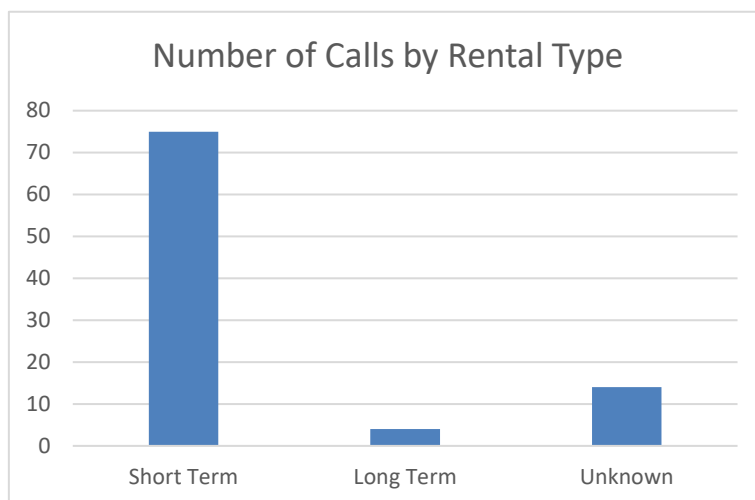
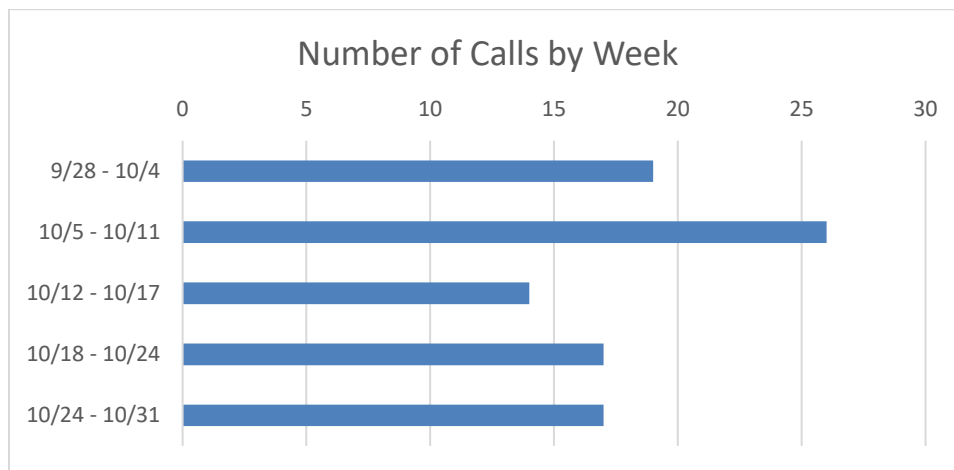




## SHORT TERM VACATION RENTAL OCTOBER 2020 SEPTEMBER 28, 2020 TO OCTOBER 31, 2020

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

Ninety-three (93) STVR complaints were received in October, of which 82 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.

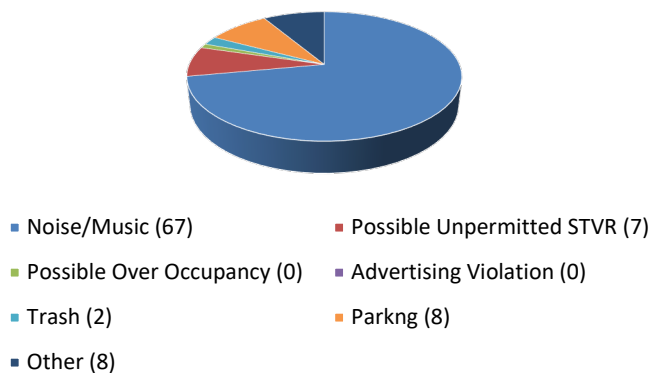


Of the 93 calls received, 75 were on licensed STVR properties, 4 were on a Long-Term rental property, and 14 calls fell into neither category, and are classified as Unknown (UNK).

### Number of Complaints by Week and Complaint Type

Complaint Type	9/28 – 10/4	10/5 – 10/11	10/12 – 10/18	10/19 – 10/25	10/26 – 10/31	Total
Noise/Music	14	18	13	10	12	67
Possible Unpermitted STVR	2	2	0	1	2	7
Possible Over Occupancy	1	0	0	0	0	1
Advertising Violation	0	0	0	0	0	0
Trash	0	1	0	1	0	2
Parking	1	2	1	4	0	8
Other	1	3	0	1	3	8
<b>Total</b>	<b>19</b>	<b>26</b>	<b>14</b>	<b>17</b>	<b>17</b>	<b>93</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 eight (8) complaints classified as “Other” include calls to the Hotline concerning verification of complaint calls / false calls, home maintenance, and civil eviction issues.

For the month, four (4) citations were issued as a result of the complaints received during the time period.

