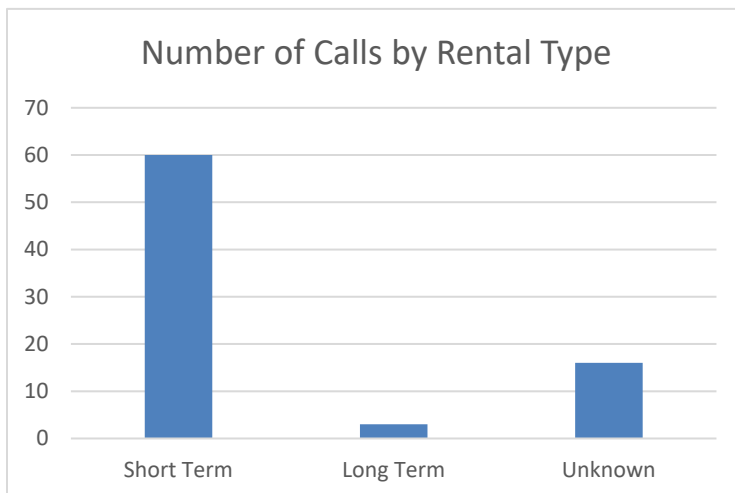
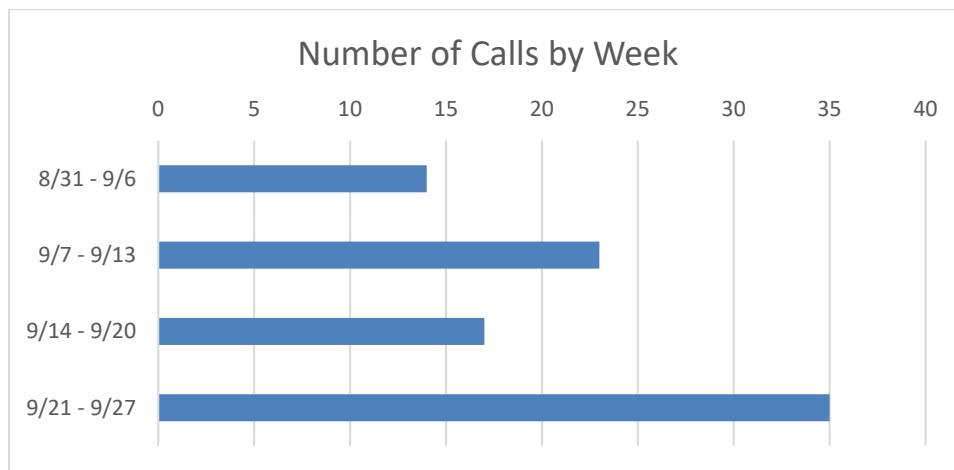




SHORT TERM VACATION RENTAL SUMMARY SEPTEMBER 2020 AUGUST 31, 2020 TO SEPTEMBER 27, 2020

This Short-Term Vacation Rental Call Summary (Summary) covers the reporting period for September 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.

Eighty-nine (89) STVR complaints were received in September, of which 78 calls were received via the Hotline and 11 were received via GoRequest. The graph below shows the number of calls received for each week of the reporting period.

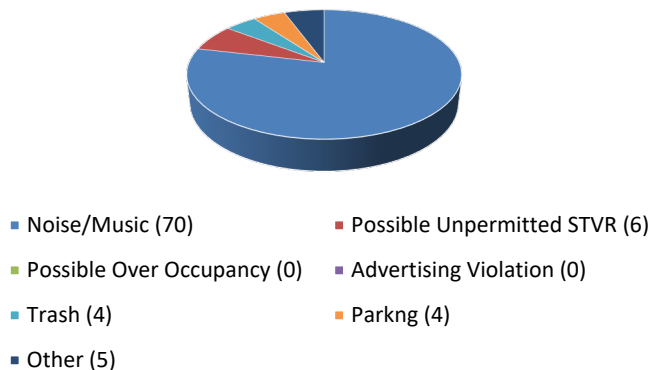


Of the 89 calls received, 70 were on licensed STVR properties, 3 were on a Long-Term rental property, and 16 calls fell into neither category, and are classified as Unknown (UNK).

Number of Complaints by Week and Complaint Type

Complaint Type	8/31 – 9/6	9/7 – 9/13	9/14 – 9/20	9/21 – 9/27	Total
Noise/Music	11	16	13	30	70
Possible Unpermitted STVR	2	3	1	0	6
Possible Over Occupancy	0	0	0	0	0
Advertising Violation	0	0	0	0	0
Trash	0	2	1	1	4
Parking	0	0	0	4	4
Other	1	2	2	0	5
Total	14	23	17	35	89

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 concerning impending civil issues, anticipated issues at a STVR property, and a drone nuisance.

For the month, ten (10) citations were issued because of the complaints received during the time period.

