

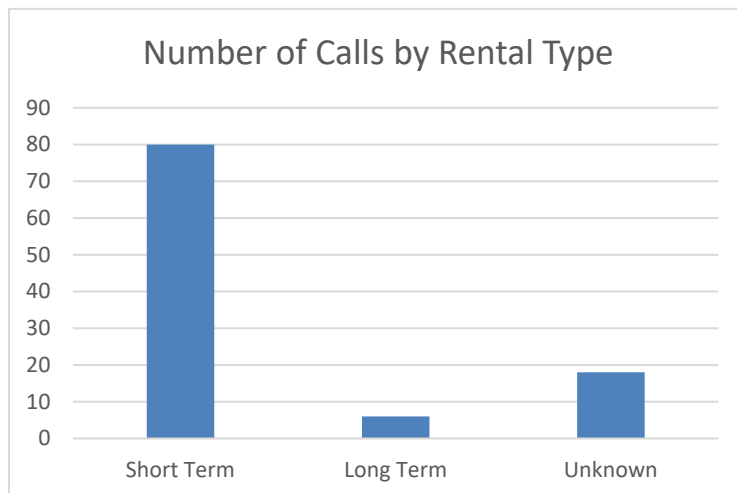
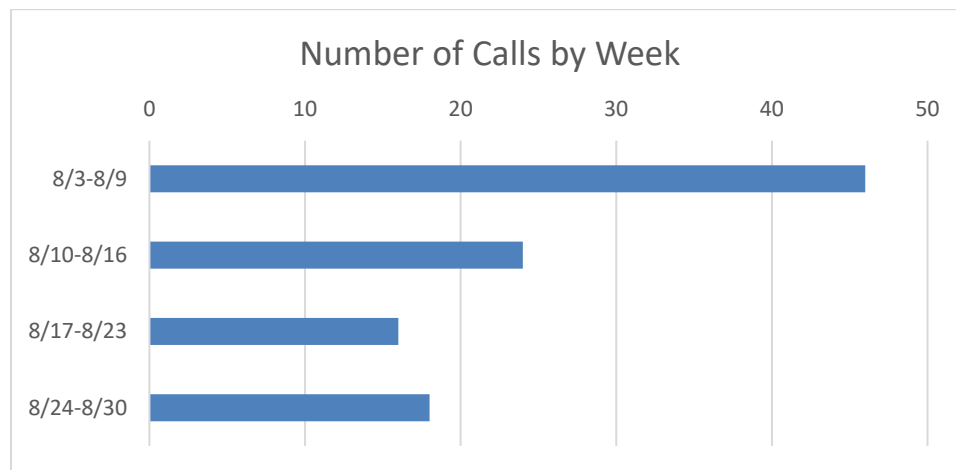


## SHORT TERM VACATION RENTAL SUMMARY AUGUST 2020 AUGUST 3, 2020 TO AUGUST 30, 2020

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This Short-Term Vacation Rental Call Summary (Summary) covers the reporting period for August 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 four (104) STVR complaints were received in August, of which ninety-seven (97) calls were received via the Hotline, and seven (7) were received via GoRequest. The graph below shows the number of calls received for each week of the reporting period.

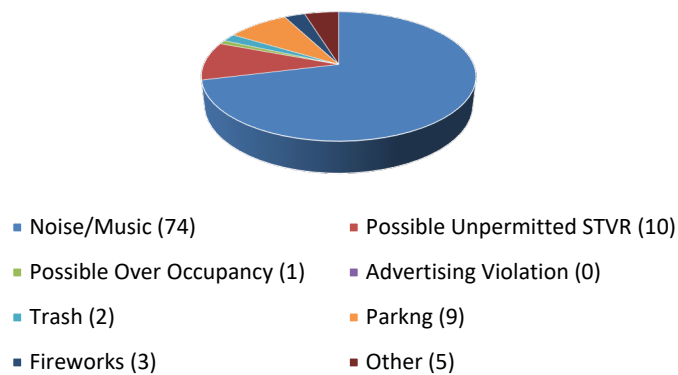


Of the 104 calls received, 80 were on licensed STVR properties, 6 were on a Long-Term rental property, and 18 calls fell into neither category, and are classified as Unknown (UNK).

### Number of Complaints by Week and Complaint Type

Complaint Type	8/3-8/9	8/10-8/16	8/17-8/23	8/24-8/30	Total
Noise/Music	35	16	6	17	74
Possible Unpermitted STVR	6	2	2	0	10
Possible Over Occupancy	1	0	0	0	1
Advertising Violation	0	0	0	0	0
Trash	0	1	1	0	2
Parking	4	1	3	1	9
Fireworks	0	3	0	0	3
Other	0	1	4	0	5
<b>Total</b>	<b>46</b>	<b>24</b>	<b>16</b>	<b>18</b>	<b>104</b>

### 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 were several multiple or duplicate complaints on the same property.

The five (5) complaints classified as “Other” include calls to the Hotline from STVR owners contending possible false complaints/harassment, and calls relating to property maintenance and a miscellaneous inquiry.

For the month, seven (7) citations were issued because of the complaints received during the time period.