## STVR Calls

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
<b>Week 1 (Sept 28 - Oct 4,2020)</b>							<b>19</b>	
Monday, September 28, 2020	12:09 AM	STVR	68725 Panorama Rd	Noise/Music	Raging Party. Loud Noise. Still Going On.	Local Contact responded within the required 45 minute timeframe. Guests were contacted and noise was lowered.		HL
Monday, September 28, 2020	12:20 AM	STVR	68725 Panorama Rd	Noise/Music	They Are Screaming Like Mad Crazy People! I Just Want Them To Be Quiet.	This call came in 11 minutes after the call above and the complaints handled together. See response above.		HL
Thursday, October 1, 2020	7:42 PM	LT	68725 Tachevah Dr	Possible Unpermitted STVR	Need The Security Company To Come Out And Talk To This Tenant No One Is Suppose To Be At That Property They Have Been Cited \$5,000 By The City.	The Property Owner was previously cited for operation of an unlicensed STVR. The Property Owner has registered as a long term rental. Reporting Party will continue to contact Code Compliance of any suspected short term rental activity.		HL
Thursday, October 1, 2020	11:46 PM	STVR	69730 McCallum Way	Noise/Music	There Seems To Be A Party Going On At The Above Address. There Is Shouting, Loud Music. I Need To Sleep I Have Work In The Morning.	No response from Local Contact. Code Compliance investigated, and it was determined that it was unclear to the Local Contact that the STVR Hotline was calling. The Hotline operators have been directed to identify that they are calling from the STVR Hotline on future calls. No citation was issued.  Allied Security responded to the call, upon arrival he could hear some talking on and off coming from the property. Security made contact with the renter and informed him of the complaint. Advised that everyone come inside from the backyard before he left the property.		HL
Friday, October 2, 2020	7:15 PM	UNK	68863 Risueno Rd	Possible Unpermitted STVR	We Need Security To Investigate A Suspected A Possible Illegal Short Term Rental. Please Have Allied Call Us When They're On The Way.	The Hotline operator contacted CCPD. Code Compliance checked Deckard's Rentalscape portal, and the property is not being advertised in standard vacation rental portals.  Allied Security responded to the call, upon arrival at the property there were two vehicles in the driveway, and he could hear noise coming from the backyard. Security made contact with the occupants and asked if they were renting the property. The occupants stated the home belonged to her cousin, and her and her kids were using it for the weekend.		HL
Friday, October 2, 2020	10:09 PM	STVR	69799 Northhampton Ave	Noise/Music	Loud Music, Yelling, Screaming And Jumping In The Pool.	The Local Contact responded within the required 45 minute timeframe; stated the music was at a minimum and could only be heard by residents. Advised the occupants to keep it down.  Allied Security responded to the property and could hear splashing in the pool and people laughing. The Security Officer made contact with renter, and the renter had everyone get out of the pool and go inside.		HL
Friday, October 2, 2020	10:48 PM	STVR	69799 Northhampton Ave	Other	I Need To Know How Complaint Calls Are Verified. There Is A City Ordinance That States If There Is A Fake Or False Complaint That The Person Will Be Sited.	This call came in from the Local Contact asking about regulations.		HL

## STVR Calls

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Friday, October 2, 2020	10:52 PM	STVR	68110 Marina Rd	Noise/Music	There Is People Talking In Back Yard.	<p>The Local Contact responded within the required 45 minute timeframe; stated the people were talking in the backyard but weren't being loud or screaming.</p> <p>Allied Security responded to the call, upon arrival he could hear a little bit of talking coming from the property. The Security Officer made contact with the renter and advised them of the complaint.</p>		HL
Saturday, October 3, 2020	12:02 AM	STVR	68261 Durango Rd	Noise/Music	It Been Loud Since 3 In The Afternoon Still Loud Music And Yelling.	<p>The Local Contact responded within the 45 minute timeframe; they went to the property and spoke to the guests. They checked their noise monitoring system and saw spikes every now and then.</p> <p>Allied Security responded to the call, upon arrival he could hear some talking and laughing coming from the property. Security made contact with the renter and advised him of the complaint; told the other guest to quiet down before he left.</p>		HL
Saturday, October 3, 2020	1:11 AM	LT	67900 Ontina Rd	Noise/Music	Loud Party With A Band.	<p>The Local Contact did not respond within the 45 minute timeframe.</p> <p>Allied Security responded to the property, and did not hear music but saw people leaving the property. The Security Officer made contact with the renter, and advised of the complaint. The renter stated that they just shut everything down.</p> <p>STVR Administration has confirmed that this property is a Long Term rental as of 5/1/2020.</p>		HL
Saturday, October 3, 2020	1:46 AM	UNK	None Provided	Noise/Music	Every Week They Partying. They Are Arguing And Partying Outside In The Pool.	The caller did not provide an address and the Hotline Operator was not provided a phone number to call back.		HL
Saturday, October 3, 2020	2:32 AM	STVR	69729 Rochester Rd	Noise/Music	Noise Complaint. Full Blown Party. People Yelling, Laughing, Very Loud. I'm Across The Street And They Woke Me Up. Happens Frequently.	The Local Contact called back within the required 45 minute timeframe; stated there was not a problem and will not take any action.		HL
Saturday, October 3, 2020	11:55 AM	STVR	67735 Elizabeth Rd	Occupancy	They Have Over 8 People There In The Home, I Spoke To The Renters.	The Local Contact responded within the required 45 minute timeframe. Stated that there can be more than eight (8) people during the day, and will make sure there will not be eight (8) people in the evening.		HL
Saturday, October 3, 2020	3:56 PM	STVR	68965 Hermosillo Rd	Parking	Parking on the sidewalk, and parking too close to a stop sign.	Code Compliance responded to the Requestor, it was advised to call the STVR Hotline. Property Owner was notified of the complaint.		GoR