STVR Calls
September 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Week 1 (Aug 31 - Sep 6, 2020)							14	
Monday, August 31, 2020	1:17 PM	STVR	68435 Bahada	Possible Unpermitted STVR	Air B&B being operated. Multiple cars there every weekend, people coming and going all the time, never the same car sometimes several cars are on the property. Lights on all the time, sprinklers have been broken before where several cars parked.	This complaint was received Anonymously and could not respond directly to the Reporting Party to advise that the property is a licensed STVR and that the STVR Hotline should be called for active complaints.		GoR
Monday, August 31, 2020	1:19 PM	STVR	68550 Terrace Rd	Possible Unpermitted STVR	House is an Air B&B, there is a combination lock on the side door going to garage. Curtains open when people are there, curtains closed when not, multiple different cars there at all times of day. Last see white Cadillac Escalade for 3 days, now no cars house closed up.	This complaint was received Anonymously and could not respond directly to the Reporting Party to advise that the property is a licensed STVR.		GoR
Monday, August 31, 2020	11:38 PM	STVR	68626 Durango Rd	Noise/Music	There's A Group Of People At The Pool, Screaming And Yelling And Doing This Since Before 10:00.	The Local Contact did not respond within the 45 minute timeframe, but responded several hours after the Hotline left a message. Local Contact stated the issue was resolved. Citation \$500.00		HL
Monday, August 31, 2020	11:47 PM	STVR	30216 Avenida Ximino	Noise/Music	They're Outside Just Screaming And Yelling. I Think They Should Take It Inside, We Have To Get Up For Work In The Morning.	A resolution was not provided. Local contact states did he did not get a call; however, STVR Hotline records verify the call was made. Citation \$500.00		HL
Wednesday, September 2, 2020	9:45 PM	STVR	68745 Panorama Rd	Noise/Music	Loud Party Going On, Music And Shouting.	The local contact responded within the 45 minute timeframe stating that he responded to the property and there was no outside music. Renters stated they were playing a game outside and local contact had them go inside.		HL
Thursday, September 3, 2020	3:53 AM	STVR	68590 Risueno Rd	Noise/Music	Loud Booming Music. People Yelling. Having Party All The Time. Never Quiet. Nobody Can Sleep.	The local contact did not respond to the STVR Hotline within the 45 minute timeline. Responded 3 1/2 hours later. Citation \$500.00		HL

STVR Calls
September 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Thursday, September 3, 2020	7:14 AM	STVR	68590 Risueno Rd	Noise/Music	There Was A Loud Music Complaint Made This Morning At 6:28am.	This call to the Hotline was from the CCPD. Handled as part of the previous complaint. See above resolution.		HL
Thursday, September 3, 2020	10:22 AM	STVR	67350 N. Laguna Dr	Other	Needs To Know If Homes Are Rentals Or Primary Living Addresses? Having Issues With The H.O.A.	This is not a complaint; the US Census was trying to get information regarding properties.		HL
Thursday, September 3, 2020	4:20 PM	LT	68725 Tachevah Dr	Noise/Music	Noise Complaint. Illegal Short Term Rental Have A Group Of Young People In The Back Yard Screaming Bloody Murder. Do Not Want To Have To Put Up With Them Over The Weekend. Setting The Dogs Off In The Neighborhood.	Code Compliance responded to the property and made contact with occupants that said they rented the property for short term occupancy. Additionally, an email complaint was received with documentary evidence that the property is being operated as an unlicensed STVR. Citation \$5,000		HL
Thursday, September 3, 2020	4:51 PM	STVR	69948 Wakefield Rd	Noise/Music	Blasting Music In Back Yard And Loud People.	Local Contact responded within 45 minute timeframe stating the music was not turned up loud, and that the neighbor is saying things that are untrue.		HL
Friday, September 4, 2020	4:11 PM	STVR	69729 Rochester Rd	Noise/Music	They Have Been Blasting Music All Day. We Are Across The Street And We Can Hear Every Single Base And Note. This Is A Continuous Issue. Talking To The Neighbors, We Are Not The Only Ones Bothered. There Are A Ton Of Cars And I Know Its Not A Violation But The Trash Truck Couldn't Get To Their Cans.	Local Contact made several attempts to call within the 45 minute timeframe and finally got through. Local Contact stated there was no noise and did not know why there were complaints at the address.		HL
Friday, September 4, 2020	5:33 PM	STVR	69729 Rochester Rd	Noise/Music	Local Police Department Reporting Music Complaint.	The CCPD called in a noise complaint. Local Contact responded within the 45 minute timeframe and stated that he has received several calls back to back and is not sure why as there is nothing going on at the property. Allied Security responded and did not hear any noise coming from the property. The renter came out and the Security Officer advised him of the complaint.		HL