STVR Calls  
August 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Week 1 (Aug 3 - 9, 2020)							46	
Tuesday, August 4, 2020	7:51 AM	UNK	69710 McCallum Way	Possible Unpermitted STVR	I Do Not Believe They Have The Proper Registration To Be Short Term Rental. As Of Right Now A Bunch Of Cars Parked In The Street. Yesterday They Had Music All Day Long. If This Shouldn't Be Rented Then It Shouldn't Be Rented. To I Call You Or Code Enforcement.	Code Compliance responded to the property and made contact with the occupant that did not provide any information, other than not being the owner. The property was listed on the Deckard Report as an unregistered STVR.  <b>Citation was issued \$5,000.</b>		HL
Tuesday, August 4, 2020	12:54 PM	STVR	68716 Avenida Diosa	Noise/Music	They Are Screaming And Shouting, Playing In The Pool. Its Really Excessive. I Called The Other Night And Made A Complaint For The Same Thing But I Never Got a call Back With An Update.	The local contact responded within the 45 minute timeframe stating that family is at the property and they would be contacted to keep the noise down.		HL
Wednesday, August 5, 2020	7:19 PM	STVR	37300 Melrose Ave	Noise/Music	They Have Been Screaming And Yelling, Playing Very Loud Music. The Owners Are Verbally Abusive If Someone Complains.	The local contact could not be reached. Code Compliance contacted the property owner who stated they had changed property managers and would update the records.  <b>Citation was issued \$500.</b>		HL
Wednesday, August 5, 2020	8:07 PM	LT	68380 Calle Barcelona	Noise/Music	I Am Reporting The Music Is Very Loud And It Can Be Heard From 5 Houses Away. If No One Can Come Out Please Call The Police Dept.	The call was routed to CCPD. CCPD responded but were unable to locate the music/noise.		HL
Wednesday, August 5, 2020	10:16 PM	STVR	38811 Charlesworth Pl	Noise/Music	All Day Long There's Been Loud Music Outside, Screeching Kids, Last Night They Decided To Play Football. We Have Noise Pretty Much Every Day. It's Been 3 Nights With No Sleep, They Are Getting Louder And Louder. Both My Wife And I Work From Home, My Daughter Takes College Classes. I Can Hear Them Through My Yard At My 5000 Ft Sq House. We Ask That You Make Them Quiet.	The local contact responded within the 45 minute timeline stating that upon arrival at the property the occupants were watching TV. They were told to close the window. Occupants stated they were not playing any music.		HL
Thursday, August 6, 2020	3:36 AM	STVR	68125 Verano Rd	Noise/Music	I Just Moved In 2 Weeks Ago. I Am Calling To Complain About The Noise. I Called The Police At Lease 3 Times On Them.	The local contact responded within the 45 minute timeframe from the property; stated I'm at the property and I don't hear any noise. The area is quiet and there is no activity.		HL

STVR Calls  
August 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Thursday, August 6, 2020	10:21 PM	UNK	68625 Risueno Rd	Possible Unpermitted STVR	It Is An Illegal Rental With No Permit. They Are Having A Party Being Very Loud. Police Report Was Made.	Code Compliance is researching the property as an unpermitted STVR.		HL
Thursday, August 6, 2020	10:31 PM	STVR	68125 Verano Rd	Noise/Music	I Just Moved In Here And My Neighbors Are All Outside Making A Lot Of Noise. I Have Already Had To Call The Police A Number Of Times And Its Not Helping.	The local contact responded within the 45 minute timeframe from the property; stated that no noise was heard but would contact the occupants.  Allied Security responded to the property and did not hear any loud music or voices. Security officer stayed at the property for a few minutes to confirm.		HL
Friday, August 7, 2020	10:24 AM	UNK	69710 McCallum Way	Possible Unpermitted STVR	There Are Additional Renters That Are Coming In. I Have Discussed This Before With a Code Compliance Officer. They Are Operating Without A Permit With The City.	Code Compliance called the Reporting Party. Property owner was cited on 8/4/2020 for operating an unpermitted STVR. RP is aware of the citation, and was informing that the property was rented again. Code Compliance was in contact with the property owner and all advertising has been removed and operations ceased.		HL
Friday, August 7, 2020	1:02 PM	UNK	68625 Risueno Rd	Possible Unpermitted STVR	Illegal Renting, One Of The People That Just Got Out Of Their Cars Said They Were Renting It Clearly, The House Was Rented Last Night, We Called In A Police Report Due To Noise/Screaming/Yelling. We Are Concerned About The Lack Of Separation Of Tenants Checking Out/In It Is A Lack Of County Protocol For 24-72 Hrs Between Rentals, Immediately After The Lady Said They Were Renting One Of The Men Said "No We Are Not Renting It" They Tried To Cover The Tracks Very Quickly.	Code Compliance spoke to the Reporting Party regarding the property operating as an STVR. Currently, reviewing evidence provided of operation. Code case started regarding unlicensed STVR.		HL
Friday, August 7, 2020	2:16 PM	STVR	68125 Verano Rd	Noise/Music	Repeat Call Regarding Noise Disturbance.	The local contact responded within the 45 minute timeframe and stated that there is no noise. The only people at the property are the cleaning crew.		HL
Friday, August 7, 2020	3:34 PM	LT	68251 Earl Rd	Parking	The Rental Across The Street Has A Big Camper Parked The Wrong Direction In Front Of It. It Looks Abandoned And Hasn't Moved In A Week.	Code Compliance responded to the property and spoke with residents. The RV was moved onto the driveway.		HL
Friday, August 7, 2020	4:30 PM	STVR	67775 Elizabeth Rd	Noise/Music	There Is A Large Party And Loud Music.	The local contact responded within the 45 minute timeframe and stated that the renters were contacted and told to keep the music down.		HL

