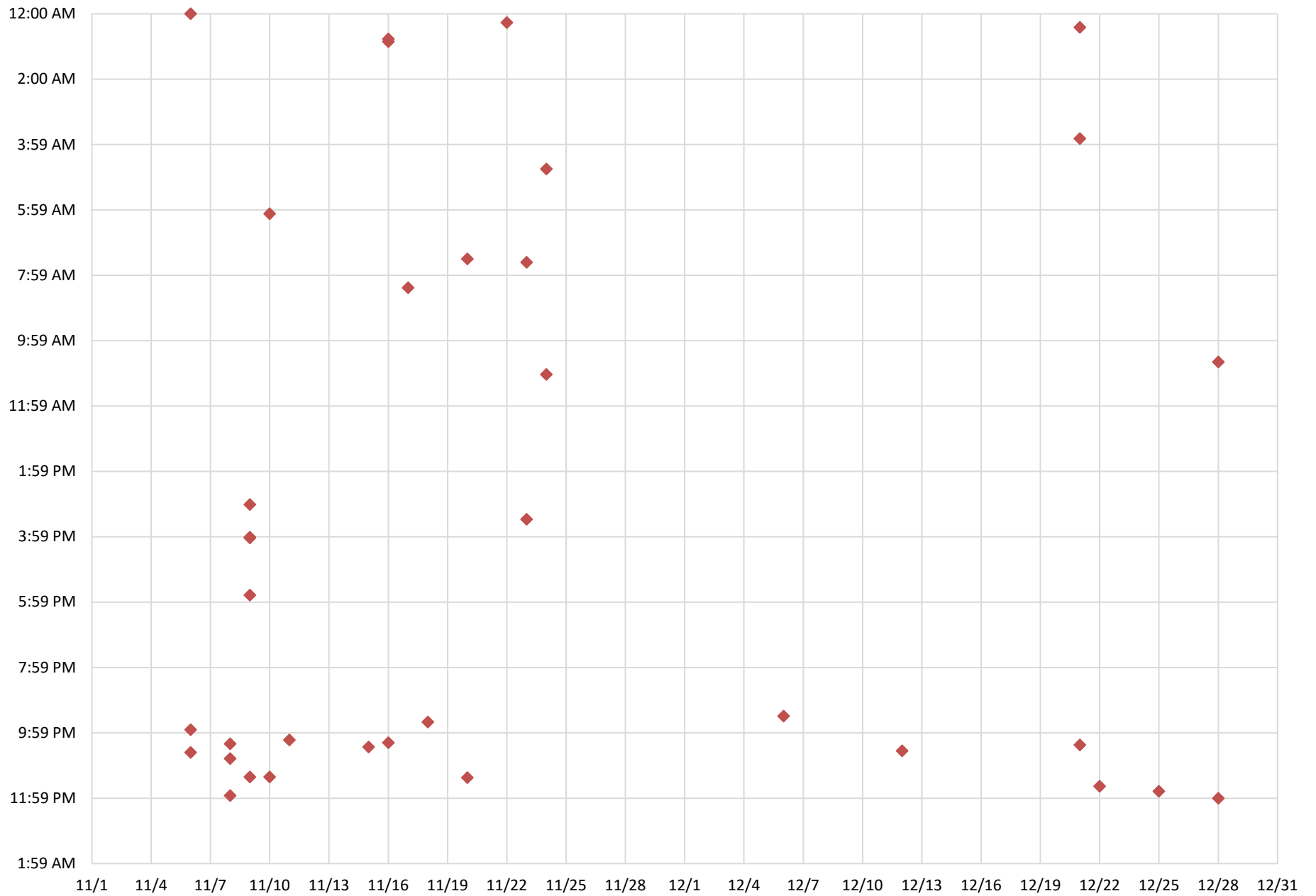
From October 31 through December 29, 2019, 23 citations were issued for violations of the STVR ordinance; however, only two stemmed from Hotline complaints.

The next two charts show Hotline calls by date, time and type.