STVR Calls
September 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Saturday, September 5, 2020	1:49 AM	STVR	68340 Verano Rd	Noise/Music	Noisy Playing Music They Are Here Every Weekend This A Vacation Home. Its Almost 2am.	Local Contact responded within 45 minute timeframe stating that there is a noise monitoring device at the property and it is not recording any noise. Local contact stated that contact would be made at the property. Allied Security responded, there was no noise at the property. There was noise coming from another property a couple houses down.		HL
Sunday, September 6, 2020	10:18 PM	STVR	68400 Hermosillo Rd	Noise/Music	Playing Loud Music And Partying. I'm Trying To Sleep And I Can Hear It In My House.	Local Contact responded within the 45 minute timeframe stating there was no music--just four people swimming.		HL
Week 2 (Sep 7 - 13, 2020)							23	
Wednesday, September 9, 2020	12:13 AM	STVR	68132 Valley Vista Dr	Noise/Music	Noise Complaint. Backyard Faces That Direction. Yelling Around The Pool. I Cannot Sleep.	Local Contact responded within the 45 minute timeframe and stated that he went to the property, spoke with renters and the noise has stopped.		HL
Wednesday, September 9, 2020	12:32 AM	STVR	68320 Concepcion Rd	Noise/Music	They Are Out In The Yard In The Pool, Making Noise. Their Voices Are Sure Loud, Going On For Hours.	Local Contact responded within the 45 minute timeframe and stated the house manager made them get out of the pool. Renters informed they are not allowed outside after 10 PM and renters reported to Airbnb.		HL
Wednesday, September 9, 2020	1:33 PM	LT	28282 Desert Princess Dr	Other	We Finished The Rental And This Is Regarding Our Rental At 28284 Desert Princess Dr. Having A Hard Time Getting My Security Deposit Back.	Reporting party was contacted and stated that the issue was resolved.		HL
Wednesday, September 9, 2020	10:18 PM	STVR	68355 Tachevah Dr	Noise/Music	Calling Regarding A Noise Complaint. They Were Playing Very Loud Music For 2 Nights In A Row.	Local Contact responded within 45 minute timeframe stating that they went to the property and that everyone is indoors and being quiet. No issues to report.		HL
Thursday, September 10, 2020	11:14 PM	STVR	67775 Elizabeth Rd	Noise/Music	Renters Having Party In Backyard, Very Loud, Playing Beer Pong, Have Over 10 People There Only Allowed 8 People Overnight, Its After 11pm They Need To Shut It Down And Go Inside.	Local Contact responded within the 45 minute timeframe stating that the renters would be contacted. Allied Security responded to the property and stated they did not hear any noise.		HL

STVR Calls
September 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Thursday, September 10, 2020	11:59 PM	STVR	67735 Elizabeth Rd	Noise/Music	Renters Are Having A Party, Its After 11pm And Is Loud.	The Hotline Operator contacted Allied Security first, per protocol. Allied Security was just at 67775 Elizabeth and did not hear noise, and informed Operator that there was no noise in this area. Call was cleared at that point.		HL
Friday, September 11, 2020	7:39 PM	STVR	69643 Willow Ln	Noise/Music	Noise Complaint	Local Contact responded within the 45 minute timeframe stating it was family members outside talking and are inside now. Local Contact stated she was unsure why neighbors complained about people outside talking. Allied Security responded to the property and heard faint voices coming from the property. Contact was made with the renter and advised of the complaint. The renter advised the other guest to talk at lower.		HL
Friday, September 11, 2020	7:50 PM	STVR	68621 Durango Rod	Noise/Music	This vacation rental is out of control, not sure if guest are screened or know the rules of the city but this is becoming a issue. There's 2 cars in the driveway and 4 on the street that's against code I believe. There's people sitting cars in front smoking weed you can smell it. It's sooooo Loud and yelling screaming! This matter needs to be handled!	This complaint was received Anonymously and could not respond directly to the Reporting Party to advise that the property is a licensed STVR and that the STVR Hotline should be called for active complaints.		GoR
Friday, September 11, 2020	10:39 PM	STVR	30275 Avenida Alvera	Noise/Music	They Are Outside Screaming And Yelling And It Is Time To Take It Inside.	Local contact did not respond to the STVR Hotline. Allied Security responded to the property and heard loud screaming, but determined it was from another property. Citation \$500		HL
Friday, September 11, 2020	10:57 PM	LT	67380 W Chimayo Dr	Noise/Music	They Are In The Back Yard Screaming Jumping Into Pool, Fire Works Just Went Off Not Sure If From Over There	Property is a LT Rental, call was relayed to CC Police Department. Records show that Officers were unable to locate the noise.		HL