## STVR Calls

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Saturday, October 3, 2020	6:26 PM	STVR	68155 Tachevah Dr	Noise/Music	Hear The Music Vulgar Type Music And Done On Purpose Because Got Fined Couple Of Weeks Ago. Someone Needs To Come And Look Into This. If No Response Will Contact Police. When He Knows I Am Outside Puts Music Way Louder, Unnecessary Commentary	The Local Contact responded within the required 45 minute timeframe. Stated that he would take care of the issue, and knows who made the complaint.  Allied Security responded to the call, upon arrival there was no noise coming from the property.		HL
Saturday, October 3, 2020	8:10 PM	STVR	68605 Tortuga Rd	Noise/Music	There Is A Big Party Going On Next Door. There Is Music Playing And People Are Screaming. My Walls Are Shaking. You Can Hear It From Down The Street.	The Local Contact responded within the required 45 minute timeframe. Stated the tenants were called and advised. Music was being played from the cell phone but they turned it off.  Allied Security responded to the call, upon arrival he could hear music. The occupant turned off the music as he exited his vehicle. Security made contact with the occupant, and advised her of the complaint. She stated they were going to come inside the house for the night.		HL
Sunday, October 4, 2020	8:45 AM	STVR	68645 Risueno Rd	Noise/Music	Excessive noise carried on until 2-3 am every weekend.	The Requestor is anonymous and did not leave any contact information for follow-up regarding the complaint.		GoR
Sunday, October 4, 2020	10:02 PM	STVR	68590 Risueno Rd	Noise/Music	Their Is A Large Gathering With Laughter With Light Music. We Have Work And School In The Morning.	The Local Contact responded within the required 45 minute timeframe; stated the tenants were contacted. Advised them to keep it down and they were advised at check in.		HL
Sunday, October 4, 2020	11:07 PM	UNK	68445 30th Ave	Noise/Music	There Is Loud Music And Shouting At This Address.	This call was forwarded to CCPD dispatch. The Police Department responded to the complaint, but were unable to locate the music.		HL
<b>Week 2 (Oct 5 - Oct 11, 2020)</b>							<b>26</b>	
Monday, October 5, 2020	8:52 AM	UNK	68575 Hermosillo Rd	Trash	Does Not Show To Be A Rental Property, But There Looks To Be People Occupying It Over The Weekend And Leave The Trash Out On Sunday And Don't Close Their Dumpsters Which Causes A Disturbance.	The property is not a licensed STVR or LT property. Did not find any online STVR advertising for the property. A case has been opened, and the trash can storage issue will be followed up on.		HL
Tuesday, October 6, 2020	7:04 PM	STVR	67535 Medano Rd	Noise/Music	They're Very Loud And Its Quite Neighborhood, They're Playing Loud Music Right Now On Tuesday Night. Just Want To Leave A Complaint.	The Local Contact responded within the required 45 minute timeframe; stated that the music has been turned down.		HL
Tuesday, October 6, 2020	7:43 AM	LT	30409 Sterling Rd	Other	The rental property management company is currently painting the exterior of the home and doing remodeling on the inside to prepare for new renters. The painters painted my side of the block wall in the front. I addressed it both with the painters on Friday, and with the property manager on Saturday. I was assured it would be fixed. It is now Tuesday, and no remedy yet. What can I do? Who can help me resolve this?	Code Compliance contacted the Reporting Party and advised that the issue is a civil matter. Recommended that the Reporting Party continue to contact the Property Manager.		GoR

## STVR Calls

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Wednesday, October 7, 2020	10:44 AM	UNK	68438 Rodeo Rd	Possible Unpermitted STVR	I Am Reporting An Unpermitted Short Term Rental. I Am Noticing Several Tenants Every Week. I Know A Permit Is Not Being Requested And I Am Not Sure Who To Report This To.	Code Compliance responded to the Reporting Party who stated there are different people each week. Code Compliance reviewed Deckard's Rentalscape portal, and the property is not being advertised in standard vacation rental portals.		HL
Thursday, October 8, 2020	8:41 PM	STVR	68515 Risueno Rd	Noise/Music	This Loud Music And Screaming And Yelling Has To Stop Our Kids Are Trying To Go To Bed - This Has To Stop Now Send Someone Now.	Local Contact responded within the required 45 minute timeframe; spoke to guest and they felt they weren't being loud. They will be going inside shortly.  Allied Security responded to the call, upon arrival he could hear some talking and laughing coming from the property. The Security Officer made contact with the renter, and advised of the complaint. The renter had everyone go inside.		HL
Thursday, October 8, 2020	10:19 PM	STVR	68515 Risueno Rd	Noise/Music	Noise Complaint. Second Call. Loud Music, Yelling, Shouting. Turned It Down For A Bit Now It's Back Up. There Are Speakers On The Roof By The Pool. My Next Call Will Be To The Police.	Local Contact responded within the required 45 minute timeframe; they are going inside for the night. Guests were in the hot tub.  Allied Security responded to the call, upon arrival he couldn't hear any music or loud people coming from the property. There was music coming from another property, however, advised the renter of the complaint.		HL
Friday, October 9, 2020	4:20 PM	LT	68210 Empalmo Rd	Noise/Music	Live Band In The Back Yard. A Lot Of People Are There. Noise Complaint.	This complaint was routed to the Cathedral City Police Department. The CCPD responded to the property and parties were advised of the noise complaint.		HL
Friday, October 9, 2020	7:07 PM	STVR	67735 Elizabeth Rd	Noise/Music	Music Is Very Loud. The Party Is In The Back Of The Pool. You Can Tell That There Is A Lot Of People. I Want Them To Stop This Party Off Now.	Local Contact responded within the required 45 minute timeframe; stated the music was turned off.  Allied Security responded to the call, upon arrival he couldn't hear any noise coming from the property. The renter came outside while he was there and renter was advised him of the complaint.		HL
Friday, October 9, 2020	10:05 PM	STVR	68725 Panorama Rd	Noise/Music	Huge Party And Screaming At The Top Of Their Lungs. They Won't Stop Screaming And Chanting.	Local Contact responded within the required 45 minute timeframe stating that the occupant is compliant.  Allied Security responded to the call, upon arrival he could hear some talking coming from the property. Made contact with renter, and advised him of the complaint. Renter asked the other guests to come inside and quiet down before he left property.		HL