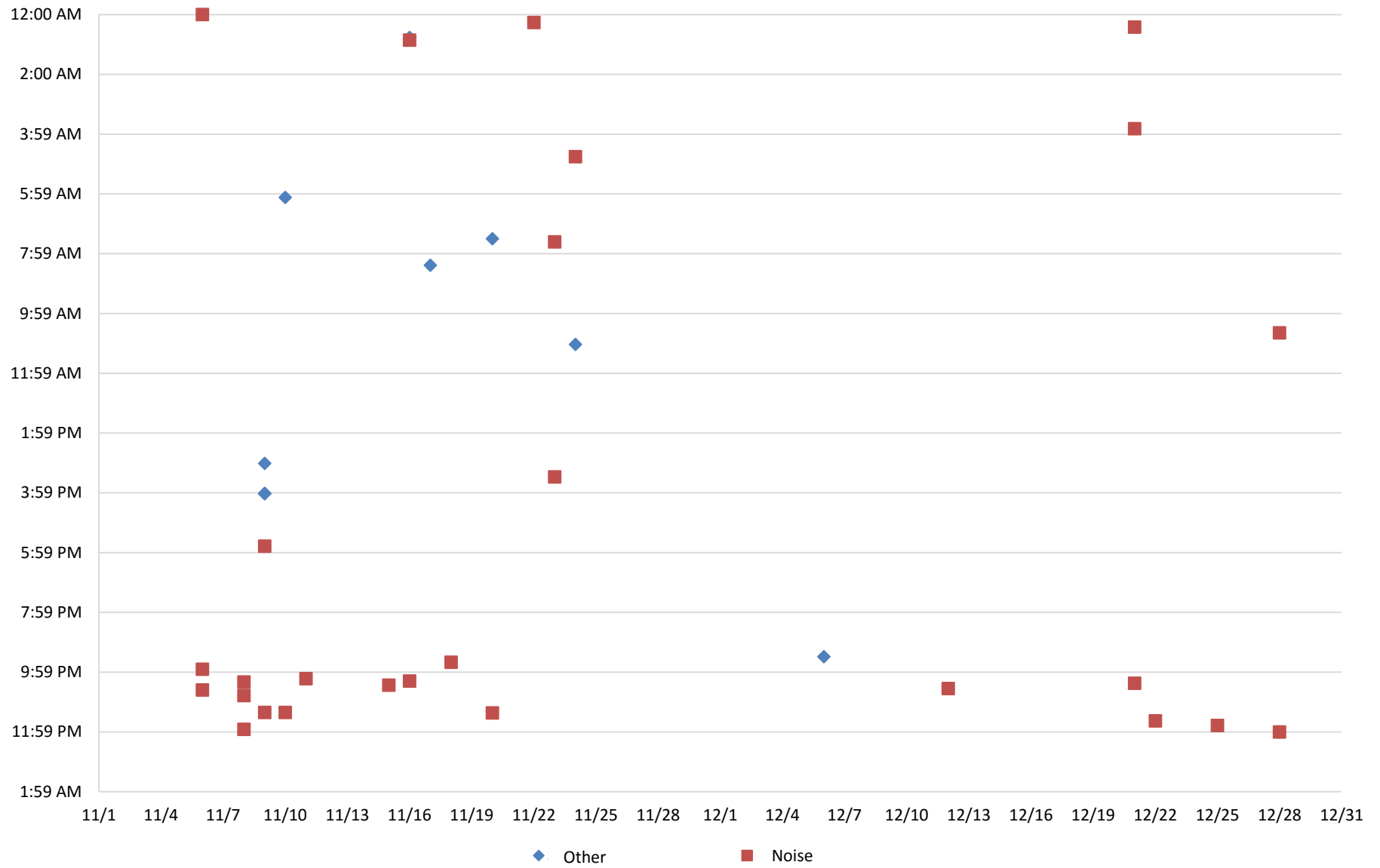
Chart 3 “Hotline Calls by Date and Time” shows that the majority of calls are from 9:30 p.m. to 12:00 a.m.

Because 24 of the 34 Hotline calls were Noise complaints, Chart 4 “Hotline Calls by Date, Time and Type” plots the dates, time and types of calls received, and breaks out the types of calls to show which were Noise complaints. While Chart 3 shows that the majority of calls were received in the late evening and early morning hours, Chart 4 further refines that information by showing that those same calls were Noise complaints.