STVR Calls  
August 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Friday, August 7, 2020	4:38 PM	STVR	67775 Elizabeth Rd	Noise/Music	There Is A lot Of Loud Dance Music That's Coming From The Location, I Need Someone To Head Over There As Son As Possible.	The local contact responded within the 45 minute timeframe and stated that the music was on low. The occupants were informed that there can be no music outside after 10 pm.		HL
Friday, August 7, 2020	6:22 PM	STVR	67775 Elizabeth Rd	Noise/Music	I Need To Report A Noise Complaint, Very Loud Music And Karaoke, Very Overwhelming	The local contact called within the 45 minute timeframe and stated that the call was a false complaint. The property manager went to the property and there was no music. Allied Security responded to the property and did not hear any loud music or noise coming from the property.		HL
Friday, August 7, 2020	6:22 PM	STVR	69643 Willow Ln	Noise/Music	There Is So Much Noise Coming From The Back Yard Loud Music Screaming We Cant Hear Anything In Our Home.	The local contact responded within the 45 minute timeframe and stated that the management company has been contacted to contact the guest to quiet down. Allied Security responded to the property and did not hear any music.		HL
Friday, August 7, 2020	6:30 PM	STVR	67775 Elizabeth Rd	Noise/Music	My Neighbor Has Been Blasting Music For The Past 15 Or 20 Minutes. I Can Feel The Vibrations In My Home. I Need To Have Them Turn The Music Down. They Are Also Above The 8 Person Maximum For The House. There Were Three Cars Full People There.	The local contact responded within the 45 minute timeframe and stated that the property manager responded to the property and that there was no music. Allied Security responded to the property for both this call and the previous call that was reported at 6:22 PM. No loud music or noise was heard coming from the property.		HL
Friday, August 7, 2020	7:00 PM	STVR	68935 Durango Rd	Parking	Pickup truck blocking SIDEWALK!  This is 3rd time I have reported this STVR sidewalk parking. Boom-Boom coming from inside.  TOYOYA TACOMA COLOR GRAY	Code Compliance emailed Reporting Party and advised to call the Hotline for same day response on active complaint.		GoR
Friday, August 7, 2020	7:35 PM	STVR	69643 Willow Ln	Noise/Music	Noise Complaint Was Reported To Us, Complained Of A Large Party And Loud Music	The local contact responded within the 45 minute timeframe stating that there isn't anyone at the property at the moment. The noise sensors are being monitored since the first call that day.		HL

STVR Calls  
August 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Friday, August 7, 2020	8:12 PM	STVR	67775 Elizabeth Rd	Noise/Music	My Windows Are Rattling From All This Music. It Is Very Loud And I Cant Stand It. Security Comes And The Music Goes Down But They Leave And They Turn It Right Back On.	The local contact responded within the 45 minute timeframe and stated that they tenants would be called and told to shut it down.  Allied Security responded to the property and contacted the PD assistance.		HL
Friday, August 7, 2020	8:12 PM	STVR	67775 Elizabeth Rd	Noise/Music	Their Music Is Coming Through Into My Home From Their Outdoor Party.	The local contact responded within the 45 minute timeframe and stated there is no party and complained about a false complaint.  Allied Security responded to the property; since this was the second time being dispatched to this location the Security Officer called Police dispatch. CCPD responded to the property and resolved the situation.		HL
Friday, August 7, 2020	9:17 PM	STVR	69400 Shawnee Ct	Noise/Music	Loud Music.	The local contact did not respond to the Hotline call. Citation was not issued due to oversight on follow up.  CCPD responded to the call.		HL
Friday, August 7, 2020	10:29 PM	STVR	68905 Lozano Ct	Noise/Music	They Are Playing Loud Music. Its Past 10pm And We Can Hear The Music Inside Our House.	The local contact responded within the 45 minute timeframe and stated that there have been multiple complaints on the property. Local contact states there is no music or fireworks coming from the property but there is from the property behind the STVR.  Allied Security responded to the property and did not hear any loud screaming. The renter stated that the noise is coming from another property.		HL
Friday, August 7, 2020	10:32 PM	STVR	68905 Lozano Ct	Noise/Music	They Are Playing Loud Music And Setting Off Fireworks. They Are Screaming About It. Its After 10pm Now And We Have To Work Tomorrow.	This property received four calls, all within minutes of each other. Resolution for all calls were handled as one. See Resolution above.		HL

STVR Calls  
August 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Friday, August 7, 2020	10:37 PM	STVR	68820 30th Ave	Noise/Music	There Is Loud Noise From A Party. I Heard Some Loud Shots. I Do Not Know What They Are Shooting. They Woke Me Up.	The local contact responded within the 45 minute timeframe and stated that the problem had been resolved.  Allied Security arrived at the property and heard screaming. Was unable to make contact with the property owner. Undetermined as to whether noise levels were exceeded to warrant a citation.		HL
Friday, August 7, 2020	10:37 PM	STVR	68905 Lozano Ct	Noise/Music	Reporting Excessive Noise, They're Shooting Off Fireworks. Please Go Over There And Talk To Them And Call Me Back With A Resolution. They're Also Playing Loud Music	This property received four calls, all within minutes of each other. Resolution for all calls were handled as one. See Resolution above.		HL
Friday, August 7, 2020	10:40 PM	STVR	68905 Lozano Ct	Noise/Music	There Is A Loud Gathering Letting Off Fire Works And Playing Loud Music Disturbing The Peace.	This property received four calls, all within minutes of each other. Resolution for all calls were handled as one. See Resolution above.		HL
Friday, August 7, 2020	11:44 PM	STVR	68905 Lozano Ct	Noise/Music	<p>This short term rental continues to bring in people from the outside that refuse to follow city regulations. Loud music all day. After 10:00pm the party outside continued and the music even louder. I waited until after 10:00pm to call. Then the fireworks started going off. Some landing in my yard. They were loud enough to rattle our windows. The people at the house were cheering and clapping! I called the compliance hotline and within 15 minutes it was quite and they moved the party inside. I should have called the police!</p> <p>My continued question. Why do we the neighbors have to manage these crowds that come in strictly for parties. Next time I see them hanging a funnel from the second story patio with a long tube and pouring liquor in it to the receiver below, I will get a picture. There is absolutely no onsite management.</p>	Code Compliance responded to Reporting Party by email advising that the Hotline received several calls on this property the evening of 8/7/2020. The local contact responded to calls each time. In addition, the City's security vendor, Allied Security, also responded to the property. Each responded separately that the party was from a different house.		GoR