## STVR Calls

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Friday, October 9, 2020	10:45 PM	STVR	68515 Risueno Rd	Noise/Music	There Is Screaming, Yelling And Loud Music Again.	Local Contact responded within the required 45 minute timeframe; stated the people are going inside. They were outside talking.  Allied Security responded to the call, upon arrival he couldn't hear any noise coming from the property. There were loud voices coming from the property across the street.		HL
Friday, October 9, 2020	11:47 PM	STVR	68965 Hermosillo Rd	Noise/Music	Very Loud Music, Bass Is Making The Wall And Windows Vibrate.	The Local Contact responded within the required 45 minute timeframe; stated the occupants were contacted to lower the music or they would be kicked out.  Allied Security responded to the property and did not hear music. The Security Officer could hear laughing and talking from the backyard and made contact with the renter to advise of the complaint. Renter had everyone go inside the house.		HL
Saturday, October 10, 2020	12:40 AM	STVR	68820 Concepcion Rd	Noise/Music	They Are Out In The Back Yard Talking Loud. They Woke Me Up.	Local Contact responded within the required 45 minute timeframe. Went to the property and everybody was quiet. All the lights were off.  Allied Security responded to the call, upon arrival he couldn't hear any noise coming from the property.		HL
Saturday, October 10, 2020	12:42 AM	UNK	28170 Horizon Rd	Noise/Music	There Are People In The Back Making A Lot Of Noise. Being Loud And Rude.	Local Contact did not respond; per City records the STVR Business License was closed out on 09/04/2020 by owner.  Allied Security responded to call; upon arrival he could hear some talking coming from the property. Security made contact with the renter; advised her of the complaint. Renter had everyone come inside before he left property.		HL
Saturday, October 10, 2020	2:13 AM	STVR	68125 Verano Rd	Noise/Music	They Have Been Playing Music All Night And They Are Yelling And Being Loud, It Sounds Like A Party.	Local Contact responded within the required 45 minute timeframe; made contact with the guests and they are not making noise. This is the 9th false complaint.		HL
Saturday, October 10, 2020	3:10 AM	STVR	67735 Elizabeth Rd	Noise/Music	4 Cars Parked In Driveway, 2 In Street Large Loud Group Of Drunken Visitors In Back Yard.	Local Contact responded within the required 45 minute timeframe; made contact with the tenants and they are back inside.		HL
Saturday, October 10, 2020	11:21 AM	STVR	67735 Elizabeth Rd	Other	I Received A False Complaint From My Neighbor About Cars Being Everywhere. I Am Calling To File A Complaint About My Neighbors Complaint.	This call is from the STVR owner making a complaint regarding false calls.		HL
Saturday, October 10, 2020	12:28 PM	STVR	67735 Elizabeth Rd	Other	I Called To Log A Complaint About My Neighbor Who Is Making False Claims. I Want To Clarify And Add To Previous Complaint.	This call is from the STVR owner making a complaint regarding false calls.		HL

## STVR Calls

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Saturday, October 10, 2020	3:19 PM	STVR	68626 Durango Rd	Noise/Music	Please Assist Asap, The Address Above Is Having Parties And Making Excessive Noise And Have To Many People At The Address.	The Local Contact records were not updated, and the correct Local Contact was not called. Due to outdated records there was no violation.		HL
Saturday, October 10, 2020	4:32 PM	STVR	68430 Risueno Rd	Possible Unpermitted STVR	This Has Been An Ongoing Issue, The Neighbors Bought The House In July, It's Been Used As A Party House, There's About 20 People In The House Right Now, There Are Cars Blocking The Road, They Are Yelling And Bumping With Loud Music, We've Never Seen The Owner, All I've Seen Is People Coming In To Party And The Maid Comes In Periodically.	The Hotline dispatched this call to the Cathedral City Police Department. CCPD responded to the property and did not observe any parking issues nor did they hear any music. CCPD made contact with occupants who stated that there is a neighbor that calls on them frequently.  STVR administration researched property through Deckard Technologies Rentalscape; there are no current advertisements for this property.		HL
Saturday, October 10, 2020	4:43 PM	STVR	68965 Hermosillo Rd	Parking	Sick Of That Rental Its Really Bad They Park In Front Of People Park Way Music Is On 24hrs 6days A Week They Get Drunk There Trash Is Always Overflowing.	Local Contact responded within the required 45 minute timeframe. Stated the guest was advised to keep the noise down or they will have to leave.		HL
Saturday, October 10, 2020	5:34 PM	STVR	68180 Marina Rd	Noise/Music	Large party underway. A dozen or more cars, some parked across own driveway. Guys carrying guitars and amplifiers just showed up. Ignoring all COVID rules.	Code Compliance responded to the Reporting Party via GoR; advised of the Hotline calls that were also received. The Officer also discussed Allied Security's findings and the lack of response from the Local Contact. See resolution below.		GoR
Saturday, October 10, 2020	6:11 PM	STVR	68180 Marina Rd	Noise/Music	Loud Music , Party , Cars Parked Everywhere Also On Grass No Type Of Covid Restriction.	This complaint and the next complaint were handled as one call. The Local Contact did not respond within the required 45 minute timeframe.  Allied Security responded to the property. The Security Officer did not hear any music, made contact with a renter who stated the music had been shut down. Renter was advised of the noise complaint and the occupants went inside.  <b>Citation #12871</b>		HL
Saturday, October 10, 2020	6:32 PM	STVR	68180 Marina Rd	Noise/Music	Live Band Playing In Back Yard. Car In Drive Blocking Sidewalk, Also, There Are Several Cars Parked In The Area.	See Resolution above.		HL
Saturday, October 10, 2020	9:14 PM	STVR	68180 Marina Rd	Parking	The Music Has Stopped But There Are Still Several Cars Blocking Driveways And A Van Is Blocking The Sidewalk. 2nd Call.	The Local Contact responded within the 45 minute timeframe, and stated the guest would be contacted immediately.  Allied Security responded to the property and observed the van parked in the driveway encroaching onto the sidewalk. Contact was made with the renter who stated that the van was being loaded and they would be leaving.		HL