### CHART 3 - HOTLINE CALLS BY DATE AND TIME



**CHART 4 - HOTLINE CALLS BY DATE, TIME, AND TYPE**



STVR Hotline Calls  
Oct. 28, 2019 to Dec. 30, 2019

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Hotline Calls	Total Direct PD/Fire Calls
<b>Week 1 (Oct. 28 - Nov. 2, 2019)</b>							<b>0</b>	<b>0</b>
<b>Week 2 (Nov. 4 - 10, 2019)</b>							<b>12</b>	<b>0</b>
Nov. 6 (Wed)	9:54 PM	Long Term	69385 McCallum Way	Noise	Residents Are Singing Karaoke Loud And Yelling.	Residents were having a birthday party for the father.		
Nov. 6 (Wed)	10:36 PM	Short Term	28071 Horizon Rd	Noise	I'm Calling To Report Loud Music Coming From A Party At This Time At A Rental Property. There's A Lot Of Cars Out There And Loitering.	PD Responded, no loud music/noise. Found discrepancy on # of bedrooms, which has been resolved.		
Nov. 8 (Fri)	10:20 PM	Short Term	28170 Horizon Rd	Noise	People Making Noise In The Backyard Playing Loud Music.	Allied Security responded and advised, no violations		
Nov. 8 (Fri)	10:47 PM	Short Term	68820 Concepcion Rd	Noise	There Is Loud Yelling And Laughter In The Back Yard Outside.	Primary contact provided Resolution - No noise, Allied Security responded and advised, no violations		
Nov. 8 (Fri)	11:55 PM	Short Term	68820 Concepcion Rd	Noise	Loud Noise, Yelling, Profanity In The Back Yard; It Stopped After I Called The First Time But Has Started Up Again; No Need To Call	Primary contact provided Resolution - No noise, Allied Security responded and advised, no violations		
Nov. 9 (Sat)	3:01 PM	Short Term	68070 Risueno Rd	Unpermitted STVR	It's Being Rented, I Don't Think It's Permitted To Be A Rental Property. There's A Lot Of Cars Out Front. Can You Check On It?	Primary contact provided Resolution - All units permitted. Verified licensing by staff.		
Nov. 9 (Sat)	4:01 PM	N/A	67885 Carroll Dr	Unpermitted STVR	I Would Like To Report An Unpermitted Vacation Rental. I Would Like To Remain Anonymous.	Staff went by house at 4:30 PM. No vehicles at house and did not observe any guests. Could not find any advertising for the residence.		
Nov. 9 (Sat)	4:02 PM	Long Term	68863 Risueno Rd	Unpermitted STVR	Calling About A Short Term Vacation Home, They Don't Have A Permit For 3 Months. It Is The Taxi House.	Staff was unable to confirm if STVR is being operated. Property is licensed as a LT Rental.		
Nov. 9 (Sat)	5:47 PM	Short Term	68590 Risueno Rd	Noise	Re The Rental House, Noise Has Been Going On All Day. Whooping And Yelling And Music. I Can Hear It In The Center Of My Home Even With My Tv's Turned Up.	Primary contact responded that they would contact renters. Allied Security did not provide a report.		
Nov. 9 (Sat)	11:21 PM	Short Term	68820 Concepcion Rd	Noise	68820 Concepcion Road Is Being Too Loud.	Primary contact responded, there was no issue to report. Everything is resolved. Allied Security responded, no violations		
Nov. 10 (Sun)	6:07 AM	Long Term	68863 Risueno Rd	Over Occupancy	They Are Overbooked. There Are 6 Cars Parked Out There.	PD responded, cars parked legally. Not a STVR.		
Nov. 10 (Sun)	11:21 PM	Short Term	28170 Horizon Rd	Noise	People Outside The Pool Area On The Balcony Are Making Noises In The Pool. It Is Too Noisy Out There. There Should Be Only 8 People In The Unit And There Are More Than That. Its A Nuisance.	Primary contact responded - States I Have Ring There So I Can See How Many People Are There And There Are Only 7 And They Are Not Being Loud. The Neighbor Complains All The Time About Our Property. Allied responded and made contact with renter, a violation was not noted, no citation issued. Contact with property owner regarding noise complaint and trash. Citation issued for advertising violation.		
<b>Week 3 (Nov. 11 - 17, 2019)</b>							<b>6</b>	<b>1</b>