STVR Calls
September 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Friday, September 11, 2020	11:58 PM	STVR	68905 Lozano Ct	Noise/Music	They Are Playing Loud Music, A Lot Of Yelling And Screaming	Hotline notes state the Local Contact did not respond. There was a discrepancy in the Local Contact information provided to the STVR Hotline, and the correct contact was not contacted. No violation. Allied Security responded to the property and heard people yelling but the noise was coming from a house the next block over.		HL
Saturday, September 12, 2020	3:08 AM	UNK	68415 Verano Rd	Noise/Music	There Is A Party Going On. Loud Music And Lots Of Screaming, Laughing With Lots Of People. They Are Very Loud	The Hotline Operator referred the call to CCPD. CCPD Dispatcher stated an Officer was dispatched and the party was advised of the noise complaint.		HL
Saturday, September 12, 2020	7:45 AM	UNK	28170 Horizon Rd	Possible Unpermitted STVR	Illegal advertising link support attached shows 207 horizon. However it's 28170 . House rented weekly , same game guest check and check out at before 12 noon. Why would family be obligated to checkout at a certain time? Any issues with validity of this been 28170 HorizonRoad.	Code Compliance reviewed the link provided. There are no reviews and all dates are crossed out on the calendar. Unable to determine if the link was active.		GoR
Saturday, September 12, 2020	11:28 AM	STVR	67735 Elizabeth Rd	Noise/Music	Someone Is Playing Music Really Loud.	The Local Contact did not respond within the 45 minute timeframe. The Hotline referred the call to the CC Police Department. Police Department responded but were unable to locate the noise/music. Citation \$500.00		HL
Saturday, September 12, 2020	3:00 PM	UNK	68430 Risueno Rd	Possible Unpermitted STVR	They Are Renting With No License.	Code Compliance could not substantiate the claim of an unpermitted STVR.		HL
Saturday, September 12, 2020	4:12 PM	STVR	68895 Hermosillo Rd	Noise/Music	The House Next Door Is Blaring Loud Music.	The Local Contact responded within the 45 minute timeframe stating that music was being played and it has been resolved.		HL
Saturday, September 12, 2020	5:14 PM	UNK	68291 Da Vall Dr	Possible Unpermitted STVR	There is renters in this rental property and they have been so long all night till 1:30am and started back up at 11am, this is so rude and disrespectful to our neighborhood! Please do something about this!	This complaint was received Anonymously and could not respond directly to the Reporting Party to advise to contact the CCPD to report the noise complaint. Unable to confirm that an unpermitted STVR is being operated.		GoR

STVR Calls
September 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Saturday, September 12, 2020	5:17 PM	STVR	68261 Durango Rd	Noise/Music	This vacation rental is out of hand and needs to know the regulations in our city and the noise this group of people there now has been so loud yelling smell of weed all hours of the night and started again around 11am! 6-7 cars in the street from this house and 3 in the drive way This needs to be dealt with!	This complaint was received Anonymously and could not respond directly to the Reporting Party to advise to call the STVR Hotline so that the issue can be responded to in a timely manner. The STVR Hotline did receive a call for this property later in the evening and the Local Contract responded.		GoR
Saturday, September 12, 2020	6:48 PM	UNK	Not provided	Other	I Called A Few Nights Ago About A Noise Complaint But I Don't Have The Address From That Call. Thinks They Will Be Starting Party Again Tonight.	This is not an active complaint. The Hotline Operator did track down the ticket number from the previous call and provide it to the caller.		HL
Saturday, September 12, 2020	7:33 PM	STVR	68261 Durango Rd	Noise/Music	People Are Yelling And Screaming In The Backyard. It Happens Every Weekend. We Work And Need To Sleep.	Local Contract responded within 45 minute timeframe and advised that they are aware of the situation and around the corner from the location. Allied Security responded, to the property and did not hear any music or loud people. Renter was advised of the complaint.		HL
Saturday, September 12, 2020	7:37 PM	STVR	31475 Avenida Alvera	Noise/Music	The People At This Rental Are Being Extremely Loud, They Have Loud Speakers, And Microphones, It Is Ridiculous.	Local contact responded within the 45 minute timeframe and stated would go to the property and handle it. Allied Security responded, when I arrived there was no noise coming from the property. There was noise coming from the property across the street.		HL
Sunday, September 13, 2020	12:45 PM	STVR	68132 Valley Vista Dr	Trash	Last Night Loud Noise Between Midnight And 1 Am. This Morning They Threw Trash Out In The Street.	Local Contact responded within 45 minute timeframe and stated that a fast food package was left outside and that it was taken inside.		HL
Sunday, September 13, 2020	1:02 PM	STVR	68132 Valley Vista Dr	Trash	I Have Pictures Of The Trash In The Street From The Renters.	Local Contact responded within 45 minute timeframe and stated that a fast food package was left outside and that it was taken inside.		HL
Week 3 (Sep 14- 20, 2020)							17	

STVR Calls
September 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Monday, September 14, 2020	12:37 PM	STVR	67775 Elizabeth Rd	Noise/Music	It's An Air Bnb Rental With A Loud Party Going On With Music And People Screaming And Yelling. This House Is Constantly Having Parties.	The Local Contact responded within the 45 minute timeframe and stated that the guests were contacted and went inside. There is no more music.		HL
Wednesday, September 16, 2020	9:30 PM	STVR	68045 Empalmo	Noise/Music	It's An Air Bnb Rental With A Loud Party Going On With Music And People Screaming And Yelling. This House Is Constantly Having Parties.	Local Contact responded withing the 45 minute timeframe and stated that the guests were contacted and went inside the house. There is no more music.		HL
Wednesday, September 16, 2020	10:24 AM	STVR	30246 Avenida Ximino	Trash	This trash has been allowed to accumulate for weeks and the smell is disgusting even with an additional brown bin they can't keep up with trash - tenants have no where to put trash because bins are always full so they put regular trash into recycle bin.	Code Compliance verified wth reporting party that the correct address was 30216 Avenida Ximino and that the issue had been resolved.		GoR
Thursday, September 17, 2020	10:56pm	STVR	28241 Avenida La Vista	Noise	New Guests Are Arriving Every Week...Loud Screaming In The Pool In The Backyard And They Have Woken Up My Entire Family. I Feel Concerned About Strangers Coming In Neighborhood (With The Quarantine Going On) I Don't Know Anything About The Renters. I Feel It Is A Safety Issue.	The Local Contact did not respond to the complaint within the 45 minute timeframe. Allied Security responded to the property and made contact with an occupant that was unloading his vehicle. Occupant stated that the children were swimming and just got out of the pool. Citation \$500.00		HL
Friday, September 18, 2020	7:53 PM	STVR	68716 Avenida Diosa	Noise/Music	About 8 Fireworks Or Gun Shots Just Set Off Think Was From This House. Probably Fireworks No Screaming, It Was Alarming.	The Local Contact did not respond within the 45 minute timeframe. No citation was issued due to Administration oversight. Allied Security responded to the property and did not see any fireworks coming from the property. The occupant was contact and stated that the houses on the next block over were using fireworks.		HL