## STVR Calls

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Saturday, October 10, 2020	10:11 PM	STVR	68605 Tortuga Rd	Noise/Music	Loud Music At Pool Using Speakers, People Screaming Jumping In And Out Of Pool, Noise Super Loud.	Local Contact responded within the required 45 minute timeframe; advised the tenants turned down the music.  Allied Security responded to the call, upon arrival he couldn't hear any music but did hear some talking and laughing. Security made contact with renter and advised of the complaint. Renter had everyone come inside before he left property.		HL
Sunday, October 11, 2020	1:41 AM	STVR	69674 McCallum Way	Noise/Music	They Have Been Screaming And Yelling Since About 8pm. We Didn't Say Anything But They Are Not Stopping And Its Almost 2am.	Local Contact responded within the required 45 minute timeframe; advised they tried contacting the guests multiple times, but could not get a response. Stated they were on their way to the property, and will call again with an update.  Update: There is no loud music; guests are sitting outside talking. They went inside the house.  Allied Security responded to the call upon arrival there was no noise coming from the property, but there was noise coming from the property a few houses down.		HL
<b>Week 3 (Oct 12 - Oct 18, 2020)</b>							<b>14</b>	
Tuesday, October 13, 2020	2:11 PM	STVR	68433 Descanso Cir	Noise/Music	This STVR has been rented continuously for the past 4 weeks and by looking on the site it's rented out until the 1st of 2021 by different occupants. Sometime the renter don't even make a noise and I wish it was like that all the time. There's a family in there now and kids are screaming all the time. When is this going to STOP.	Code Compliance responded to Go Request. Advised reporting party that contact has been made with both the Property Owner and Property Manager regarding the noise complaints that were received.  A HL complaint was also received for this property. See notes and resolution below.		GoR
Tuesday, October 13, 2020	2:44 PM	STVR	68433 Descanso Cir	Noise/Music	Excessive Kids Screaming Outside In The Back Yard.	The Local Contact did not respond to the Hotline complaint.  <b>Citation #12872</b>		HL
Tuesday, October 13, 2020	10:50 PM	STVR	38830 Bel Air Dr	Noise/Music	People Are Still In The Pool Jumping And Being Loud.	The Local Contact responded within the required 45 minute timeframe; stated that he is the Property Owner and at the property in the pool area with friends. There is no loud noise or music.		HL
Thursday, October 15, 2020	11:15 PM	UNK	68145 Verano Rd	Noise/Music	They Are Playing Very Loud Music. Talking Very Loud It Sounds Like It Is A Party Going On.	The property is not registered as an STVR or LT rental property. Hotline routed call to Cathedral City Police Department. CCPD routed call back to the Hotline. No resolution on the call.		HL
Friday, October 16, 2020	1:41 AM	UNK	68745 Durango Rd	Noise/Music	There Is A Large Party Going On.	The property is not registered as an STVR or LT rental property. Hotline routed call to Cathedral City Police Department; they had also received a call. CCPD made contact with occupants and gave them a warning.		HL