STVR Calls  
August 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Friday, August 7, 2020	11:15 PM	STVR	68820 30th Ave	Noise/Music	I Am Trying To Sleep. It Has Been Going On All Day. There Is Excessive Loud Music All Day. This Happens Week After Week.	The local contact responded within the 45 minute timeframe and stated that the renters were told to turn the music down and that the renters were using the pool.  Allied Security responded one time for this call and the one at 10:37 PM. Please see resolution above, for the previous call.		HL
Friday, August 7, 2020	11:52 PM	STVR	68820 30th Ave	Noise/Music	I Got A Call Back Saying It Was Resolved. I Am Reporting The Nuisance And Disturbance That Is Still Going On, There Is Still Music, Some Of The Screaming Stopped.	The local contact responded within the 45 minute timeframe and stated music is turned off and noise is down.  Allied Security responded to the property and confirmed noise. Security officer was able to make contact with renters and they lowered the volume.		HL
Saturday, August 8, 2020	1:23 AM	STVR	68298 Terrace Rd	Noise/Music	Possible Party, Loud Music.	The local contact responded within the 45 minute timeframe to state they would respond to the property. Local contact called in from the property and stated there is no party or music.  Allied Security responded to the property and did not hear any loud noises, just occasional indistinct speaking.		HL
Saturday, August 8, 2020	6:33 AM	STVR	67775 Elizabeth Rd	Noise/Music Occupancy	Outrageous music Too many people spending the night. There are only 8 allowed. Currently 8 adults and 4 children	Code Compliance responded to the Reporting Party by email advising to contact the STVR Hotline so that the complaint could be responded to in a timely manner.		GoR
Saturday, August 8, 2020	9:18 AM	UNK	68345 Concepcion Rd	Possible Unpermitted STVR	This house has been unoccupied for the past year. The past few weekends it has been occupied on weekends with different 3- 5 vehicles every weekend. Is it being rented on weekends?	Code Compliance responded to Reporting Party by email advising that the property was not identified by Deckard Technologies as an unpermitted STVR..		GoR



STVR Calls  
August 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Saturday, August 8, 2020	2:01 PM	STVR	68605 Panorama Rd	Parking	I Am Calling To Report On A Bunch Of Cars That Are Parked At Both Residences Next Door To Me. How Many People Are Allowed In One Unit?	The Hotline Operator routed this call to CCPD. The CCPD logs do not show this call and there was no response.		HL
Saturday, August 8, 2020	2:48 PM	STVR	67775 Elizabeth Rd	Noise/Music	Had Same Problem Yesterday From 330 Till Police Came. Noise Complaint From Next Door. We Want The Owners Cited. Very Tired Of This. Can Hear This Over Our Tv.	The local contact responded within the 45 minute timeframe and stated that the kids are playing in the pool and there is no music.		HL
Saturday, August 8, 2020	3:42 PM	STVR	67775 Elizabeth Rd	Noise/Music	The People At 67775 Elizabeth Are Causing Trouble, Today The Police Have Called.	The local contact responded within the 45 minute timeframe that there is nothing going on at the property and the occupants are using the pool.  CCPD did respond to the property, made contact with occupants and advised occupants of the complaint.		HL
Saturday, August 8, 2020	7:01 PM	STVR	68615 Panorama Rd	Parking	I Am Calling To Make A Complaint About This Property. There Are A Lot Of Cars At The Property And I Want To Know If There Is A Limit For Tenants For One House Like This. They Are Blocking The Mailbox All The Time And The Mailman Cannot Put The Mail Without Getting Out Of His Car.	The local contact responded within the 45 minute timeframe that the complaint is false, stating that the renters are not blocking the mailbox. Local contacted stated that the vehicle parked near the mailbox does not belong to occupants.  Allied Security responded to the property and reported that the vehicle did not belong to any of the occupants.		HL
Saturday, August 8, 2020	7:37 PM	UNK	68430 Risueno Rd	Possible Unpermitted STVR	Its An Illegal Rent They're Renting It As A Short Term	This property does not show up on Deckard Reports as an unlicensed STVR. Unable to confirm allegation at this time.		HL
Saturday, August 8, 2020	9:35 PM	UNK	67263 Zuni Ct	Noise/Music	There Has Been A Party Going On Next Door Since 12:30 Pm Today. Patrol Service Has Been Over Twice And Music Has Gotten Louder. Neighbors On Opposite Side Called Security Over Too. This Is To No Avail Because They Continue, I Have An Early Flight To Catch Tomorrow.	This is not a STVR or Long Term rental property. The complaint was routed to CCPD. CCPD Officers responded to the call but were unable to locate the music.		HL

STVR Calls  
August 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Saturday, August 8, 2020	10:26 PM	UNK	67263 Zuni Ct	Noise/Music	Caller Does Not Live At Address Listed Above, Problem 1: By Law Should Be Only 10 People In Pool, There Are 40 People In Pool & No One Has A Mask On, Problem 2: Breaking All Noise Rules, They Have DJ, Screaming People, & Breaking Health Laws	See Resolution above.		HL
Saturday, August 8, 2020	11:01 PM	STVR	68905 Lozano Ct	Noise/Music	I Don't Need A Call Back. I Am Calling To Report The Noise, They're Playing Loud Music And Talking And Yelling.	The local contact responded within the 45 minute timeframe stating that the noise was coming from another property.  Allied Security responded to the property and confirmed that the noise was coming from an adjacent property. This is the second day we have had someone call and complain about this property. It seems that the caller is mixing up the addresses. The resident at this property would like to speak with a Supervisor in regards to their issues.		HL
Saturday, August 8, 2020	11:16 PM	UNK	68430 Risueno Rd	Noise/Music	There Are 30 People There. They Are Screaming And Being Loud. I Asked Them To Please Be Quiet And They Just Flipped Me Off.	This property is not a STVR or long term rental property. The call was routed to the CCPD. CCPD responded to the property but were unable to locate the source of the noise.		HL
Sunday, August 9, 2020	12:45 AM	LT	68725 Tachevah Dr	Noise/Music	They're Very Loud, They're Still Partying And They Have 4-6 Cars Parked Outside And Won't Quiet Down.	This is a long term rental property and the call was referred to the CCPD. CCPD responded to the property and the occupants were advised of the noise complaint.		HL
Sunday, August 9, 2020	2:40 AM	STVR	67350 N. Laguna Dr	Noise/Music	Reporting A Disturbance With Vacation Renters Violating Covid Rules.	The Hotline called the reporting party back to obtain more information to process the call. Reporting party did not call back. Call cleared.		HL
Sunday, August 9, 2020	7:14 AM	STVR	68645 Risueno Rd	Possible Over Occupancy	I Need To Report An Over Crowded Vacation Home, Their Is At Least 5 Cars Park Out Front With 2 More Across The Street With A Constant In And Out Flow.	The local contact responded within the 45 minute timeframe and stated that there could not be much done regarding people coming in and out of property.		HL
Sunday, August 9, 2020	7:23 PM	STVR	68626 Durango Rd	Noise/Music	This Is The Third Time I've Complained About This Address This Week. The Last Group Of Partiers Left Today At 11:30am And Another Group Showed Up At 3:30pm. They Are Loud, Obnoxiously Yelling, Screaming And Playing Extremely Loud Music. We Should Not Have To Put Up With This In Our Neighborhood.	The local contact responded within the 45 minute timeframe to the property and stated they would contact the occupants to keep the noise down.  Allied Security responded to the property and was unable to make contact with the occupants.		HL