STVR Calls
September 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Friday, September 18, 2020	11:15PM	STVR	68820 Concepcion Rd	Noise/Music	Music And A lot Of Laughter. Sounds Like Big Party Going On.	Local contact responded within the 45 minute timeframe and stated that she responded to the house and there was no one outside or music. Local contact reiterated the music times to the renters. Allied Security responded, when I arrived there was no noise coming from the property. There was a party at the house directly across the street which is not an STVR.		HL
Saturday, September 19, 2020	12:22 AM	STVR	68745 Tachevah Dr	Noise/Music	I Am Trying To Get Some Sleep And There Is Screaming At The Pool.	The local contact responded within the 45 minute timeframe and stated that contact was made with the renters, they are moving inside and there should be no other disturbances. Allied Security responded to the property and didn't hear any noise coming from the property. Contact was made with the renter who they just got out of the pool and came inside the house.		HL
Saturday, September 19, 2020	12:51 AM	UNK	68805 Panorama Rd	Noise/Music	I Was Told This Would Sometimes Be Used Has A Rental Property But It Was Not On The List They Are Playing Really Loud Music Over There, There Are 3 Cars In The Drive Way.	This property is not a licensed STVR or LT rental property. The HL operator referred the call to CCPD. CCPD responded and were "Unable to Locate" the noise. Code Compliance reviewed the Deckard Report and did not find this address in the report.		HL
Saturday, September 19, 2020	10:29 AM	UNK	68430 Risueno Rd	Possible Unpermitted STVR	They Are Renting Their House As A Short Term Rental.	This property is not a licensed STVR or LT rental property. The Hotline operator referred the call to CCPD.		HL
Saturday, September 19, 2020	4:20 PM	UNK	68415 Verano Rd	Noise/Music	In Regards To A Noise Complaint.	This property is not a licensed STVR or LT rental property. The HL operator referred the call to CCPD. CCPD responded and were "Unable to Locate" the noise.		HL

STVR Calls
September 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Saturday, September 19, 2020	5:40 PM	UNK	68291 Durango Rd	Noise/Music	Yet again this weekend there's another renters at this vacation rental. Very loud music, people yelling and screaming from the early morning till past midnight. This is so disrespectful to the neighborhood. Please do something about this. And the smell of marijuana is so strong.	The customer did not include an email to advise to contact CCPD for a timely response. This is not an STVR.		GoR
Saturday, September 19, 2020	5:57 PM	UNK	68291 Durango Rd	Noise/Music	These people in the vacations have been yelling and loud music since 9am and it's just getting louder and louder as the day goes on! Is this a party neighborhood? Did I buy a house in the wrong area? I thought it was a nice quite family neighborhood, this is nonsense and so disrespectful to all in the neighborhood and city! Why is this being allowed to happen?	The customer did not include an email to advise to contact CCPD for a timely response. This is not an STVR.		GoR
Saturday, September 19, 2020	9:55 PM	UNK	67263 Zuni Court	Noise/Music	Every 3-4 Days A New Group Of People. They Are To Loud And Have Barking Dogs. They Have Been Told About It. I Just Called Security And They Will Go Out There At 10 But They Should Go Anytime There Is Excessive Noise 24/7. There Are Kids Screaming. They Have 10-12 People There. They Have 3 Fire Pits There Now.	Hotline dispatched to CCPD.		HL
Sunday, September 20, 2020	2:14 PM	STVR	68155 Tachevah Dr	Noise/Music	There Is A Lot Of Noise Going On And They Are Yelling And Screaming And There Is A Lot Of Vulgar Language. I Called The Owner And He Can Not Get A Hold Of Them . They Are Throwing Trash On My Property.	<p>The Local Contact did not respond within the 45 minute timeframe.</p> <p>Allied Security responded to the property and did not hear any noise or music. The Allied officer made contact with renter and through the open door noticed there was a get together. The renter stated that the neighbor had yelled at her and her family about being loud.</p> <p>Citation \$500.00</p>		HL