## STVR Calls

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Friday, October 16, 2020	3:43 PM	STVR	69799 Northhampton Ave	Noise/Music	Music Is So Loud I Can Not Enjoy My Pool Or Backyard.	The Local Contact responded within the required 45 minute timeframe; stated there was no loud music. Local Contact watched the cameras and spoke to the guest.		HL
Saturday, October 17, 2020	12:41 PM	STVR	39555 Elna Way	Noise/Music	Very Loud And Noisy Residents.	Local Contact called within the required 45 minute timeframe; stated the guests were contacted to keep down the noise. Local Contact expressed frustration regarding complaining during the day because kids are playing in the pool.		HL
Saturday, October 17, 2020	1:24 PM	STVR	68626 Durango Rd	Parking	Cars completely blocking sidewalk again.	Code Compliance responded to the Requestor; advised they should contact the STVR Hotline so the issue can be resolved in a more timely manner.  The Property Owner was contacted and advised of the complaint.		GoR
Saturday, October 17, 2020	3:12 PM	STVR	69799 Northhampton Ave	Noise/Music	There Is Outside Music In The Back Yard In The Patio.	The Local Contact responded within the required 45 minute timeframe; stated that the tenants have been contacted and there is nothing going on. Local Contact states harassment by neighbor, as the calls are unwarranted. Wants to make a formal complaint.		HL
Saturday, October 17, 2020	3:53 PM	STVR	69799 Northhampton Ave	Noise/Music	Calling To Complain Once Again Regarding The Property With Loud Noise And There Is An Ordinance Banning Loud Noise From Any Vacation/Short Term Rentals During The Day Or Night. Need This Resolved Urgently.	The Local Contact responded within the required 45 minute timeframe; stated that the occupants were contacted and there is no loud music. It is the same person that keeps calling.		HL
Saturday, October 17, 2020	8:30 PM	STVR	68520 Durango Rd	Noise/Music	Loud Bumping And Thumping Music Rattling The Whole House And They Are Screaming And Yelling.	The Local Contact responded within the required 45 minute timeframe; stated that he went to the property and there is no noise being made.  Allied Security responded to the property and did not hear any music coming from the property. The Security Officer advised the renter of the complaint and cleared the property.		HL
Saturday, October 17, 2020	9:18 PM	STVR	68520 Durango Rd	Noise/Music	There Is A Loud Party With 8-10 Cars. I'm Getting Very Tired Of This Happening Every Weekend.	This call was resolved with the complaint above.  Allied Security responded to the complaint and did not hear any noise. The renter was advised of the complaint. One vehicle was leaving the property that had been encroaching onto the sidewalk.		HL

STVR Calls								
Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Saturday, October 17, 2020	10:05 PM	STVR	67790 Quijo Rd	Noise/Music	Loud Music, Lights In Back Yard, Six Cars At House.	<p>The Local Contact responded within the required 45 minute timeframe; stated the renters were asked to turn the music down. Local Contact also stated it was a false accusation and questioned the complaint regarding the lights.</p> <p>Allied Security responded to the property and did not hear any noise upon arrival. The Security Officer did observe two cars leave the property. The Security Officer made contact with the renter who stated that everything had just been shut down.</p>		HL
Sunday, October 18, 2020	1:28 PM	STVR	69799 Northhampton Ave	Noise/Music	Tenant Is Playing Loud Music Outside.	The Local Contact responded within the required 45 minute timeframe; stated there is no noise at the property.		HL
<b>Week 4 (Oct 19 - Oct 25, 2020)</b>							<b>17</b>	
Monday, October 19, 2020	10:31 PM	STVR	68520 Durango Rd	Noise/Music	They Have Their Music Bumping Again.	<p>The Local Contact responded within the required 45 minute timeframe; stated that he had just left the property and there is no one staying there.</p> <p>The Local Contact called in a second time to express that someone is making a mistake because there were calls on the property on Saturday and Monday but no one was staying there.</p>		HL
Wednesday, October 21, 2020	3:54 PM	UNK	30227 San Eljay Ave	Noise/Music	The Tenants That Live At The Property Have Parties Either Once Or Twice During The Week. Sometimes There Are Around 20 Cars Parked There. Last Night There Was A Fight And I Called The Police. The Owner Or Landlord Of The Property Needs To Be Notified. They Woke My Daughter Up Last Night.	This is not an active complaint and the call was forwarded to Code Enforcement.		HL
Thursday, October 22, 2020	4:30 PM	STVR	67735 Elizabeth Rd	Noise/Music	Please Make Them Turn Down The Music. The Bass Is So Loud And Thumping. Very Loud And The People Are Screaming Too. Go Stand In Front Of The Home And You Can Hear It From Outside. This Unit Is At It Again.	The Local Contact responded within the required 45 minute timeframe; stated that the occupants were contacted and the music turned off.		HL
Friday, October 23, 2020	6:36 PM	STVR	67790 Quijo Rd	Parking	If It Doesn't Get Fixed In 30 Minutes I Will Calling The Police. There Are 4 Cars Blocking Driveways. They Are Double Parked And Blocking Driveways.	The Local Contact responded within the required 45 minute timeframe; stated that the vehicles are no longer parked there. Local Contact also complained that each time the property is rented it is the same person complaining.		HL