STVR Calls  
August 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
<b>Week 2 (Aug 10 - 16, 2020)</b>							<b>24</b>	
Monday, August 10, 2020	11:13 AM	UNK	38648 Vista Dr	Possible Unpermitted STVR	We Continually Have Problems With The Renters. They Throw Things Over The Fence, Play Music Too Loud And Too Late. I Found A Knife In Our Front Yard, We Have 2 Small Children.	This was not an active complaint so the HL did not forward to CCPD.  Code Compliance found the property on the Deckard Report of unlicensed STVR properties.  <b>Citation was issued \$5,000.00</b>		HL
Monday, August 10, 2020	4:57 PM	STVR	68626 Durango Rd	Noise/Music	I Am Following Up To Make Sure Things Are Ok. The Renter Cut The Music Down. I Don't Want A Citation. Please	The call was not a complaint. It was an owner calling to confirm that the response provided from the previous evening was adequate.		HL
Monday, August 10, 2020	6:18 PM	STVR	69597 Northhampton Ave	Noise/Music	Persons Jumping Off The Common Wall & Roof Location Into The Pool Along With Loud Music & Noise.	The local contact responded within the 45 minute timeframe and stated there was no one at the property. The HL Operator contacted the reporting party and found that the address was incorrect. It should have been 69799 Northhampton Ave. Call dispatched to correct local contact.		HL
Monday, August 10, 2020	6:39 PM	STVR	69799 Northhampton Ave	Noise/Music	Persons Jumping Off The Common Wall & Roof Location Into The Pool Along With Loud Music & Noise.	The local contact responded within the 45 minute timeframe and stated that there wasn't anyone on the common wall. Stated renters are on the waterfall feature which is permissible. Music was turned down. Local contact states that the CCPD was at the property and confirmed no one was on the wall. Local contact complained that neighbor continues to call in complaints.		HL
Monday, August 10, 2020	8:54 PM	STVR	67240 Ontina Rd	Other	They Have Been Shooting Fireworks Since Last Night, I Have A Video That I Forwarded To The Owner.	The local contact responded within the 45 minute timeframe and stated renters did not know fireworks were illegal in Cathedral City and stopped.		HL
Monday, August 10, 2020	9:12 PM	STVR	67240 Ontina Rd	Other	My Dogs Have Been Going Crazy Scared Because Of Fireworks. There's A Party Or House But They've Been Shooting Off Fireworks Several Nights In A Row. Its Scares My Dogs.	This call was handled with the call above. See above notes for resolution.		HL
Monday, August 10, 2020	11:06 PM	STVR	68716 Avenida Diosa	Noise/Music	Noise Again.	The property owner responded stating she is there with her children and putting them to bed; further stated there is no noise.		HL

STVR Calls  
August 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Monday, August 10, 2020	11:33 PM	STVR	68716 Avenida Diosa	Noise/Music	You Called Me Back With A Resolution. I Am Outside Right Now And You Can Hear The Noise Coming From The Pool. There Are Young Adults Screaming In The Pool. Its A New Group Of Renters.	The local contact responded within the 45 minute timeframe; stated I will call the renters and let them know to keep it down.		HL
Tuesday, August 11, 2020	12:30 AM	STVR	67240 Ontina Rd	Other	The Neighbors Are Popping Illegal Fireworks	The local contact did not respond to the Hotline complaint.  <b>Citation was issued \$500.00</b>		HL
Tuesday, August 11, 2020	1:48 AM	STVR	68605 Tortuga Rd	Noise/Music	Sounds like a party out by the pool. Lots of screaming. Music is playing.	Code Compliance responded to the Reporting Party and advised to contact the STVR Hotline for any future noise complaints so that the STVR Hotline so that the local contact can be contacted to resolve the issue in a timely manner.		GoR
Tuesday, August 11, 2020	3:36 PM	STVR	28611 E. Portales Dr	Noise/Music	Playing Music Too Loud During The Day. They Have Parties And Get Drunk. This Has Been Bad For The Past Three Months.	The local contact responded within the 45 minute timeframe stating that HOA security was dispatched and there is no one at the property.		HL
Tuesday, August 11, 2020	3:46 PM	STVR	30275 Avenida Alvera	Trash	People There Every Day, Trashcans Outside Overfull, Trash In Street, They Put Regular Trash In Green Waste.	The local contact responded within the 45 minute timeframe and stated that a new trash can has been ordered and the trash will be cleaned up.		HL
Wednesday, August 12, 2020	7:14 PM	STVR	68665 Risueno Rd	Parking	More STVR Renters blocking sidewalk with 2 cars & trash cans.  Mazda Gray Toyota Black	Code Compliance responded to the Reporting Party via email; advised that a notice would be sent regarding the trash cans. However, regarding the parking on the sidewalk, code compliance was unable to conduct an inspection at the time of the violation.		GoR
Wednesday, August 12, 2020	9:41 PM	STVR	30478 Winter Dr	Noise/Music	They Are Screaming And Hollering, And I Can't Sleep.	The local contact repoded within the 45 minute timeframe stating it was a kid playing in the yard, and that the noise issue has been taken care of.		HL
Thursday, August 13, 2020	3:01 AM	UNK	33255 Date Palm Dr	Noise/Music	There Are People At The Pool Playing Very Loud Music And They Do Not Let Us Sleep	This property is not a short term or long term rental. The call was routed to CCPD for resolution.		HL
Thursday, August 13, 2020	11:55 PM	STVR	68880 Concepcion Rd	Noise/Music	Loud Noises Next Door	The local contact did not respond to the Hotline complaint. No citation was issued due to oversight.  Allied Security responded to the property and did not hear any noise or see any issues at the property.		HL