STVR Calls
September 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Sunday, September 20, 2020	3:05 PM	STVR	67825 Carroll Dr	Other	Neighbor Is Flying Drone Around. I Feel That It's Violating Our Space.	Local Contact spoke directly with the Allied Security officer. Issue was resolved. I made contact with Local Contact on not responding to the Hotline and he stated he had responded to the Hotline. Allied Security responded to the call and made contact with renters. They stated they were not flying a drone.		HL
Sunday, September 20, 2020	10:19 PM	UNK	67330 S Chimayo Dr	Other	I Did Not Realize My Lease Was Up Today And I Was Locked Out Please Call.	Code Compliance spoke to the Reporting Party and they understand this is a civil issue. The Reporting Party also stated that the property was rented, initially, short term which turned into a longer lease.		HL
Sunday, September 20, 2020	10:38 PM	STVR	68180 Marina Rd	Noise/Music	They Are Playing Loud Music Sounds Like Outside. I Hear It In My House.	The local contact responded within the 45 minute timeframe and stated that the tenants were contacted and they are not playing music. Tenants stated the house next-door is playing music.		HL
Week 4 (Sep 21 - 27, 2020)							35	
Monday, September 21, 2020	9:34 AM	STVR	67135 Peineta Rd	Trash	They Rent The House Out On Weekend And The Trash Was Not Put Out Last Thursday. The Home Owners Are Not Being Responsible. They Have Parties And Cars Parked On My Lawn As Well.	Hotline called Local Contact who stated she did not know about the cars and would have taken care of it had she been told. She stated she would go to the property and take care of the trash.		HL
Monday, September 21, 2020	9:42 AM	STVR	68320 Concepcion Rd	Parking	A Car Is Blocking Her Mailbox And The Mail Cannot Be Delivered With A Call In Front Of The Mailbox.	The Local Contact responded within the 45 minute timeframe and stated that out of courtesy the guest moved their car out of the street, which was legally parked and is no longer parked by the neighbors mailbox. The City should consider painting the curbs red in front of peoples mailboxes if they are going to consider this to be a valid complaint because Hotline calls like this are a waste of City resources.		HL
Monday, September 21, 2020	2:51 PM	STVR	68433 Descanso Cir	Noise/Music	They Are Always Making Noise And Screaming And Especially At Night.	No response from Local Contact. Citation was not issued due to Administration oversight. It was unclear if this was an active complaint. Dispatched to CCPD, stated they would put in for extra patrol in the PM. Reporting Party needs to call when complaint is active.		HL

STVR Calls
September 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Tuesday, September 22, 2020	1:56 PM	STVR	67263 S Chimayo Dr	Noise/Music	Very Boisterous Behavior, I Live A Block Away And I Can Hear Their Music Very Loud, They Talk Very Loud Too. Today Is The First Day That I Hear It.	Local Contact responded within the 45 minute timeframe stating her daughter is staying at the property and she will make contact so that the noise is kept down.		HL
Wednesday, September 23, 2020	5:21 PM	STVR	67263 S Chimayo Dr	Noise/Music	There Is Loud Music And An Overall Loud Party.	Local contact responded within the 45 minute timeframe and stated she would call the people at the property and tell them to go inside and keep the noise level down.		HL
Wednesday, September 23, 2020	6:19 PM	STVR	67263 S Chimayo Dr	Noise/Music	There Are Loud Voices And A Loud Party.	Local contact responded within the 45 minute timeframe and stated she spoke to her daughter who is staying at the property with friends to keep the noise down.		HL
Thursday, September 24, 2020	7:01 PM	STVR	68110 Marina Rd	Parking	Have 6 Cars Parked In A 4 Car Driveway, 3 Are Blocking The Sidewalk And 2 Are In The Dirt, And There Is About 4 Cars On The Street, So Approximately 10 Total.	Local contact responded within the 45 minute timelines and stated that the guests need to be escorted off the property as they are not following the rules. Allied Security responded to the property and observed 2 cars in the driveway. Security officer made contact with renter who said family was over to visit and they have already left.		HL
Thursday, September 24, 2020	10:06 PM	STVR	68210 Marina Rd	Noise/Music	There Is A Large Party With Loud Noise And Music And Banging And Playing In The Pool After 10pm.	Local contact responded within the 45 minute timeframe and stated that there are only three people at the property and they are not being loud. Allied Security responded to the property and heard faint talking and made contact with renter. The renter had everyone come inside.		HL