STVR Hotline Calls  
Oct. 28, 2019 to Dec. 30, 2019

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Hotline Calls	Total Direct PD/Fire Calls
Nov. 11 (Mon)	10:13PM	Short Term	68820 Concepcion Rd	Noise	They're Out In Their Yard Having A Party And Being Loud.	Primary contact responded - Someone Stated There Were People Outside Playing Games And Yelling. We Checked And There Is No One Outside Doing That. This Is The 4th Time In A Row This Has Happened. All False Alarms. It Is Quiet. Security Has Confirmed. Staff contacted primary contact, L. Jones, and L. Jones indicated that each time they responded, there was no noise. Expressed concern about false complaints. A report from Allied Security was not provided.		
Nov. 15 (Fri)	10:26 PM	Short Term	69674 McCallum Way	Noise	The People At This Property Are Being Very Loud And It's Almost 11 Pm. They're Outside In The Jacuzzi Laughing And Yelling.	Primary contact responded - They have been told to go in and shut up. They were out in the Jacuzzi. There is no noise at all now. They went inside.  A report from Allied Security was not provided. Code Officer Nitao followed up with Local Contact Greg Jackson, who stated that when he arrived at the property Allied Security was already on scene and speaking to the guests. Greg reiterated to the guests what the noise policy is for the City. When Greg arrived he could not here any music or loud noise.		
Nov. 16 (Sat)	12:51 AM	Short Term	69674 McCallum Way	Noise	2nd Call. People Are Talking Really Loud And I Can Hear Them Inside My House And All My Windows Are Shut. Please Send Someone To Ask Them To Be Quiet.	Primary contact responded to the second call after 1:30am on 11/16/2019 and he believes this was a false complaint. He spoke to the guests and they advised they were already sleeping.  Officer Nitao followed up with Local Contact Greg Jackson and he states he responded to the second call after 1:30am and he believes this was a false complaint. He spoke to the guests and they advised they were already sleeping. No report from Allied Security.		
Nov. 16 (Sat)	12:25 PM	Short Term	67240 Ontina Rd	Parking	Red Toyota Ca7x1k866. Car Blocking My Driveway. Can Not Get In Or Out. Can It Be Towed.	Primary contact responded - my niece is hosting A Baby Shower And Will Ask The Guests To Move The Car Blocking The Driveway At The Neighbors. It Will Be Done Within 5 Minutes. Caller responded car was moved.  Hotline Dispatcher called Caller back and Caller confirmed car had been removed.		
Nov. 16 (Sat)	10:18 PM	Short Term	69437 Muirfield Way	Noise	They Are Having A Party. We Are At 30212 And We Can Hear It Clearly In Our Backyard. They Are Singing With Music And Being Pretty Loud This Late At Night.	Primary contact responded - I called the people staying there and told them to shut if off and quiet down. Hopefully this is taken care of now. Following Up On The Complaint From Last Night. The Noise Was Not Us. It Was From Another Neighbor. Tenant Said They Were Asleep By 10pm-10:30pm That Is Why When I Tried To Call Them They Didn't Answer. We Have Video Proof. Allied Security did not provide a report.		

STVR Hotline Calls  
Oct. 28, 2019 to Dec. 30, 2019

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Hotline Calls	Total Direct PD/Fire Calls
Nov. 17 (Sun)	8:23 AM	Long Term	68420 Risueno Rd corrected to 68863 Risueno	Unpermitted STVR	They Don't Have A Permit To Be Renting. Can You Send Someone Over To Check On It?	Also called PD Unable to confirm that STVR is being operated. A citation was not issued.		
<b>Week 4 (Nov. 18 - 24, 2019)</b>							<b>8</b>	<b>0</b>
Nov. 18 (Mon)	9:40 PM	Short Term	27715 Hombria Dr	Noise	They Are Being Really Loud And There Were 12 People And That Is More Than Allowed. All Day Saturday From 1000 To Dinner Time. I Had To Leave The House. I Cant Go To Loud Places.	Primary contact responded - There Isn't Anyone Staying There At This Time. They Checked Out Yesterday At 11am. I Will Check The Noise Aware However.		
Nov. 20 (Wed)	7:30 AM	Long Term	35849 Paseo Circulo West	Information Request	Requesting Information On A Condo For Lease, I Went On	Reporting party contacted and provided the requested information.		
Nov. 20 (Wed)	11:22 PM	Short Term	28170 Horizon Rd	Noise	They Are Making Loud Noises, Laughing, And Smoking. They're Being Very Loud.	Primary Contact responded. CC PD also called. PD did not hear loud music or noise.		
Nov. 22 (Fri)	12:16 AM	Short Term	28170 Horizon Rd	Noise	Noise Complaint	Primary contact responded - indicated he would contact guest, per instructions was relayed to Allied Security also, Brad w/ Allied indicated he would respond and take a look. No report from Allied Security.		
Nov. 23 (Sat)	7:36 AM	Short Term	69799 Northhampton Ave	Noise	As Of Yesterday I Can Hear A Rooster At This Address, Since Yesterday Morning, Are These Allowed.	Staff located the rooster a few doors door from this address.		
Nov. 23 (Sat)	3:28 PM	Short Term	68610 Nightingale Rd	Noise	Please Don't Give Out My Name And Number To The Owner Regarding This Complaint. The Address Above Is Having A Loud Party All Day.	Primary contact was contacted. Unable to confirm noise complaint.		
Nov. 24 (Sun)	4:45 AM	Short Term	30362 Kenwood Dr	Noise	The People Staying In This Location Have Had Music Playing Loud All Night. I Have Not Been Able To Get Any Sleep. I Have A Baby In The Home. This Is A Recurring Issue. Please Do Not Use My Name.	Primary contact responded - I will call the property manager to go out and address the issue with the renters. Property responded within 45 minutes, renters were removed. No citation as noise issue was resolved within 45 minute timeline.		
Nov. 24 (Sun)	11:02 AM	Short Term	68626 Durango Rd	Over Occupancy	There Are Over Occupied. Only Six Peopl Eare Allowed To Stay At This Home. There Are 10 Staying At This Location	City also received email regarding over occupancy advertisement. Confirmed by Code. Citation issued.		
<b>Week 5 (Nov. 25 - Dec. 1, 2019)</b>							<b>0</b>	<b>1</b>
Nov. 27 (Wed.)		Short Term	30545 Avenida Maravilla	Fire	CC Fire Responded to a Fire and contacted Code Compliance Regarding Unpermitted STVR	In responding to the Fire, the occupants of the residence stated they were rented for short-term occupancy. A citation was issued for an un-permitted STVR.		
<b>Week 6 (Dec. 2 - 8, 2019)</b>							<b>1</b>	<b>0</b>
Dec. 6 (Fri)	9:29 PM	Short Term	68237 Terrace Rd	Information Request	Need The Home Owners Info, Because We Had To Send Police And Paramedics Out And We Need To Get Critical Info For The Property Owners	Call from PD for contact information. Follow up on pending STVR license renewal, expired pool permit, and playroom conversion.		
<b>Week 7 (Dec. 9 - 15, 2019)</b>							<b>1</b>	<b>0</b>