## STVR Calls

Date	Time	Rental Type	Address	Complaint Category	Complaint	Resolution	Total Complaints	Source
Friday, October 23, 2020	6:39 PM	STVR	67790 Quijo Rd	Parking	Cars double parked on street and blocking driveways. Not fixed in 30 minutes I will call police.	Local Contact responded within the required 45 minute timeframe; stated that they aren't parked there anymore. Every time the property is rented the same person complains.  Allied Security responded to the call, upon arrival there were two cars parked on the street but not blocking the road or sidewalk. Security made contact with the renter and advised him of the complaint. Renter stated the two cars weren't theirs.		GoR
Friday, October 23, 2020	7:13 PM	STVR	39555 Elna Way	Noise/Music	I've Been Calling For The Past 3 Years That His Property Is An Issue. Please Have This Resolved Or Else I Will Take Action. I've Called Over 20 Times And There Are Rules To Follow. Please Have A Permanent Solution Or Else.	The Local Contact responded within the required 45 minute timeframe; stated the tenants were contacted and they are going to be quiet. Local Contact further stated that he does not appreciate having a noise complaint before 10 pm and feels that it is harassment.		HL
Saturday, October 24, 2020	4:13 AM	STVR	68320 Tortuga Rd	Noise/Music	There Has Been Noise All Night Long. Its Like A Party Is Going On. There Are 7 Cars There, Two Of Which Are Parked Across The Sidewalk Obstructing It. It Is Still Going On At 4 Am.	The Local Contact responded within the required 45 minute timeframe; stated that security would be going out the property to handle the complaint.		HL
Saturday, October 24, 2020	4:59 AM	STVR	67735 Elizabeth Rd	Noise/Music	It Is 5am. Pool Is Closed. There Are Tenants Who Are Drunk. And Are Screaming And Talking At The Top Of Their Voices. I Have Been Hearing This All Night Long.	The Local Contact responded within the required 45 minute timeframe; stated that the tenants were contacted and there is no one being loud.		HL
Saturday, October 24, 2020	10:26 AM	STVR	68320 Tortuga Rd	Parking	There Are 5 Cars Parked And One Of The Is Totally Blocking The Side Walk , Trash Cans Are Out . I Wondering About A Over Occupancy Violation?	Local Contact did not respond to the call. STVR did not follow up on the complaint due to a lack of oversight in issuing citation.  Police Dispatch received the complaint from the HL and responded to the property.		HL
Saturday, October 24, 2020	7:40 AM	STVR	67735 Elizabeth Rd	Noise/Music	People in the pool screaming at 430 am....Not allowed! Called the hotline and got no response. Then called police. Please Help.	Code Compliance staff responded to the complainant. They were informed there was a Hotline complaint received, and the Local Contact responded to the call.		GoR
Saturday, October 24, 2020	1:35 PM	STVR	67790 Quijo Rd	Noise/Music	I Am Calling To Report Tenants Are Causing A Disturbance Since 9:30am. If It Is Not Taken Care Of In 30 Minutes I Will Call The Police.	The Local Contact responded within the required 45 minute timeframe; stated that the issue has been resolved. Local Contact believes it is a false complaint.		HL
Saturday, October 24, 2020	1:46 PM	STVR	67790 Quijo Rd	Noise/Music	Reported on hotline for excessive noise. Told operator that they had 30 minutes to turn it down before I call police. Been 15 and the music has been turned up. Called CCPD IN 15 minutes.	Code Compliance staff responded to the complainant. They were informed there was a Hotline complaint received, and the Local Contact responded to the call.		GoR

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Saturday, October 24, 2020	9:52 PM	STVR	30216 Avenida Ximino	Noise/Music	I Called About This Last Night And The Police Told Me To Try To Call You Again. There Is Excessive Noise. It Started At 1pm And They Are Out There Screaming, Yelling, And Clapping. This Is An Ongoing Issue.	The Local Contact responded within the required 45 minute timeframe stating that they made contact with the guest and everything is resolved.  Allied Security responded to the call, upon arrival he couldn't hear any noise coming from the property. Security made contact with the renter and advised them of the complaint. Security Officer advised that noise could be heard from another property.		HL
Sunday, October 25, 2020	12:15 AM	UNK	69499 Las Camelias	Noise/Music	They Are Blaring Loud Music At The Rental Home - Ring Me At The Gate If You Need To Get In.	The property is not a licensed STVR or LT rental. The call was referred to the Cathedral City Police Department.		HL
Sunday, October 25, 2020	9:46 AM	STVR	68132 Valley Vista	Other	One Renter Caused A Vehicle Accident Causing Property Damage, This Incident Was About Midnight Last Night 10/25. The City Does Come Out And Document The Property.	The Local Contact responded stating it was a false complaint. This is not an active complaint related to an operational standard.		HL
Sunday, October 25, 2020	4:38 PM	UNK	68284 Calle Leon	Possible Unpermitted STVR	Cathedral Canyon Country Club. The Person Who Is Staying Sent Me Proof Of Violations , Owners Anthony & Robbie Andreas. Renting Out Unit To Short Term Rentals Up To 4 People To A Room Queen Size Bed. On A Website Called Air Bnd . Title Sunset Suite With Private Entrance \$298 For Three Nights.	Code Compliance contacted the Reporting Party and obtained information regarding the possible unpermitted STVR, including a copy of an Airbnb advertisement. Code Compliance also found the "live" advertisement online and confirmed an unpermitted STVR is being operated.  <b>Citation #12875</b>		HL
Sunday, October 25, 2020	4:58 PM	STVR	67790 Quijo Rd	Parking	Cars double parked in street and on sidewalk ... Again.	Code Compliance staff is investigating complaint.		GoR
<b>Week 5 (Oct 26 - Oct 31, 2020)</b>							<b>17</b>	
Monday, October 26, 2020	10:19 PM	STVR	68716 Avenida Diosa	Noise/Music	They're Outside Talking Loudly, I Can Hear It Through My Walls. Please Ask Them To Quiet Down.	The Local Contact responded within the required 45 minute timeframe; stated she was at the property and felt they are being targeted by the neighbors.		HL
Friday, October 30, 2020	10:55 AM	UNK	Ramon/Paloma	Noise/Music	There Are Sounds That Go Off Maybe Fireworks Or Gunshots That Wake People Up Out Of Their Sleep, Can Someone Do Something About This? We Heard There Are Four New People Being Brought One To Help With Noise Complaints, Is This Included In That As Well?	Referred to Cathedral City Police Department		HL
Friday, October 30, 2020	2:44 PM	UNK	68390 Tortuga Rd	Possible unpermitted STVR	I Wanted To Know If It Is A Registered Legal Short Term Rental House.	Code Compliance Staff contacted the Reporting; confirmed that the property is not a licensed STVR and will investigate the complaint.		HL
Friday, October 30, 2020	5:52 PM	UNK	68870 Risueno Rd	Possible unpermitted STVR	Illegal Vacation Rental.	Code Compliance Staff contacted the Reporting Party; address provided is incorrect. Correct address is 68877 Risueno. Advised that the compliance staff will investigate the complaint.		HL