STVR Calls
September 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Thursday, September 24, 2020	10:49 PM	STVR	68340 Verano Rd	Noise/Music	I Want To Report Loud Music There Are People Outside. Its 11pm.	Local contact responded within the 45 minute timeframe and stated that the owner was reached and stated they were outside and not playing music or creating noise. Local contact sent an employee out to the property to confirm no noise is being made. Local contact sates that noise sensors did not pick up any noise. Allied Security responded to the property and heard faint talking and made contact with renter. The renter had the two other guests go inside.		HL
Thursday, September 24, 2020	10:52 PM	STVR	68820 Concepcion Rd	Noise/Music	Loud Music, Loud Laughing And Loud Talking.	The Local Contact responded with the 45 minute timeframe, when I arrived there was no one in the yard. Looks like everyone was ready for bed. No issues to report. Allied Security responded, when I arrived there was no noise coming from the property. There was noise coming from the house across the street.		HL
Friday, September 25, 2020	4:21 PM	STVR	69643 Willow Ln	Noise/Music	The Music Is Very Loud.	The Local Contact responded within the 45 minute timeframe, stated that the guests were informed to keep the noise down. Local contact states that noise sensors were put inside and outside the house. Feels that there are false claims being made.		HL
Friday, September 25, 2020	6:08 PM	STVR	68210 Marina Rd	Noise/Music	Playing Loud Amplified Music.	The Local Contact responded within the 45 minute timeframe stating the music is not too loud but it was earlier. Local contact stated the neighbor filed a complaint about loud music. Allied Security responded and did not hear any music coming from the property. The renter was advised of the complaint.		HL

STVR Calls
September 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Friday, September 25, 2020	8:32 PM	STVR	68805 Panorama Rd	Parking	There Are Many Cars Parked In The Driveway And Two Cars Are On The Sidewalk And Partly In The Street.	The Hotline routed the call to the CCPD who already had a noise complaint called in. CCPD reported no music and that lights are off. CCPD made contact with occupants and advised them of the complaint.		HL
Friday, September 25, 2020	9:18 PM	STVR	38180 Dorn Rd	Noise	Noise Complaint. A Lot Of Yelling And Music. Its A Party.	The Local Contact responded within the 45 minute timeframe, he contacted the guest and the guest apologized and went inside. Allied Security responded to the property and hear light talking coming from the property. Contact with the renter was made and advised of the complaint.		HL
Friday, September 25, 2020	10:25 PM	STVR	69643 Willow Ln	Noise	In The Backyard Yelling Screaming I Have Kids I Don't Want My Kids Woken Up.	The Local Contact responded within the 45 minute timeframe stating the noise sensors have been checked and they're showing no noise level at all. Allied Security responded to the property and did not hear any noise coming from the property. The renter came outside and they were advised of the complaint.		HL
Friday, September 25, 2020	10:29 PM	STVR	68261 Durango Rd	Noise/Music	Here we go again! Another loud night with renters in this house so loud yelling and loud music and strong smell of Marijuana. This is every weekend! Do something about this!!!!	A complaint was received by the Hotline approximately 30 minutes later from this Request. See notes below for resolution. Unable to advise Reporting Party to call Hotline as there is no email address.		GoR
Friday, September 25, 2020	10:36 PM	STVR	30275 Avenida Alvera	Noise	Noise Is Very Loud From The Air B&b Behind Us, 2 House Down. It's Been Loud All Night, This Happens Every Weekend. And Another Violation For The Home Next To Me Is A White House In The Middle Of The Street. Both Homes Are Playing Loud Music Outside, Both Airbnb.	The Local Contact responded within the 45 minute timeframe stating the guest will be asked to lower the music. Allied Security responded to the property and could hear music. The music turned off when the Officer existed the vehicle. Renter was advised of the complaint and said he would keep the music off.		HL

STVR Calls
September 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Friday, September 25, 2020	11:02 PM	STVR	30216 Avenida Ximino	Noise	My Husband Called Earlier And Now The Music Is Even Louder. I Have Guests And No One Can Sleep. It's The Same Thing Every Week.	The Local Contact responded within the 45 minute timeframe, I was told by the residents that it wasn't them playing the music. They provided a phone video recording as proof that it was three houses to the right. Allied Security responded to the property and heard no no music coming from this property. There was music coming from the property a couple doors down.		HL
Friday, September 25, 2020	11:09 PM	STVR	68261 Durango Rd	Noise/Music	Lots Of Yelling/Partying; This Is Happening Every Weekend.	The Local Contact responded within the 45 minute timeframe stating that they responded to the property and there was no noise heard. Local contact would remind guests of the rules. Allied Security responded to the property and did not hear any noise coming from the property at all.		HL
Friday, September 25, 2020	11:17 PM	STVR	68250 Verano Rd	Noise/Music	Excessive Loud Noise They Are Throwing A Party And They Wont Stop Screaming And Yelling And Its 11pm.	The Local Contact responded within the 45 minute timeframe stating they have responded to the property twice already. They heard a few spikes but nothing consistent. Staff is outside the home are making sure everything is taken care of. Allied Security responded to the property and could hear some talking coming from the property. Renter was advised of complaint and everyone went inside.		HL
Friday, September 25, 2020	11:21 PM	STVR	30275 Avenida Alvera	Noise/Music	My Husband Called About 1030 Now The Music Is Louder.	The Local Contact responded within the 45 minute timeframe stating the guests have already lowered the music. Allied Security responded to the property and could hear music. The music turned off when the Officer existed the vehicle. Renter was advised of the complaint and said he would keep the music off.		HL