STVR Calls  
August 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Saturday, August 15, 2020	12:04 PM	UNK	68520 San Felipe Rd	Other	There Is Vacation House Next Door That Has Been Sold. I Think It Should Be Taken Away Since It's Been Sold. It's Been Horrible With Problems After Problems.	This property sold on 7/17/2020 and is no longer an STVR property. Hotline did not route the call to CCPD.		HL
Saturday, August 15, 2020	1:10 PM	STVR	68400 Hermosillo Rd	Noise/Music	Noise Complaint, Music Screaming And Yelling In The Pool And This Is During Day And Night Time Hours	The local contact called within the 45 minute timeframe and stated that family members are at the property and using the pool.		HL
Saturday, August 15, 2020	1:36 PM	STVR	68400 Hermosillo Rd	Noise/Music	Call From Police Department For Reporting Party, Had Called In A Noise Complaint	This call was resolved with the above call. See above notes for resolution.		HL
Saturday, August 15, 2020	2:46:PM	STVR	68400 Hermosillo Rd	Noise/Music	There Is People Making A Loud Noise, Screaming Form The Top Of Their Lungs, They Do This Every Weekend. This Has Been Going On For Months. Called The Police Several Times.	The local contact called the Hotline several times to provide a resolution. Hotline notes state that resolution was received from local contact. Local contact states that family stays there and expressed concern about the number of complaints.		HL
Saturday, August 15, 2020	4:38 PM	STVR	68400 Hermosillo Rd	Noise/Music	I Complained Earlier And The Renter Called My Number! I Don't Know Who Gave The Renters My Number But It Is Unacceptable. Please Have A Property Manager Give Me A Call Back As Soon As Possible Because Many Neighbors Have Complained And The Police Has Been Called By The Neighbors Many Time. We Need This Issue To Be Resolved And I Also Need To Figure Out Who Gave My Number Out To The People At The Rental Because Now I'm Fearful	This call was from the reporting party concerned that reporting party contact information was provided to the property owner. Property owner has many calls into the Hotline stating that he tried contacting RP to resolve issues.  Code Compliance spoke with the reporting party and assured him that it is not the City's practice to provide reporting party information and apologized for the mix up.		HL
Saturday, August 15, 2020	8:16 PM	UNK	68877 Risueno Rd	Noise/Music	Complaint Regarding Music And 6 Cars Out Front.	This property is not a licensed short term or long term rental. The call was routed to CCPD for resolution.		HL

STVR Calls  
August 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Saturday, August 15, 2020	8:32 PM	STVR	68571 J St	Noise/Music	2nd Call. The Renters At That Location Are Partying And Making A Lot Of Noise. We Are Suppose To Be Sheltering In. It Is Not Fair To The Rest Of The Community. We Don't Know Who The People Are Or Where They Are Coming From Or What They Are Brining With Them. They Need To Quiet Down & Take It Inside Or Disperse.	The local contact responded within the 45 minute timeframe and stated it was quiet at the property upon arrival. Renter stated neighbor shouted a racial comment. Renter states they were barbequing and playing music but it wasn't an unreasonable level.  Allied Security responded to the property and heard loud music from the backyard. Security officer made contact with renters and the music was turned off. The security officer arrived at the property prior to the local contact.		HL
Sunday, August 16, 2020	9:22 PM	UNK	68710 Raposa Rd	Possible Unpermitted STVR	Curious If This Is A Short Term Vacation Rental. This House Seems Like It's Being Worked On All Week Then People Come In And Party Every Weekend. I've Lived Here For 20 Years And This Is Insane. There's Screaming, Hollering, Music, Fireworks And Pool Parties. I Was Under The Impression That The City Stopped Short Term Vacation Rentals.	Code Compliance researched the property and did not find it in the Deckard Report for unlicensed STVR properties. Complaint cannot be substantiated.		HL
<b>Week 3 (Aug 17 - 23, 2020)</b>							<b>16</b>	
Monday, August 17, 2020	8:47 AM	STVR	68571 Sharpless Rd	Noise/Numerous Cars	Numerous cars / trucks all the time, party lights on in backyard, different cars every day at house people who moved in are never seen.	Anonymous Request, unable to respond to Reporting Party. However, Reporting Pary would have been advised to contact the Hotline for an immediate response.		GoR
Wednesday, August 19, 2020	5:37 PM	STVR	68110 Marina Rd	Parking	Reporting A Call Parked Across Driveway, Front Sticking Out Into Street, Its Completely Blocking The Sidewalk. They Are Having A Party In Back Yard, Many Cars. Not Complaining About Party, Just The Car	Local contact responded within the 45 minute timeline and the vehicle was moved.		HL
Friday, August 21, 2020	8:19 AM	STVR	67775 Elizabeth Rd	Trash Cans	Garbage Cans Are Out At The Street For 3 Days Now And It Looks Like They Are Going To Host A Party This Weekend.	Local contact did not respond until several hours later lodging her own complaint. Code Compliance determined that cans were placed behind the fence.		HL