STVR Hotline Calls  
Oct. 28, 2019 to Dec. 30, 2019

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Hotline Calls	Total Direct PD/Fire Calls
Dec. 12 (Thurs)	10:33 PM	Short Term	68200 Vega Rd	Noise	I Live On 30th Ave. The House Behind Me Is Playing Really Loud Music And Turning It Off And On. The # Of The House Might Be Higher On The Rental.	Primary contact contacted. Allied Security repounded - Two males outside speaking at normal speaking levels. No loud music/noises. Advised individuals of the complaint but nothing to write a citation for. Caller contacted and caller indicated he meant the property at 68340 Verano.		
<b>Week 8 (Dec. 16 - 22, 2019)</b>							<b>4</b>	<b>2</b>
Dec. 18 (Wed)	12:20 AM		67355 Peineta	Noise/Disturbance	CCPD received a call regarding a music/disturbance	CCPD received information of a large group fighting. CCPD received information at the location that the home had been rented as an STVR.  A Citation was issued for an unpermitted STVR.		
Dec. 21 (Sat)	12:25 AM	Short Term	28170 Horizon	Noise	Noise Complaint	Primary contact responded Allied Security responded - no music or noise heard		
Dec. 21 (Sat)	3:49 AM	Short Term	28170 Horizon	Noise	Disturbance/Music	Police responded, no music heard		
Dec. 21 (Sat)	10:22 PM	N/A	Vista Chino and Maravilla 68445 Vista Chino	Noise	I Am Reporting A Party At The House Behind Me, It's Very Loud. I Am Sure All The Neighbors Can Hear It. There Are About 5 Cars Parked Outside The Property And There Are Several People Out In The Back Yard Being Loud.	Police responded to the area, determined noise from 68445 Vista Chino. Occupant received written notice. Property not a STVR		
Dec. 22 (Sun)	11:38 PM	Short Term	28170 Horizon	Noise		Primary contact responded: "I will contact guest right now about the issue".		
<b>Week 9 (Dec. 23 - 26, 2019)</b>							<b>2</b>	<b>1</b>
Dec. 25 (Wed)	11:47 PM	Short Term	68590 Risueno	Noise	They Are In The Back Yard Being Very Loud	Primary contact did not respond, citation issued. Primary contact contacted and stated it was his family staying at the rental.  PD responded to call and found two people arguing; however, they were not from the rental.		
Dec. 27 (Fri)		Short Term	31295 Avenida La Gaviota	Alarm	CC PD Dispatch Advised Code Compliance That a Carbon Monoxide Alarm Was Going Off and the Dispatcher Was Not Able to contact The Homeowner.	Fire Department responded to confirm there wasn't a Fire. Code Compliance spoke with occupant who confirmed short term rental. Advertising was found verifying unpermitted STVR and a citation was issued.		
Dec. 28 (Sat)	10:39 AM	Short Term	67905 Carroll Drive	Noise	I Would Like To Report That There Is An Extreme Amount Of Loud Noise Coming From This Property. I Don't Want To Be Disturbed By All This Noise This Early In The Am. Noise Is Also Coming From 67885	Emergency contact contacted and responded that they spoke with tenant about music Code Enforcement visited both properties and did not hear any noise/music		