STVR Calls
September 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Saturday, September 26, 2020	10:18 AM	STVR	68965 Hermosillo Rd	Noise/Music	The Tenants Are Playing Loud Rap Music. They Play It In The Morning In The Backyard Some Of The Songs Are Nasty And There Are Children Next Door. It Happens Every Weekend.	The Local Contact responded within the 45 minute timeframe stating the tenants would be contacted. Local contact also wanted it noted that the neighbor plays their music very loud so it might be from their house.		HL
Saturday, September 26, 2020	12:53 PM	STVR	30275 Avenida Alvera	Noise/Music	I Don't Mind Them Playing Music But We Can't Even Sit Outside Because It Is Soo Loud.	Local contact did not respond to the complaint. CCPD responded to complaint. No music heard at location. Citation \$500.00		HL
Saturday, September 26, 2020	2:41 PM	STVR	68340 Verano Rd	Noise/Music	All Three Units At 68340, 360, 380. They Had A Lot Of People Show Up And Start A Party Late At Night Until 3am. The Police Had Been Notified, But Nothing Changed. I've Been Having Issue With Them About Noise Since February	The Local Contact responded within the 45 minute timeframe stating the noise sensors did not pick up excessive noise, and that they will respond to the property to go over the rules.		HL
Saturday, September 26, 2020	2:41 PM	UNK	68360 Verano Rd	Noise	All Three Units At 68340, 360, 380. They Had A Lot Of People Show Up And Start A Party Late At Night Until 3am. The Police Had Been Notified, But Nothing Changed. I've Been Having Issue With Them About Noise Since February	This property is is not a licensed STVR or LT rental. Dispatched to CCPD, who put on extra patrols.		HL
Saturday, September 26, 2020	2:45 PM	UNK	68380 Verano Rd	Noise	All Three Units At 68340, 360, 380. They Had A Lot Of People Show Up And Start A Party Late At Night Until 3am. The Police Had Been Notified, But Nothing Changed. I've Been Having Issue With Them About Noise Since February	This property is is not a licensed STVR or LT rental. CCPD responded to the property and heard no noise at this location.		HL
Saturday, September 26, 2020	3:01 PM	UNK	Address Not Provided	Noise/Music	In Regards To Screaming, Laughing, Hollering, Music, Up All Night. Its Disturbing Me, I Don't Want To Live Here.	Reporting party did not provide an address.		HL
Saturday, September 26, 2020	3:41 PM	UNK	68380 Verano Rd	Noise/Music	They Had A Lot Of People Show Up And Start A Party Late At Night Until 3am. The Police Had Been Notified, But Nothing Changed. I've Been Having Issue With Them About Noise Since February.	CCP did not respond to the complaint as it was not an active complaint.		HL

STVR Calls
September 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Saturday, September 26, 2020	3:55 PM	STVR	67790 Quijo Rd	Noise/Music	Excessive Noise With A Machine In The Backyard.	The Local Contact responded within the 45 minute timeframe stating the noise complaint has been resolved.		HL
Saturday, September 26, 2020	9:16 PM	STVR	30275 Avenida Alvera	Noise/Music	All day this house has been extremely loud. They've been playing loud music, singing loudly & screaming. This has been an ongoing issue at this house & it is out of control & disrespectful.	Code Compliance advised the reporting party of previous Hotline call to this property and that after office hours to call the Hotline so that the noise can be addressed.		GoR
Saturday, September 26, 2020	10:08 PM	STVR	68725 Panorama Rd	Noise/Music	Excessive Partying Yelling And Chanting In The Back For The Last 2 Hours. I Think There Are 20 People Maybe More.	The Local Contact responded within the 45 minute timeframe stating renters were told to keep it down. Allied Security responded to the property and did not hear music, but could hear voices coming from the property. The officer made contact with the renter and advised him of the complaint. Everyone went inside the house.		HL
Sunday, September 27, 2020	12:35 AM	STVR	38811 Charlesworth Pl	Noise	People Are Outside Loud Very Drunk Unable To Sleep, Same Issue Last Night.	Local Contact did not respond to complaint. Allied Security responded to the property and observed two people outside. They were advised of the complaint. Citation \$500.00		HL
Sunday, September 27, 2020	5:20 PM	STVR	68895 Hermosillo Rd	Noise/Music	This Address Measured At A Noise Level Of 76 Decibels. Noise Can Be Heard From Front Yard As Well. Citation Should Be Issued For This.	The Local Contact did not respond timely, however did call the Hotline back and reported that the music stopped completely. Allied Security responded to the property and did not hear any noise and was unable to make contact at the property.		HL
Sunday, September 27, 2020	6:09 PM	STVR	68725 Minerva Rd	Parking	Cars Are Blocking The Sidewalk.	The Local Contact responded within the 45 minute timeframe and stated that the cameras did not show cars blocking the sidewalk. Allied Security responded to the property and did not see any cars blocking the sidewalk for this address.		HL

STVR Calls
September 2020

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Sunday, September 27, 2020	8:58 PM	STVR	68520 Durango Rd	Noise/Music	Loud Music, Causing The Windows And Walls To Shake (Complaints Filed Every Weekend).	The Local Contact responded within 45 minutes and stated the music is coming from the back yard of a house on Risueno Rd and not mine.		HL