STVR Calls  
August 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Friday, August 21, 2020	12:02PM	STVR	67775 Elizabeth Rd	Harassment	Multiple Tenants Have Reported My Neighboring Tenant Looking Over The Gate At Other Tenants And Children. I Have Already Have Filed A Police Report And He Is Still Continuing His Behavior. This Is Pretty Creepy And We Are Feeling Very Uncomfortable. He Is In Violation Of Privacy Also. He Was Previously Harassing My Children And Using Vulgar Language. I Eventually Had To Move, Due To This Situation. There Are New Tenants At My House Now And It Is Continuing Again.	Code Compliance spoke with property owner and advised that this issues are a civil matter.		HL
Friday, August 21, 2020	3:14 PM	UNK	68430 Risueno Rd	Possible Unpermitted STVR	Calling To Report An Illegal Rental.	Property was sold and the owner closed out the license. The property will need to be monitored.		HL
Friday, August 21, 2020	3:36 PM	UNK	68625 Risueno Rd	Possible Unpermitted STVR	I Would Like To Report A Suspected Illegal And Unpermitted Vacation Rental.	Code Compliance responded, observed two vehicles in the driveway and a gentleman unloading a vehicle. Contacted subjects at the property who advised that they are family relatives of the owner they gave the owners name and phone number. No further questions were asked.		HL
Friday, August 21, 2020	5:38 PM	LT	30175 Avenida Alvera	Noise	Children Are Screaming Very For Last 30 Minutes Piercing Screams Been Going On All Week, Adults Are There As Well Would Like To Record A Video, Working Now Not Even Able To Get My Day Done And Not Out Side, Have To Plan Using My Pool While They Are Not Outside	This property is a long term rental and the call was dispatched to the CCPD.		HL
Friday, August 21, 2020	10:56 PM	STVR	69729 Rochester Rd	Noise	I Live Around A Vacation Rental And They Have Been Yelling Excessively For Hours. This Is Not The Owner. It Is Renters.	The local contact did not respond to the Hotline complaint.  Allied Security responded to the property and heard noise. Security Officer was unable to make contact after two attempts, but stated that the noise level came down after the second attempt.  <b>Citation was issued \$500.00</b>		HL



STVR Calls  
August 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Saturday, August 22, 2020	9:22 AM	STVR	68125 Verano Rd	Landscape	The Palm Trees Have Not Been Maintained And Now There Are Rats Eating The Seeds/Pods. They Are Near My Property. They Are Living In The Tree And The Mess On The Ground.	Local contact responded within the 45 minute timeframe. I will contact my gardener during an appropriate time. We are limited to what we can do on the weekend, as far as, gardening goes. I will set something up though so we can get this handled right away.		HL
Saturday, August 22, 2020	10:41 AM	STVR	30216 Avenida Ximino	Parking	The Short Term Rental Is Parking All Over The Place And Guest Have Where I Park And I Don't Want Them Parking In Front Of My Home I Have People Coming Here Today.	Local contact responded within the 45 minute timeframe. I spoke to my guests, they will move the car right now.		HL
Saturday, August 22, 2020	7:55 PM	STVR	68605 Tortuga Rd	Noise	Loud Music Constantly.	Local contact responded within the 45 minute timeframe. I am the homeowner returning a call about a noise disturbance. Everything is fine, I sent someone to talk the tenant advising them not to make any noise.  Allied Security responded to the call; heard noise made contact to turn down music		HL
Saturday, August 22, 2020	8:19 PM	STVR	67790 Quijo Rd	Noise	They Are Being Noisy And Racing The Cars Around. They Are Zooming Around The Neighborhood Racing And Are Drunk. We Are Also Calling The Police As Well.	Local contact responded within the 45 minute timeframe. I got a call about guest making noise. The people went inside now.		HL
Saturday, August 22, 2020	10:37 PM	STVR	67350 N Laguna Dr	Noise/Harassment	We Felt Unsafe In Our Own Home. They Engaged Us. We Were Just Sitting In Our Back Yard. They Have A Table Right Against The Wall. The Man Started Complaining That We Had Made A Complaint But We Did Not And We Told Them So. He Called My Husband A Pussy. Since The 12th Of June We Have Had About 25 Rentals. Also Garbage In Our Yard. Basket Balls And Ping Pong Balls In Our Yard. They Are Not Screening These People. Last Weekend There Were 7 People And The Limit Is 6 There Were Much More Than That Today.	Property Owner states he received the call from local contact, and thought it was the HOA security contacting him. He resolved the issue with the renters, and realized that it was the City's hotline. Code Compliance received verification of correspondence with HOA.		HL
Saturday, August 22, 2020	11:00 PM	STVR	68790 Risueno Rd	Noise	Complaint Of Very Loud Music Starting @ 9:30pm, Just Getting Louder. Keeps Waking Children Up.	Allied Security responded to the property and spoke with property owner. Security officer cleared the call and property owner did not call the Hotline.		HL