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Friday, October 30, 2020	6:51 PM	STVR	69290 Woodside Ave	Noise/Music	I'm Not Sure If I Can Complain Because Its Still Early But Someone Is In There Car Playing Rap Music That Is Using Inappropriate Words.	Local Contact responded within the required 45 minute timeframe; stated that his parents are there, and they are not playing rap music.  Allied Security responded to the property and did not hear any noise or music coming from the property.		HL
Friday, October 30,2020	8:23 PM	STVR	39555 Elna Way	Noise/Music	Bunch Of Loud Noisy Drunk Kids Out By Pool. This Happens Every Weekend. Please Send Patrol Out, Tell Them To Knock It Off.	Local Contact responded within the required 45 minute timeframe; met with Allied Security. Confirmed there is no party at location.  Per Allied Security, upon arrival there was no noise coming from the property.		HL
Friday, October 30, 2020	9:24 PM	STVR	68135 Tachevah Dr	Other	The tenants are refusing to leave and I need you to call me back as soon as possible; the police are trying to escort them out.	Allied Security responded to the complaint, caller was advised that they can respond to any and all noise complaints, but cannot help evict a renter. Caller will have to reach out to her local police dept.		HL
Friday, October 30, 2020	9:40 PM	STVR	68135 Tachevah Dr	Other	I Called A Few Minutes Ago And I Am Waiting To Get A Callback. I Need To Get The Tenants Out Of My Rental And I Already Called The Police.	See previous response		HL
Friday, October 30, 2020	10:15 PM	STVR	68135 Tachevah Dr	Other	The Tenants Are Being Disruptive And I Am Trying To Get Them Out Of My House. I Don't Understand How This Is A Civil Issue.	See previous response		HL
Friday, October 30, 2020	11:17 PM	STVR	68820 30th Ave	Noise/Music	Party Behind Me Going On All Day, It's Getting Worse With Screaming & Noise Disturbances. It'll Get Down & It'll Start Back Up Again.	Local Contact responded within the required 45 minute timeframe; spoke with the tenants. They are going to lower music and voices.  Allied Security responded to the call, upon arrival he could hear a little bit of laughing and talking coming from the backyard. Made contact with the renter and advised of the complaint.		HL
Saturday, October 31, 2020	12:05 AM	STVR	69799 Northhampton Ave	Noise/Music	They Are Out On The Patio And Screaming At The Top Of Their Lungs. Noisy Yelling And Screaming. I Can Hear Them Through My Double Pane Windows.	Local Contact failed to respond to Hotline complaint.  Per Allied Security, upon arrival there was no noise coming from the property. Made contact with the renter and advised her of the complaint.  <b>Citation# 12877</b>		HL
Saturday, October 31, 2020	12:21 AM	STVR	68125 Verano Rd	Noise/Music	Like 6 Or So People Over There. My Windows Are Closed But Can Hear Yelling , Loud Party, Radio Loud. Its After 12am, Unacceptable	Local Contact responded within 45 minute timeframe; they are at the property and do not hear anything.  Allied Security responded to the call, upon arrival there was no noise coming from the property.		HL

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Saturday, October 31, 2020	8:31 AM	STVR	28170 Horizon Rd	Noise/Music	Called hotline twice 1127/1130 no response , first called non emergency police. Asked to call hotline. Music in back outside disturbances and partying till 4am	Code Compliance responded to the Reporting Party; advised that staff will follow up with Hotline.		GoR
Saturday, October 31, 2020	9:50 AM	STVR	69290 Woodside Ave	Noise/Music	Last Night Was A Bad Episode. I Heard Loud Screaming And Laughing After Midnight. I Am 5-6 Houses Away. This Happens Here Very Frequently.	Local Contact responded within the required 45 minute timeframe; owner in residence with parents. The noise was not coming from us; it was coming from our neighbors.		HL
Saturday, October 31, 2020	10:11 AM	STVR	69290 Woodside Ave	Noise/Music	This Is Not The First Incident Of Noise But This Is The First Time I Am Calling To Report It. There Are Also A Bunch Of Cars Parked In Front.	Local Contact responded within the required 45 minute timeframe; owner in residence with parents. The noise was not coming from us; it was coming from our neighbors. Somebody came out yesterday and spoke with us.		HL
Saturday, October 31, 2020	12:24 PM	STVR	69290 Woodside Ave	Noise/Music	There Was A Loud Party Until 2am, Lots Of Screaming And Yelling	Local Contact responded within the required 45 minute timeframe; owner is at the location. They are going to be there for the weekend.		HL
Saturday, October 31, 2020	3:15 PM	STVR	69290 Woodside Ave	Noise/Music	2am Yelling, Screaming, Shouting, Loud Music, We Are 3 Doors Away And Had To Shut Are Doors And Windows. Large Crowd There Today Concerned The Same Will Happen Tonight.	Local Contact responded within the required 45 minute timeframe. He is at the property with his 80 year old parents. Stated he received a call last night from the City; advised it was not his house. Furthermore, the representative came and saw that the noise is not coming from their home.		HL