STVR Calls  
August 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Sunday, August 23, 2020	6:48 AM	STVR	67735 Elizabeth Rd	Parking	It Was Less Than 24 Between Someone Leaving And Someone New Coming In. It Was Like 4 Hours. There Are 2 Vehicles That Are Completely Blocking The Sidewalk.	Resolution was not provided by local contact; this was an oversight by Administration and a citation should have been issued.  CCPD was dispatched to respond to the call.		HL
Sunday, August 23, 2020	8:44 AM	STVR	67350 N Laguna Dr	Resolution	This Is The First We Heard Of Our Neighbors Were Having Major Issues. We've Blocked Out Days And Reducing Amount Of Guests And Being Clear W/Rules We Require Of Guest Who Stay At Our Property. We Apologize For Any Complaints. We're Working W/Our Future Guests And Trying To Scale Things Back.	This call is from the property owner explaining that they thought hotline call was the HOA security and corresponded with them. See resolution above.		HL
<b>Week 4 (Aug 24 - 30, 2020)</b>							<b>18</b>	
Tuesday, August 25, 2020	10:09 PM	STVR	38811 Charlesworth Pl	Noise	I'm Calling To See If You Can Talk To An Air Bnb That's Being Loud. They're All Out In The Backyard. They're Screaming And Yelling In The Pool And Doing Cannonballs	Local contact responded within the 45 minute timeframe and stated that they are bringing the children inside now.		HL
Tuesday, August 25, 2020	10:19 PM	STVR	68745 Panorama Rd	Noise	They Are Playing Loud Music And Talking Loudly On A Microphone	Local contact responded within the 45 minute timeframe and stated that someone complained about loud music, but there is no loud music here. It is coming from next door. Local contact was upset that the complaint was erroneous.		HL
Wednesday, August 26, 2020	4:55 PM	UNK	69897 Northhampton Ave	Noise	The People At This Address Is Bothering The Whole Neighborhood. They Are Being Loud And Have Loud Music. The Owner Needs To Be Contacted.	This was an incorrect address and a new call initiated by the Hotline with the correct address.		HL
Wednesday, August 26, 2020	5:02 PM	STVR	69799 Northhampton Ave	Noise	There Is A Big Noise Complaint. About The Short Temp Apartments. I And Going To Complaint To City Hall About It.	Local contact responded within the 45 minute timeframe stating there is no noise at the Northhampton address.		HL
Friday, August 28, 2020	10:07 PM	STVR	69799 Northhampton Ave	Noise	Music Is Going On Here And It's After 10pm. Loud Voices And Carrying On	Local contact responded within the 45 minute timeframe stating there was no noise. Local contact stated reporting party is complaining without merit and it is harassment.		HL
Saturday, August 29, 2020	12:45 AM	STVR	68820 Concepcion Rd	Noise	They Are Having A Noisy Party. They Are Sitting Outside Having A Loud Conversation. I Have Recordings Of The Noise	Local contact responded within the 45 minute timeframe. No one is outdoors, no issue to report.		HL

STVR Calls  
August 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Saturday, August 29, 2020	2:38 PM	STVR	67775 Elizabeth Rd	Noise	The Music Is So Loud. They Have Speakers Outside And That Is Not Allowed. It's Above And Beyond Acceptable.	Local contact responded within the 45 minute timeframe and stated she spoke to the renters. They had the front door open and music was coming from inside the house. Local contact also stated that the renters were advised of the rules and advised not to have outdoor speakers.		HL
Saturday, August 29, 2020	2:41 PM	STVR	67775 Elizabeth Rd	Noise	There Are Two Rentals. The Other Rental Has Loud Music So They Both Keep Turning Up The Volume.	Resolution for this call was handled with the call above. See above notes for resolution.		HL
Saturday, August 29, 2020	3:36 PM	STVR	68645 Risueno Rd	Noise	I Am Calling Regarding Extremely Loud Music. They Did It All Day Yesterday And We're Not Putting Up With It Today. I'd Like It Referred To The Police Department.	Local contact responded within the 45 minute timeframe and stated that the renter was contacted to quiet down.		HL
Saturday, August 29, 2020	3:51 PM	UNK	68877 Risueno Rd	Parking	5 Cars There They Are Blocking The Sidewalk It Is Loud I Called Last Week.	This call was dispatched to CCPD as the property is not a STVR or LT property.		HL
Saturday, August 29, 2020	6:10 PM	LT	68385 Tortuga Rd	Noise	Noise And Screaming Last Night At The Pool @ 3am In The Morning. Every Weekend There Is Different Cars. This Is An Illegal Short Term Rental.	This call was on a long term rental property and not an active complaint		HL
Saturday, August 29, 2020	7:44 PM	LT	68385 Tortuga Rd	Noise	The Neighbor Behind Me Is Making A lot Of Noise In There Back Yard As I Am Trying To Have My Dinner. Please Have Some Body Come Out & Talk To Them Please	This call was dispatched to CCPD.		HL
Saturday, August 29, 2020	11:06 PM	STVR	68125 Verano Rd	Noise	Noise Complaint. Loud Music. Can Hear From The Next Block Over. Happens Frequently.	Local contact responded within the 45 minute timeframe and stated that the noise monitors registered at 0 decibels for noise level. Local contact stated they would respond to the property and expressed that they have been getting a lot of false complaints about this property.		HL
Sunday, August 30, 2020	12:03 AM	STVR	39555 Elna Way	Noise/Music	Kids That Are Here Are Loud, Yelling And Screaming All Day And They Are Still Being Loud. This Has To Stop. This Is Not A Resort Area. The Place Needs To Be Shut Down. I Have Been Doing This For 3 Years Now And Nothing Is Being Done.	The local contact was contacted twice but the call was disconnected each time. Code Compliance did not follow up on the call to issue a citation for not responding to the Hotline.		HL

STVR Calls  
August 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Sunday, August 30, 2020	2:03 AM	STVR	29645 Calle Colina	Noise/Music	Next Door Apartment Is Being Loud, Talking Loud And Have Music Playing. I Am Unsure Of The Exact Address.	The local contact did not respond within the 45 minute timeframe. Local contact stated that the renters were contacted and the issue resolved, but forgot to call Hotline with resolution. <b>A \$500 citation issued.</b>		HL
Sunday, August 30, 2020	1:13 PM	STVR	67775 Elizabeth Rd	Noise/Music	Their Music Is Incredibly Loud And We Can Hear It In Our Home, Even With Everything Shut.	The Local contact called back within the 45 minute timeframe stating there is no speaker or music on. There is just people in the pool.  Allied Security responded to the call, stated it looks like it is a family get together and music cannot be heard until at the front door, and would not create a disturbance unless close to the door.		HL
Sunday, August 30, 2020	2:54 PM	STVR	67775 Elizabeth Rd	Noise/Music	2nd Call- Excessive Noise. Owners Are Not Contacting Back. This Happens Every Week	This was the second complaint received within a two hour time span. The property owner was cited for not appropriately handling the noise complaint. <b>A \$500 citaion was issued.</b>  Allied Security responded, upon arrival the Police were at the residence and handled the complaint. Occupants turned down the music.		HL
Sunday, August 30, 2020	10:03 PM	STVR	30275 Avenida Alvera	Noise/Music	They're Playing Loud Music At This Property And We Can't Sleep.	Local contact responded within the 45 minute timeframe and stated the tenant rwas contacted regarding loud music and they turned it down.		HL